

Workplace Artificial Intelligence (AI) - Support for Microsoft 365 Copilot G-Cloud 15





Table of Contents

1	Service Overview	3
	Workplace AI overview	3
	Capgemini's capabilities.....	3
2	Business Need	4
	Benefits of adopting Workplace AI technology in the Public Sector	5
3	Our Approach.....	5
	Discover 6	
	Define 7	
	Devise 8	
	Deploy 8	
	Extend 9	
4	Buyer Responsibilities	9
5	Service Management	9
6	Protection of Data	9
7	On-boarding and Off-boarding	9
8	Skills and Knowledge Transfer	10
9	Partnerships/Alliances.....	10
10	Vendor Accreditations/Awards	10
11	Sub-contractors	11
12	Business Continuity and Disaster Recovery	11
13	Pricing	12
14	Ordering and Invoicing	12
15	Termination Terms	12
16	Further Information	12



1 Service Overview

Capgemini's Workplace AI offer helps to safely, securely, and ethically deploy cloud-based personal productivity assistants and Generative-AI (GenAI) tools, including Microsoft 365 Copilot. Capgemini works closely with public sector clients to consider their business and people readiness for such a technology transformation, as well as their technical and data enablement for deploying this new technology. As Workplace AI is a disruptor to and transformer of today's workforces and ways of working, Capgemini helps bring together people, processes, data, and cloud technology to unlock business value as part of colleague experience transformation.

Capgemini's Workplace AI offer includes a range of services such as:

- Running a GenAI Pilot or Proof-of-Concept (POC)
- Workplace AI use cases & benefits assessment
- Immersive AI experiences or developer experiences
- Workplace AI ethics & governance
- Building low code apps with GenAI
- Building a knowledge Large Language Model (LLM) solution
- Code review and automation with GenAI
- Workplace AI training & learning
- GenAI security.

Public sector clients can work with Capgemini to learn from their experiences deploying Workplace AI to its workforce and the lessons learned when supporting other clients. This tried, tested, and iterated approach will help new clients interested in approaching Workplace AI transformation whilst following leading industry standards.

Workplace AI overview

Workplace AI refers to the use of Artificial Intelligence (AI) to increase productivity in the workplace. It involves the integration of AI technologies such as machine learning, natural language processing, and automation into workplace tools and processes. This can help employees work more efficiently, improve their creativity, support with accuracy and quality, and improve overall job satisfaction.

Workplace AI includes both general productivity assistants, such as Microsoft 365 Copilot or Google Duet AI, as well as more custom-use AI technologies for more unique or target scenarios.

There are considerations and limitations for general use technologies and Capgemini can help buyers explore these to decide when general-use or custom-use AI solutions are advisable, by providing the information, guidance and factors that influence each.

Capgemini's capabilities

Capgemini can help to create a strategic roadmap, identify relevant business use cases, assess technical readiness for secure implementation, and help with change and adoption frameworks, for POC, pilots and scaling. Key areas include:

1. Business transformation
 - a. Strategy and operating model – helping to make an initial strategic decision to explore Workplace AI as per vision and goals by defining a roadmap to meet today's needs while serving for the future.
 - b. Governance – mobilising key functions and stakeholders to govern Workplace AI and the transformation it has on the organisation as per legal, security, data requirements.
 - c. Compliance/Legal – enabling users to adopt Workplace AI as per local and national laws and data policies, as well as internal codes of usage and requirements.
 - d. Benefits realisation – calculating return on investment (ROI) and return on experience (ROX) of leveraging Workplace AI to inform business cases and strategic decision making.



- e. Vendor management – leveraging Capgemini’s vendor partnerships to liaise with Workplace AI providers to see that buyers are supported through the procurement, licensing, adoption process.
- f. Adoption – seeing enablement of usage through emotional and learning curves associated with advanced new technology.
- g. Reinventing work – defining new use cases, ways of working and processes for this new technology.

2. Technology transformation

- a. Technical readiness – assessing whether the technology within the organisation is ready to deploy, scale and manage GenAI tools.
- b. Data security – recognising current privacy and data security posture against Capgemini’s security best practice for Workplace AI while defining data strategies to protect sensitive data.
- c. Integration and customisation – extending Workplace AI capabilities across new business units, roles, applications with custom usage for additional business value.

Using Capgemini’s insights and experience, the aim is to accelerate the journey to scaling and adopting personal productivity assistants across the organisation, keeping colleagues at the heart of the transformation as per GDS-guidelines.

2 Business Need

Public sector buyers may need support with exploring Workplace AI in several different scenarios.

Understanding Workplace AI capabilities

Understanding what Workplace AI is and the capabilities and benefits such a cloud-based platform can bring to the organisation. Public sector buyers will need to understand the benefits to make a case for exploring this technology as part of workplace strategy.

