

ServiceNow:

ServiceNow Employee Experience Implementation –
HRSD, Employee Centre.

G-Cloud 15





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1 Service Overview

Capgemini delivers ServiceNow HR Service Delivery (HRSD) and Employee Centre implementations tailored for public sector organisations. This service transforms internal service delivery across HR, IT, and workplace functions by creating user-friendly, secure, and accessible digital experiences for employees.

As a ServiceNow Elite Partner, Capgemini supports organisations in digitising complex processes such as onboarding, lifecycle events, and case management, all within a unified service portal. Delivered by experienced teams, the service improves employee satisfaction, increases operational efficiency, and supports the shift to modern, cross-functional service models aligned to public sector needs.

Our General Approach

Capgemini delivers ServiceNow HRSD and Employee Centre implementations using a human-centred, agile delivery model aligned to public sector objectives, accessibility standards, and civil service operating environments.

Our approach begins with stakeholder engagement to understand current service delivery challenges across HR, IT, estates, and other internal service functions. We co-design future-state service models with your teams, focusing on employee journeys, service simplification, and usability ensuring alignment with both organisational goals and employee expectations.

Our ServiceNow-certified consultants leverage the ServiceNow Now Create methodology and a structured set of accelerators to design and implement a solution that includes:

- Unified employee service portals via Employee Centre
- Automated workflows for HR cases, knowledge, and lifecycle events
- Secure integration with systems of record such as payroll, ERP, and identity management
- Configurable dashboards and reporting tools for HR visibility and decision-making
- Mobile-first, accessibility-compliant user interfaces

We use sprint-based development cycles with clear demos and feedback loops. Employee journeys are mapped and digitised to streamline onboarding, offboarding, and other key HR events while reducing administrative overhead for HR and IT teams.

Our implementations are supported by structured change enablement, user adoption planning, and optional managed services. We also provide training and handover to internal teams to ensure sustainability, scalability, and alignment with your ongoing employee experience goals.

2 Business Need

Public sector organisations are increasingly focused on improving the employee experience while reducing the administrative burden on HR, IT, and workplace teams. However, many internal services remain fragmented, manual, or spread across multiple systems leading to inconsistent support, slower onboarding, and reduced employee satisfaction.

Common challenges include:

- Disconnected HR and IT service channels
- High volumes of manual queries and requests
- Limited visibility into request status or progress
- Inefficient onboarding and offboarding processes



- Lack of self-service or accessible service portals

Capgemini helps public sector Buyers address these challenges by implementing ServiceNow's HRSD and Employee Centre capabilities. These tools unify internal service delivery, enable automation across the employee lifecycle, and provide user-friendly, accessible digital experiences.

The result is a more consistent, efficient, and transparent employee support model that focusses on improving satisfaction while reducing time spent on manual administration.

3 Our Approach

3.1 Service Description

Capgemini delivers tailored ServiceNow implementations that transform public sector employee services through HR Service Delivery (HRSD) and Employee Centre. This service enables organisations to provide user-friendly, secure, and consistent employee experiences across HR, IT, and workplace functions — all within a unified, accessible digital portal.

Our SC-cleared, ServiceNow-certified consultants deliver this service using agile, human-centred methods aligned with civil service operating models, accessibility standards, and organisational change objectives.

The implementation includes:

1. HR Service Delivery (HRSD) Configuration

- Digitisation of HR case, knowledge, and lifecycle event management
- Automation of onboarding, offboarding, leave, and employee changes
- Secure role-based access to HR data and services

2. Employee Centre Design and Deployment

- Unified self-service portal for HR, IT, and workplace requests
- Mobile-first design with accessibility and usability best practices
- Configurable navigation, knowledge base, and service catalogue

3. Integration with Enterprise Systems

- Integration with HRIS, payroll, ERP, identity management, and case tools
- Real-time data exchange using ServiceNow Workflow Data Fabric - IntegrationHub and APIs

4. Analytics and Performance Monitoring

- Dashboards for HR performance, request volumes, and service quality
- Visibility across employee service touchpoints and fulfilment KPIs

5. Change Enablement and User Adoption

- Engagement and training plans tailored to public sector teams
- Content and support strategies to encourage adoption and feedback

6. Optional Services

- Ongoing managed support for HRSD and Employee Centre
- Continuous improvement roadmap planning
- Accessibility audits and service maturity assessments

