

Enterprise Business Apps, Scalable Low Code and AI Solutions for Innovative Digital Transformations





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1 Service Overview

Capgemini enables UK public sector organisations to accelerate digital transformation through enterprise-grade low code platforms, delivering scalable, secure, and user-centric cloud applications. The Capgemini Enterprise Low Code framework helps organisations go through the end-to-end journey to prepare, kickstart and scale enterprise low code platforms. The framework spans vision and strategy, ideation and innovation, architecture and governance, transformation management, partner management, compliance and security, standards and reuse, and platform operations.

Core to the framework is integration, automation and orchestration, fusion delivery models, change and adoption and artificial intelligence (AI) augmentation.

Introducing enterprise low code platforms

Enterprise Low code platforms are cloud-enabled business application platforms that enable rapid application development through a visual, abstracted, and automated way connecting into the core enterprise IT estate.

Enterprise Low Code platforms offer key features like:

- A visual and model-driven interface that allows users to drag, drop and connect elements.
- Cross-functional collaborative experiences with in-app feedback.
- Component-based assembly of software, interfaces, data models, microservices, flows, logic, and rules.
- Cloud-native apps, with simple one-click deployment in a scalable, reliable, and secure manner.
- Multi experience across web, mobile, conversational, immersive, form factors, offline, multi devices.
- Lifecycle automation like DevOps, deploy and rollback, dependences, version control and health checks.
- Conversational AI and workflow automation, supporting citizen engagement and case management for public sector organisations.
- CRM applications which deliver robust business process management, compliance, and integration with legacy and modern systems, optimised for government buyers.

2 Why Capgemini

The Capgemini enterprise low code framework leverages the full power of the Capgemini group by bringing experts, implementation experience and accelerators to the enterprise low code space. From Capgemini Invent's market-leading strategy, innovation and transformation capabilities to Capgemini's Integrated Architecture Framework and large-scale delivery capabilities, which have been refined and evolved over many years.

Global and UK Public Sector Expertise and Experience: Capgemini is highly experienced in helping UK Public Sector organisations use enterprise low code platforms to build cloud-based apps for citizens and businesses. Capgemini has a global presence and a UK network that offers diverse expertise and can handle complex projects that span multiple countries and departments. Capgemini is recognised for its quality commitment and compliance with GDS delivery standards. Capgemini strongly focuses on understanding and meeting its buyer's needs, often acting as more than just a solution provider, but as a strategic partner. Capgemini has a proven ability and flexibility to deliver work packages, providing teams with skills in agile, solution architecture, business analysis, development, and more. With over 2000 SC-cleared resources, Capgemini can deliver customised business apps and low code solutions that suit each buyer's specific needs.

Strong Focus on Innovation: Capgemini values its dedication to innovation, especially in digital transformation, cloud services, AI, and analytics. This focus makes sure that solutions are up-to-date and future-ready, preparing buyers for upcoming technological changes. Capgemini's proven skills in low code platforms and services help businesses speed up their digital transformation projects by developing apps quickly and reducing the amount of coding required. Capgemini strongly pays attention to the connection between business goals and the



features that delivery teams offer, allowing the measurement of benefits and balancing user needs with overall business goals. Capgemini's distinctive approach links solutions, services, and suppliers to implement integrated solutions. Capgemini invests in its workforce, ensuring that teams have the latest technology and methodology skills. This investment in human capital leads to better-quality service for buyers.

By leveraging the latest technologies, Capgemini brings the latest in generative AI, workflow automation, and business process transformation to the public sector, supporting innovation and continuous improvement. Capgemini's expertise ensures seamless integration with existing systems, secure cloud deployment, and compliance with UK government standards.

Strong Partner Ecosystem:

Capgemini works with leading providers and vendors of enterprise low code platforms.

Capgemini has partnerships with and experience in:

- Major cloud providers like Amazon, Microsoft, and Google
- Pure-play enterprise low code application platforms like Power Platform, OutSystems, Mendix and Appian.
- Commercial Off-The-Shelf (COTS) products with predefined 'low code' functionality like Pega, Microsoft Copilot Studio, Microsoft Dynamics 365, Salesforce, ServiceNow, SAP Build.
- Enterprise-code extensibility platforms like Mendix to extend SAP in a product lifecycle management scenario, Power Platform to extend SAP in a Microsoft's Team integration scenario, and OutSystems to provide UI layer on top of UIPath.