Getting started with Workplace AI

Identifying whether the organisation is ready for Workplace AI and how to get started will be a key question for buyers. What are the technical, legal, data protection, cyber security and ethical considerations that need to be assessed to embark on the transformation? How should key functions be activated, brought together, and operationalised to embark on the industrialisation process of Workplace AI?

Exploring adoption and experience for colleagues/staff

Organisations should consider the support needed with identifying the impact productivity assistants will have on the workforce and employee experience. For example:

- Understanding how Workplace AI might evolve roles and skillsets to be able to focus on new value-add work.
- Identifying where digital skills maturity of staff may be not at the benchmark for embarking on a Workplace AI adoption journey.
- Understanding how the support identified personas and use cases with adopting this new technology with change and adoption frameworks.

Confirming where and how to scale Workplace AI

Workplace AI tools, like Microsoft 365 Copilot come with a cost and this cost needs to be justified with an approach to calculating the business case for scaling the tooling across the organisation – and to which functions, business lines, and personas. Scientific experiments per use case will be required to produce the data to make sure Return on Investment calculations. Experiments across roles, functions, grades, personas will identify where the highest value can be found to identify the scaling strategy.



Discovering the art of the possible for further innovation

Capgemini supports buyers with exploring how Workplace AI can be further extended to drive organisational innovation. Demos in a lab-like environment can help buyers understand further extensions to Workplace AI including integrations with other applications to understand maturity, articulate use cases and showcase innovation. Plus, identifying opportunities for custom-use or bespoke Gen-AI solutions tailored to the organisation.

Benefits of adopting Workplace AI technology in the Public Sector

Public sector buyers may need support with exploring and implementing Workplace AI and personal productivity tools for several reasons, driven by clear business needs:

Efficiency and Productivity: Organisations face resource constraints and increasing demands for services. AI-powered workplace tools can automate routine tasks, streamline processes, and enhance productivity, allowing staff to focus on higher-value activities that require human expertise.

Cost Savings: By automating repetitive tasks and optimising workflows, AI solutions can help to reduce operational costs and achieve greater efficiency in resource allocation. This is especially important given the pressure to deliver services within limited budgets.

Improved Decision Making: AI tools can analyse large volumes of data and provide valuable insights to support decision-making processes within the UK Government. From identifying trends and patterns to forecasting outcomes, these solutions can help leaders make more informed and strategic decisions.

Enhanced Service Delivery: AI-powered personal productivity tools can assist employees in completing tasks, leading to improved service delivery for citizens. Whether it is processing applications, answering enquiries, or managing documents, AI solutions can help to deliver services more quickly and accurately.

Scalability and Flexibility: As public sector organisations adapt to changing needs and technological advancements, scalable AI solutions offer the flexibility to grow and evolve over time. These tools can accommodate increasing workloads and changing requirements without significant manual intervention.

Employee Satisfaction and Retention: Providing colleagues with advanced AI tools to support their work can enhance job satisfaction and morale. By automating mundane tasks and empowering employees with innovative tools, government organisations can attract and retain top talent in a competitive labour market.

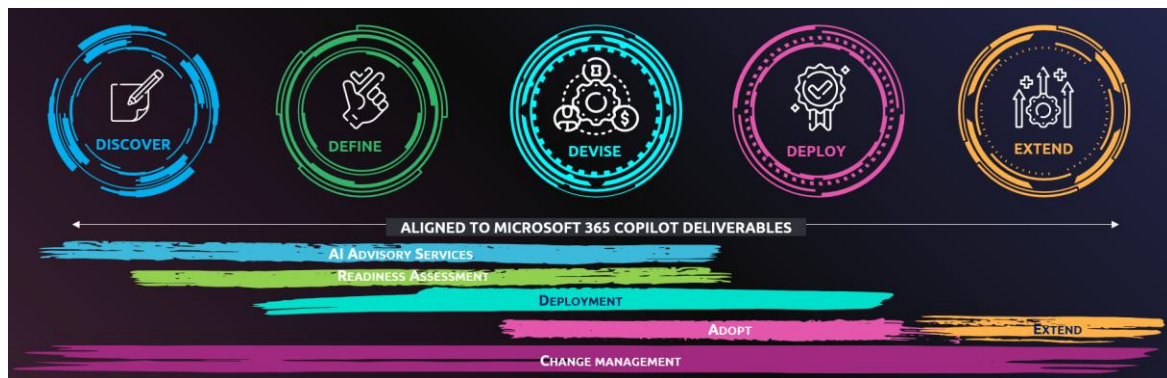
Regulatory Compliance and Risk Management: AI solutions can help public sector organisations comply with regulatory requirements and mitigate risks associated with data privacy, security, and compliance. Implementing AI tools with built-in safeguards and controls helps to meet legal and regulatory obligations.