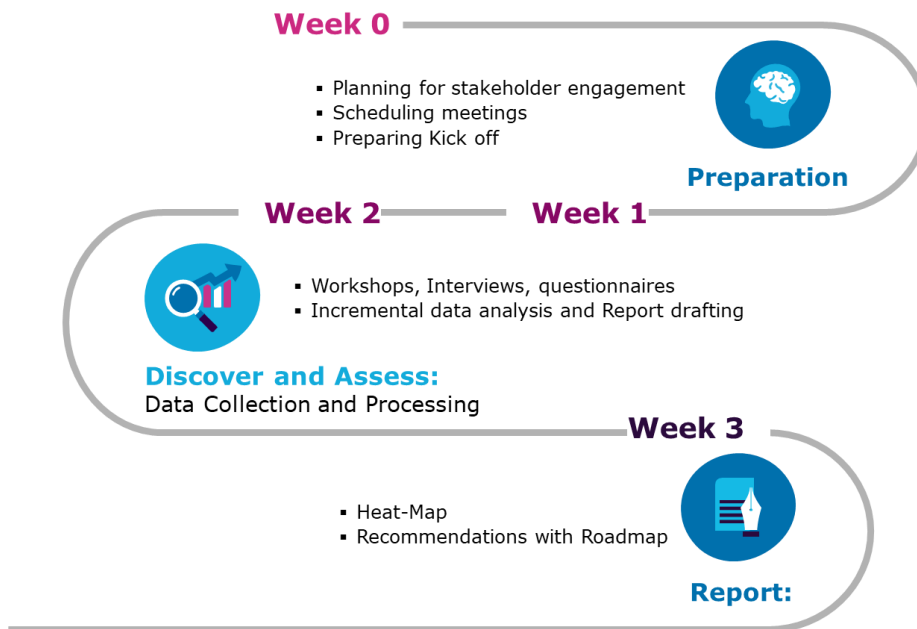


This service can be delivered as a standalone implementation or as part of a wider transformation programme. Capgemini provides end-to-end delivery, from initial scoping to live deployment, with optional handover or managed service transition.

3.1.1 Readiness Assessment and Discovery

Capgemini has industrialised the readiness assessment into a 3-week timeframe, quickly providing tangible outputs that can be used to drive your employee experience roadmap. Our assessment helps you understand the platform configuration needs, along with the actual implementation and maintenance costs, to help you build or support your business case.

The assessment can be used to assess the maturity of your existing ServiceNow implementation or to assess your readiness to migrate from your existing toolset to ServiceNow.



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

- The ServiceNow Readiness Assessment output will provide you with a comprehensive view of the state of your current capabilities (current state report with heatmap) and a roadmap for implementation and maintenance of the Now platform.
- The ServiceNow readiness assessment can also be used to take a deep dive into the current state of an existing ServiceNow implementation, providing you with the technical due diligence as well as process assessment to understand optimisation and innovation opportunities. This activity will highlight where improvements can help yield greater benefits and efficiencies from an existing implementation, and where a new platform implementation can deliver greater value, efficiencies and productivity to your organisation.
- Capgemini will analyse your organisation's readiness from both project implementation (design) and operational support perspectives. In the assessment report, we will include recommendations on how to keep your ServiceNow platform project easy to run and cost-effective.
- The assessment report will highlight risks and challenges you are most likely to face when implementing the ServiceNow platform and will articulate how to prevent delays and additional costs.
- Capgemini will focus on automation potential in assessing your readiness to improve the process layer, helping to drive costs lower and efficiency higher.



- In the final stage of the assessment engagement, Capgemini will deliver a Readiness Report and Roadmap. It will detail the actions needed to support optimised implementation for every assessed area. Low and medium-maturity organisations will receive guidance on how to advance their maturity and prepare for implementation and support of the ServiceNow platform, and this includes the migration from any legacy platform(s).

3.1.2 ServiceNow Platform Implementation

Our consulting activities consist of process reviews and validation of gathered requirements, and the use of platform specifications and use cases to drive the design of an optimal and functional solution. Based on the analysis of the requirements and user stories gathered, workshops are designed and executed to address logically grouped requirements and user stories, thus enabling the enrichment of the project plan and speedier sign-off for the agreed requirements.

Capgemini will configure the platform utilising sprint releases driven by detailed functional requirements captured jointly with your SMEs in the form of User Stories.