2.1 The Capgemini Proposition

Comprehensive, end-to-end Enterprise Low Code Framework:

Capgemini offers a full range of services that work together through the framework, providing advisory on business vision and strategy, architecture and governance, transformation management, partner management, compliance and security, standards and reuse, platform operations and integration and automation.

Capgemini's strength lies in covering the whole project lifecycle catering to the specific needs of business, technology and the organisation.



THE CAPGEMINI ENTERPRISE LOW-CODE FRAMEWORK

Our framework covers all aspects to unleash the full potential of enterprise low-code through the complete journey from Vision and Strategy to Platform Operations.

The framework ensures that the questions Why?, What? And How? consider both business, organization and technology.



Capgemini's Enterprise Low Code skills span every aspect of what is required to implement complex solutions across its many facets comprising:

- **Programme and Transformation Leads** who manage the whole Enterprise Low Code program, making sure it aligns with strategic goals, overseeing timelines, budgets, and resources with previous sector experience.
- **Enterprise/Solution Architects** who know how to design, implement, and integrate low code platform solutions at scale and into complex and hybrid ecosystems, understand the risks and challenges of legacy environments and a complex supplier ecosystem, implementing large, distributed topologies (cloud, hybrid, and on-premises).
- **Agile Product Owners/Managers** who have experience in agile delivery, understand the product lifecycle and can enable cross-functional teams to design and launch new solutions to users successfully.
- **User Researchers** who can plan and design user research testing sessions, recruit users effectively, convert findings into product and design ideas, and communicate insights to different stakeholders at all levels.
- **UI/UX Designers** who are proficient in designing the user experience strategy for products and services, create prototypes and sketches, communicate ideas to the team, work with researchers to plan and conduct user research and testing, lead review sessions and diagnose product issues and propose solutions.
- **Functional Consultants/Business Analysts** who can understand platform features to meet the needs of users, identify/evaluate opportunities and improvement and provide business specifications. They also do research to determine service and business needs, write specifications and instructions for developers or designers.
- **Low Code/Pro Code Developers** skilled in building, configuring, and customising low-code applications, automations, components, and AI-Powered conversational experiences, integrated with core IT systems and data platforms
- **Testers** who understand the product and can balance testing efforts to enable the delivery of a quality solution (manual and automated).
- **Platform Engineers** who can build and automate the delivery pipeline DevSecOps for a complete solution.



- **Change Specialists** who can support the scaled adoption and use of low code platforms and solutions through change management, training, communication campaigns, changes to processes, roles, and structures.

Specialist resources such as Agile Coaches, Release Managers, Accessibility Compliance specialists, Security Architects, GDS assessors and Data Privacy specialists, to name a few. Capgemini's competitors often overlook these and only consider them after the project fails.

Proven accelerators for efficient delivery to high-quality standards:

Capgemini has a library of accelerators, methods and standards to deliver solutions at scale, enhancing the efficiency, repeatability, and consistency. Examples include:

- Power Platform Templates and Components: a collection of pre-built templates, components, and workflows like the Power Apps components for standard canvas apps aligned to GDS design system that can be adapted to the specific use case to speed up the development process.
- Copilot Studio templates for conversational AI and workflow automation, supporting citizen engagement and case management.
- Dynamics 365 accelerators for secure, compliant business process automation and integration with legacy and modern systems.
- DevSecOps tools to provide consistent quality and traceability through automation.
- Continuous integration and continuous deployment pipelines to enable the complex scenarios with version control and automated solution deployment, security, testing and monitoring.
- Automated Test framework to reduce the need for manual testing and provide assurance to an “evergreen” environment, given the regular updates pushed from vendors.
- Data Migration Tools: designed to import and export reference and transactional data in simple to mid-complexity data migration scenarios.

3 Business Need

In the UK public sector, the push for digital transformation is driven by evolving needs of citizens and employees, alongside advancements in technologies such as generative AI. A primary aim is to accelerate the delivery of value by deploying new, cost-effective low code business applications.

Platforms like Power Platform, Microsoft Copilot Studio and Dynamics 365 are central to this transformation, enabling public sector organisations to harness the power of their own data through AI-powered automation, automated workflows, conversational experiences, and robust business process management within secure, compliant cloud environments.