The Capgemini Project Team will start with a project kick-off to determine your requirements, priorities, business stakeholders and approvers, and agree realistic timelines. We then design, build and test the platform using our consultants and SMEs, working jointly with your team of SMEs and key stakeholders to ensure the delivered outcome is aligned with your objectives. Requirements for process-specific functionality will be discussed with your teams during workshops to capture detailed business needs and to process them from concept to product configuration by using user stories. All activities will be aligned and designed to help enable a smooth transition to the support team providing the managed service for the platform.

3.1.2.1 Designing and Building the New ServiceNow Platform

Where implementing ServiceNow as a new platform, optimising existing platforms or re-platforming, Capgemini's implementations are based on best practices we have developed while performing numerous ServiceNow Implementations for our public and private sector clients. It blends our acquired knowledge with a collaborative approach that we bring to our clients, which means we will work with stakeholders of the ecosystem to make sure that the governance structure, communications plan and other key transformation activities are developed in consultation with you and your team.

Capgemini will prepare a core baseline of the ServiceNow Platform that includes:

AD/LDS/LDAP Integration

This integration allows the ServiceNow system to use an existing LDAP server as the master source of user data. Capgemini configures one LDAP connection with the ServiceNow Platform to load initial data and to set up an automated, one-way synchronisation importing new updates to ServiceNow for user data. The integration uses a read-only connection that never writes to the LDAP directory. The integration only queries for information, and then updates ServiceNow accordingly. LDAP integration supports security by connecting from a single machine that uses a fixed IP address through a specific port on the firewall. Furthermore, the connection requires a read-only LDAP account for authentication.

Foundation Data

This dataset establishes the foundation, or base set of organisation information, needed to get the best value from the ServiceNow platform. Some of this data is manually imported as part of the initial build, while some will be imported/updated automatically through the integrations to remote systems. The decision to manually import data or build an integration is based on several factors such as the volume of the dataset, the frequency to which the data needs to be updated or maintained, and the time-sensitivity of updates reflected in ServiceNow. Foundation data is related to Companies, Users, Groups and Roles.



Capgemini's Recommendations for ServiceNow's Environment procurement

As good practice Capgemini, suggests that the implementation of a ServiceNow environment should use (4) separate ServiceNow Instances:

Environment	Purpose and Description
Sandbox	Demo environment and repository for prototyping activities.
Development	Configuring approved design for ServiceNow built-in modules or new applications for the ServiceNow platform.
Quality Assurance (QA) & Test	Perform user acceptance testing (UAT), integration tests as per validation standards.
Production	Production, validated and approved deployments, working application environment.

It is recommended that approved designs are implemented and tested in the Development instances. All other development efforts should be executed in the Sandbox instance.

QA & Test is the managed instance deployed to facilitate controlled and managed UAT and QA activities from approved code and configuration that have been implemented and tested in the Test/Development instance.

The Production instance will be periodically cloned back into the development and test instances to ensure development activity is conducted on an instance that is representative of Production, thus minimising rework of changes when deployed in the Production instance.

Email & Notification Service

Notifications are an important communication tool to keep users informed of events that concern them. The Buyer can use email and SMS notifications to send and receive communication from within ServiceNow. Notifications can be forced to override any user preferences or settings, such as notifications for critical incidents or outages. This helps the correct users to receive important notifications.

Other Core Functionality

Our services include the configuration of core functionality outside the base implementation, driving an increase in reliability and optimal functionality of the platform, including:

- Single Sign-On (SSO)
- Virtual Private Network (VPN)
- Orchestration with other systems (via web services, rest messaging, SOAP, others)
- Archiving or migration of transactional data from the Legacy Systems and Processes
- Localisations or language notifications (translations and currency changes, language and locale settings in the instance)
- Advanced tailoring to mobile view (to support proper rendering of new applications, complex catalogue items' variables, macros and widgets)
- Data segregation or domain separation
- Multiclient instance
- Additional LDAP or HR systems connections
- Support and maintenance of on-premises instances