Opportunities for improvement include reducing costs for experimentation and product launches, leveraging existing skills and data, and easily integrating new requirements into solutions. Challenges are presented by outdated applications and processes lacking in security and user satisfaction, leading to risks in resilience and maintenance. The slow pace of IT delivery hampers the ability to address demands and innovate, compounded by the rise of shadow IT and a skills gap in professional development tools.

Opportunities in IT delivery involve increasing the speed of deployment from concept to launch, scaling solutions efficiently, reducing operational costs, and enhancing service quality through repeatable, well-governed solutions.

The maturity of low code platforms now offers governance, scalability, robust performance, and AI integration, supported by Centres of Excellence and Enablement for adoption and best practices. This approach encourages collaborative efforts between business and technology teams, fostering user-centred designs and embedding quality standards.



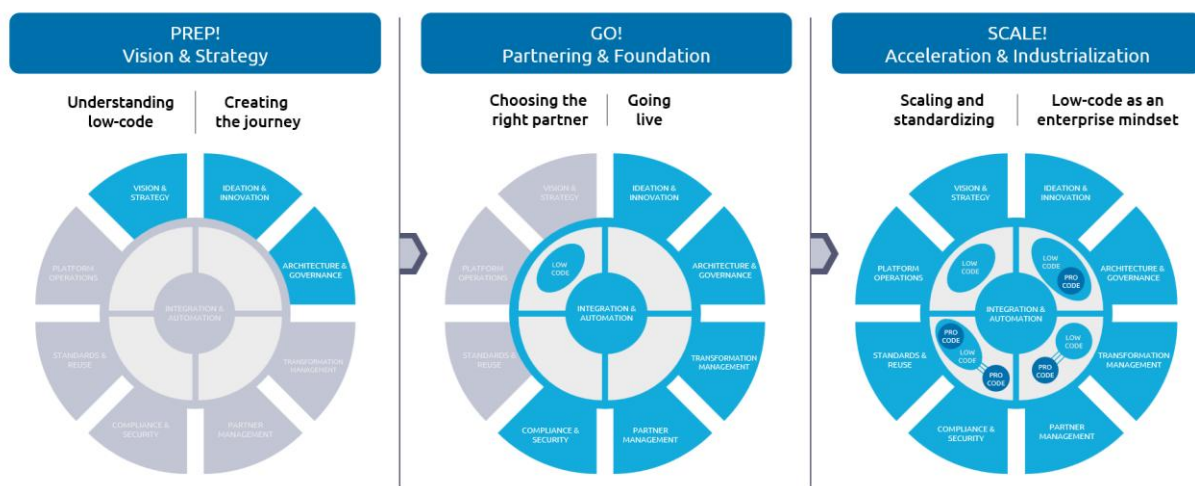
By expanding the use of enterprise low code platforms, the public sector can lower application costs, adopt more innovative operating models, and enhance productivity and flexibility through talent development and staffing versatility.

3.1 Capgemini's Approach

Capgemini's approach offers an end-to-end transformation path bringing business and technology perspectives to help organisations prepare, go, and scale their low code capability across the enterprise.

THINK BIG, START SMALL – THE PATH THROUGH THE ENTERPRISE LOW-CODE FRAMEWORK

The enterprise low-code path is a phased approach guiding through the enterprise low-code framework to address all aspects when needed and taking the right decision at the right time.



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

Prep! Understand low code and create the journey.

Vision and Strategy:

Capgemini helps organisations to create a vision and strategy for the enterprise low code journey.

Capgemini can prepare the following deliverables for you:

- Market/industry trends, technology trends, and platform updates report.
- Stakeholder landscape assessment report.
- Current state business and technology capabilities and fit gap assessment report.
- Opportunity areas and business risk assessment report.
- Enterprise low code vision paper and design principles.
- Objectives and key results, baseline metrics, and key performance indicators.
- Value levers and prioritisation framework tool.
- Target operating model report.
- Enterprise Low Code Annual strategy review report.

Ideation and Innovation:



Capgemini helps organisations to create an environment where users can generate ideas rapidly and innovate with enterprise low code platforms.

Capgemini can prepare the following deliverables for you:

- Enterprise Low Code innovation lab playbook.
- Detailed user personas and needs research report.
- Engagement and learning events - hackathons and thematic bootcamps.
- Art of the possible impulses, features showcases and ideation methodology playbook.
- Demo platform capabilities.
- Tailored use cases and solutions catalogue delivered through a portfolio app.
- Innovation funnel and flow of value model playbook.

Go! Choose the right partner, establish guardrails, and go live.

Architecture and Governance:

Capgemini's Integrated Architecture Framework helps organisations to enable Enterprise low code platforms with guidance on industry-standard cloud architecture principles, guardrails, and practices.

Capgemini can prepare the following deliverables for you:

- Enterprise low code architecture governance team design and terms of reference.
- Map of IT infrastructure, software ecosystem, data architecture and processes.
- Technical governance model, review framework and technical implementation plan.
- Technical review report of various low code platforms.
- Integration and platform compatibility report.
- Guardrails report for the low code platform, permitted use cases, data, and security requirements.
- Periodic review reports on governance policies and practices.

Transformation Management:

Capgemini helps organisations to define and manage the end-to-end transformation roadmap and journey aligning business and technology and enabling change adoption.

Capgemini can prepare the following deliverables for you:

- Business and technology transformation plan and roadmap.
- Change management plan to drive adoption.
- Set up the experience management office and agile lean portfolio management function.
- Capability, resourcing, and career development plans.
- Commercial framework and dashboard including cost and benefit forecasts and reports.
- Rapid agile application development model for fusion teams.
- Design and launch low code Centres of Excellence (CoEs) and Enterprise Centres for Enablement.
- Tailored training programs to upskill employees.
- Change champions community activation pack.
- Communication campaign packs about the benefits, successes, and lessons learned.



- Portfolio alignment tool to business strategic projects and initiatives.
- Low Code Project selector app and progress tracking app from discovery to alpha to beta to live.
- Project assessment and reporting tool for outcomes against predefined metrics.
- Monitoring dashboard for usage, performance, adoption, and business impact of solutions.
- Industrialisation plan for scaling low code solutions across the organisation.
- Feedback app for users/stakeholders.

Partner Management:

Capgemini helps organisations to manage complex vendor and partner ecosystems. Capgemini has strategic partnerships with the major enterprise low code vendors like Microsoft, Mendix, Appian and OutSystems.

Capgemini can prepare the following deliverables for you:

- Evaluation Framework Design Document for Enterprise Low Code Products
- Vendor Showcase Event Management Plan
- Proof of Concept Execution Reports for Selected Platforms
- Comparative Analysis Report of Vendor Models
- Partnership and Collaboration Model Guidelines
- License Usage and Scaling Optimization Report
- Cost Model Development Document, Including Consumption Forecasts and Benchmarks
- Vendor and Development Partner Relationship Management Strategy

Compliance and Security:

Capgemini is a leader in IT Managed Security Services and has experience delivering projects for a range of buyers with diverse compliance and security requirements.

Capgemini can prepare the following deliverables for you:

- Enterprise Data Protection Measures Definition Document for Low Code Platforms
- User, App, Data, and Platform Controls Implementation Plan
- Terms of Use, Security, Privacy Requirements, and Compliance Standards Document
- Data Encryption and Loss Prevention Policy Enablement Guidelines
- Environment Controls and Identity Management Implementation Strategy
- Compliance Monitoring and Adjustment Report

Scale! Accelerate, industrialise, and establish low code as an enterprise mindset.

Standards and Reuse:

Capgemini can help organisations achieve greater efficiency, cost savings and productivity gains through the reuse of existing assets and resources.

Capgemini can prepare the following deliverables for you:

- Design Authority Establishment Plan for Low Code and Fusion App Development
- Development Standards Definition Document for Delivery Excellence
- Low Code Asset and Resource Taxonomy Document



- Low Code Asset and Resource Crowdsourcing and Catalogue
- Low Code Innovation Labs Repeatability Report
- Low Code Solution Standardisation and Optimisation Review Report
- Standardisation and Industrialisation Strategy for Low Code Assets
- Development Component and Asset Catalogue, Including Documentation
- Common Repository Setup for Asset and Resource Distribution
- Reuse Encouragement Strategy for Internal and External Libraries

Platform Operations:

Capgemini can help organisations enable efficient management and operation of the enterprise low code platform, ensuring its stability, security, and scalability. Capgemini DevOps Framework provides increased agility, quality, and reduced outages, improving innovation cycles.