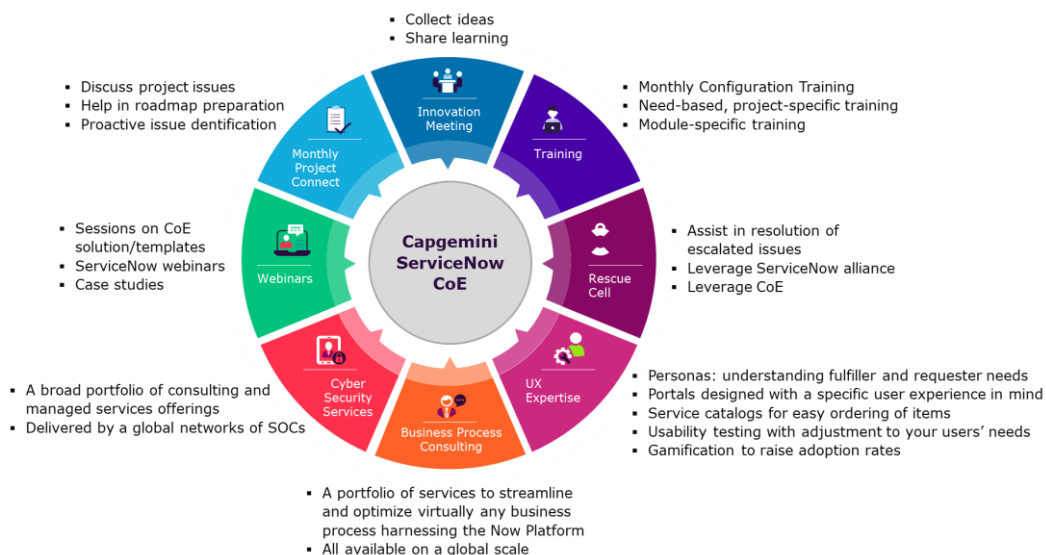


As part of a ServiceNow implementation Capgemini can offer deployment, configuration, tailoring of:

- HR Service Delivery.
- Platform Analytics dashboards that support complex and progressive data calculations and provide a variety of KPI and metric visualisation methods (graphs, charts, etc), allowing you to perform trend analysis, baselining and other analytical activity
- Virtual Meeting Workbenches - functionality that allows process managers to schedule, plan and manage meetings
- Data Quality Management - an in-house developed solution offered by Capgemini as a ServiceNow feature providing the capability of enhanced and complex data/records evaluation and accuracy control
- Connect Chat, a real-time messaging tool that enables users to chat with individuals and groups, quickly share files, and collaborate on any record by connecting with the right people promptly
- Visual Task Boards (VTBs) along with Connect Chat enable fulfillers to manage their work, projects, and activities with an intuitive drag and drop interface integrated with real time chat and communication functionality on ServiceNow platform
- Tech bars, the walk-up experience feature enables the creation and management of an onsite IT walk-up venue where requests and issues are fulfilled and solved by experienced IT technicians in person and in real time
- Virtual Agent, a conversational bot platform for providing user assistance through conversations within a messaging interface
- Automated Test Framework (ATF) enabling ongoing regression testing
- A variety of accelerators aimed at optimises operations and process compliance

In parallel with the design, build and test activities, a Training Needs Analysis (TNA) is performed to assess the gaps and training actions/initiatives needed to bring your teams up to the required operational level. The analysis results in a detailed training plan which includes activities for assessing the effectiveness of the training once it has been delivered.

Our ServiceNow implementation team can leverage different methods and approaches (including gamification) for training and upskilling your staff: Shadowing and reverse shadowing where appropriate, brown-bag sessions (lunch and learn), classroom instructor-driven training, computer-based training (CBT), train the trainer sessions, mentoring, scenario workshops/role play workshops, trade-show events...etc.



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



Capgemini will leverage its ServiceNow Centres of Excellence (CoEs), which provide you access to webinars and monthly project connect meetings to discuss project issues and prepare roadmaps. It also allows you to participate in our Innovation Drive program where we share learning, incubate ideas, create proof of concepts (POCs). You can also benefit from training programs tailored to your needs and access to our “Rescue Cell”, where we assist in the resolution of escalated issues.

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.

The Buyer responsibilities as part of this service are as follows:

- If the Buyer chooses to purchase ServiceNow Licenses directly from ServiceNow then this will be the Buyers responsibility. However, we will provide guidance on the most suitable ServiceNow product and licensing package based on your business objectives and requirements. Access and availability to Buyer stakeholders and SMEs throughout the project Access to Buyers internal and external third party applications for integration as agreed within the scope of the project Access and availability to Buyer’s facilities (such as rooms, printing, internet)
- Access and availability to Buyer stakeholders for escalation

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

5 Protection of Data

This service is based on a security classification of ‘Official’, however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

6 On-boarding and Off-boarding

Capgemini’s service offer is based on 5 Working Days for completion of on-boarding activities and the production of an exit plan. Capgemini can provide additional consultancy to facilitate on-boarding and off-boarding should a Buyer have specific requirements they may wish Capgemini to consider. This additional consultancy (including any additional exit plans required) and any exit assistance, such as assisting with the handover of Capgemini provision of the Services back to the Buyer or another supplier the Buyer may appoint, shall (unless otherwise agreed) be performed, and fees paid, applying the applicable Fee Rates as set out in the “Service management” column of Capgemini SFIA rates table.