Capgemini can prepare the following deliverables for you:

- Environment Strategy and Deployment Patterns Design and Implementation Plan
- Low Code Platform User Access Provisioning Procedure
- Cloud and IT Infrastructure Scalability Assessment Report
- License SKU and Data Integration Capabilities Assessment Report
- Unified Administration and User Support Mechanisms Establishment Plan
- DevSecOps Pipeline, Usage Analytics, System Health, and Activity Logging Capabilities Setup Plan
- Application Lifecycle Management Process Document from Provisioning to Archival
- Continuous Quality Review Procedures, Including Health Checks, Usage Logs, and Analytics
- Continuous Improvement and Feedback Cycle Integration Strategy
- Platform Quality Assurance Review Report

Core! Integration, Automation and Orchestration:

At the heart of the framework is a common integration strategy that allows for high-quality integration between applications in the low code platform and the surrounding systems. Automation is about effectiveness and coordination. Complex scenarios require an architecture that includes low code and pro code microservices that follow modern integration patterns and clear API management. After building mission critical apps that combine the strengths of low code and pro code, smart architecture choices are needed with a strong focus on suitability for purpose. Capgemini is one of the largest systems integrators in the market and has a history of delivering complex integration projects across a wide range of industries. Integration technologies vary from pure-play platforms such as MuleSoft to major cloud providers such as Amazon, Microsoft, and Google.

Core! Low code and pro code fusion models:

Low code platforms for enterprises are now so sophisticated that they can create powerful and useful applications entirely with low code. For any complex business logic or non-functional aspects that require attention, a section of pro code can handle it. All the top low code platforms for enterprises enable direct and smooth integration of code like Java, .NET to complement the graphical development. Capgemini has an asynchronous event-driven platform based on the JEE7 framework, using the cloud, and building automated continuous delivery build pipelines. Capgemini also offers development support, central tooling, and platforms across development, test, and production environments, applying and using infrastructure-as-code, automation, and orchestration with a mix of Puppet, Ansible, and Jenkins.



Core! Artificial Intelligence (AI) empowers enterprise low code:

The enterprise low code framework uses AI to assist all parts of the framework, beyond the development process. AI helps with coding, architecture, security, and more. AI extends the enterprise low code platform even further towards 'no code' but keeps the flexibility of low code. Generative AI is a suitable assistant for functional use cases and users with no technical experience. Generative AI is part of the solution, not a standalone tool. Citizen developers can integrate AI into their solutions more easily to enable prompt-based experiences for example, using Power Automate GPT to analyze a text input instead of writing Python code. AI-enhanced software engineering improves the enterprise low code methods, making software development more natural language-based rather than visual or model-based. Generative AI is especially useful for use cases where innovation, automation, and optimization are important. Generative AI powered low code solutions simplify complex tasks, and support decision making.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

5 Service Management

This service can be delivered as a fixed price and time and materials rate basis.

Transformation Advisory can be delivered as an end-to-end solution.

6 Protection of Data

This service is based on a security classification of 'Official'; however, should you require a different security classification that you would like us to consider, please get in touch with us to discuss.

7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including, as a minimum, an exit plan in line with the Call-Off Contract terms), which will be charged for by the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer are critical in providing G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed upon at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach tailored to the topic, skills gap and individual to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme.



The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Partnerships

Capgemini partners with the leading cloud providers to help our clients deliver tailored solutions, harness the potential of data, and optimise the operation of systems and processes. These partnerships include:

- Microsoft Partner, including 6 Microsoft Solutions Partner Designations (maximum)
- Google Global Premier Partner
- IBM Global Partner
- AWS Partner, including seven AWS Partner Awards in 2023
- Adobe Platinum Partner
- Oracle Diamond Partner
- SAP Global Platinum Partner
- OutSystems Partner

10 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion



UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.



UK Best Workplaces for Wellbeing: We are listed by Great Place to Work® as a Best Workplace for Wellbeing



Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.

11 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

12 Business Continuity and Disaster Recovery

A disaster recovery plan is not included by default but can be scoped and priced separately upon request to meet buyer-specific continuity requirements.

13 Pricing

This service is priced using the attached SFIA Rate Card. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced on a Time & Materials or Fixed Price basis.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements for our service in more detail.



15 Termination Terms

Please refer to the Supplier Terms for this service.

16 Further Information

For more information about this or any of our G-Cloud services, please get in touch with our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. What are your preferred timescales for starting the work?

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

Make it real. | www.capgemini.com



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