7 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed 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. More detail about training needs and knowledge transfer is provided in the Platform Implementation section of this document.



8 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.

Capgemini has experience and expertise unlocking the power of ServiceNow...

- Dedicated ServiceNow **Centres of Excellence (COEs)** located across North America, Latin America, Europe, Northern Africa, and Asia Pacific, with over 1,500+ consultants
- Our **Rightshore™ Model**, delivering 50% reduction in ongoing maintenance costs, leveraging our **Global Delivery Centers (GDCs)** in Morocco, Brazil, Poland, Scotland, and Australia, with 600+ certified staff



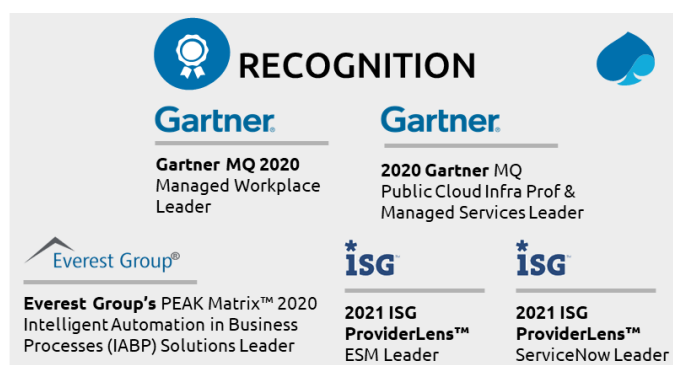
CAPABILITIES AND CREDENTIALS

4.56 out of 5 ServiceNow CSAT Score	1500+ ServiceNow and Process Consultants	3000+ Certifications and Accreditations	500+ Delivered ServiceNow Projects	150+ ServiceNow Accelerators	PRODUCT LINE ACHIEVEMENTS BY WORKFLOW Technology Workflow Employee Workflow Customer Workflow Creator Workflow ITSM ITOM App Engine App Engine App Engine App Engine
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PARTNERSHIP

Capgemini and ServiceNow combine strong domain expertise with the power of the Now platform to accelerate your journey to service excellence.

Gain from Innovations	Productivity	Rightshore™ Model	Turnaround Time	First Call Resolution
~\$500k saved through innovative solutions	38% implementation improvement through artifacts and accelerators	50% reduction in maintenance cost	20% faster ticket turnaround times	80% improvement in first call resolution



Capgemini has been a Certified ServiceNow Global Alliance Partner since 2009, and today we are a ServiceNow Elite Partner. Our 1500+ ServiceNow and process consultants have substantial ServiceNow expertise gained from 500+ ServiceNow engagements and have earned 3000+ ServiceNow certifications and accreditations. We have performed large-scale rollouts at Fortune 500 enterprises.

Capgemini maintains dedicated ServiceNow Centres of Excellence in the UK (strong presence), Poland, India, Morocco, and the United States, where we provide early access to new product releases; product demonstrations; interaction with ServiceNow Technical Architects to discuss project challenges, tools, and new product features; participation in developer events; training on new features and modules; quick, accurate responses to product-related questions and much more.

9 Sub-contractors

Where appropriate, and in agreement with each buyer, Capgemini UK may use the following subcontractors to deliver this service:



- Capgemini Technology Services India Limited
- Capgemini Polska SP z O.O.
- ServiceNow UK Limited

Where offshore resources cannot be used, Capgemini will deliver using UK-based resources.

10 Additional Associated Services

A number of additional associated services can be offered as shown below. Additional Associated G-Cloud Services shall be priced based on the price defined in the offer.

- Business Change Management Service

11 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

12 Pricing

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

For licences pricing will vary depending on requirement and will be discussed between Capgemini, ServiceNow and the end Client at Call-Off Contract level.

All charges are exclusive of taxes.

13 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 of our service in more detail.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

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

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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