Overall, the adoption of Workplace AI and personal productivity tools addresses clear business needs within the public sector, ranging from improving efficiency and service delivery to reducing costs and enhancing decision-making capabilities. With the right support and implementation strategies, these AI solutions can drive significant value and transformation across public sector organisations.

3 Our Approach

Capgemini's approach combines a variety of the organisation's business lines and capabilities to support end-to-end delivery. This modular approach to embracing Workplace AI tools, like M365 Copilot, can help buyers progress through each step from assessment through to adoption to enable proficient use of M365 Copilot.

1. Discover
2. Define
3. Devise
4. Deploy
5. Extend



Discover

Key components:

During this phase Capgemini assesses the business and technical readiness, recognise needs, prioritise scenarios and define an actionable roadmap for Workplace AI tools, like Copilot for Microsoft 365.

Activities:

1. Kick-off workshops to initiate a project and prepare for readiness assessment.
2. Conduct readiness assessment questionnaires with respective stakeholders across the organisation including senior leadership, Legal, Cyber security, IT, Data Protection, Procurement.
3. Review of the tenant, infrastructure, data, business readiness assessment inputs. Discussion of key uplift areas. For example:
 - a. Is the cloud-based tenant or infrastructure ready for deployment of associated Workplace AI tool?
 - b. Is the organisation's data correctly classified, labelled and stored so that sensitive data will not be surfaced by Workplace AI? Are any information sites, like SharePoint, correctly assigned as 'public' or 'private' to protect data?
4. Identify key business personas and use cases by conducting user research. For example:
 - a. What are the current key roles across the organisation that will define the key personas to tailor Workplace AI use cases for? Do these personas already exist or does new user research need to be conducted?
 - b. What are the current pain points or needs of these personas? How can Workplace AI solve some of these pain points? What is the digital skills maturity of these personas? Are they ready to adopt a new tool that requires advanced skills?
 - c. What Workplace AI use cases might be specific to each of these personas that require exploration and testing? Which use cases might bring the most value to these personas?
5. Define roadmap and next steps based on business vision, goals, and technical readiness priorities.

Outcomes:

Conclusions on the organisational and technical readiness for adoption of Workplace AI with identification of gaps that need to be rectified by a roadmap to proceed.

A prioritised set of personas and use cases to focus on for Workplace AI transformation.



Define

Key components:

Capgemini helps bridge the gaps identified in the technical readiness assessment but also help with defining the parameters of the pilot or proof-of-concept.

Activities:

1. Establish a Gen-AI Centre of Excellence (COE) by bringing together representatives from IT, Data Protection, Cyber Security, Legal and Procurement to align on governance, standards, and delivery.
 - a. Establish a regular cadence with these key stakeholders to operationalise and industrialise the Gen-AI function for the organisation.
 - b. Establish ways of working, guidelines, and structure for the organisation to follow.
 - c. Coordinate with Workplace AI vendors, like Microsoft or Google, to align on questions and needs.
2. Requirements gathering from key representatives in the COE to inform the solution design.
 - a. Legal – What are the vendor terms and conditions as per the contract for the Workplace AI tool. How will the organisation monitor and adhere to these T&Cs? How can legal make sure that Workplace AI won't infringe on laws like copyright?
 - b. DPO – What are the data security requirements for securing data and protecting anything sensitive from being surfaced by Workplace AI tools?
 - c. Procurement – How will the licenses be financed? Which function is responsible for funding the licenses? What approvals are required before a purchase order can be raised?
 - d. IT – What technical support will be required to enable Workplace AI? How will the tenant need to be changed or updated to support the new tools?
 - e. Business – What does the business need Workplace AI for? What is their scope or intent for use? Who will be the sponsor/responsible for the decision to leverage Workplace AI?
3. Define the solution design based on the requirements. Begin to define the scope of the pilot or POC to test the solution. For example,
 - a. Which personas, business lines, countries will be in the POC or pilot?
 - b. Which use cases will be tested in the pilot?
 - c. Which measurements or key performance indicators will be tracked to inform a decision-making process for scaling?
4. Build the solution as per the COE requirements while also preparing the pilot approach for early adopters. For example,
 - a. Data protection policy to protect sensitive data.
 - b. Technical tenant upgrade and preparation for Workplace AI license activation.
 - c. Legal, cyber, DPO-approved terms of usage guidelines for users to agree to before obtaining a license, including guidelines on ethics.
 - d. IT support model preparation for premium support offer.
 - e. Change and adoption preparation including comms, training, engagement for pilot users.
5. Readiness review to agree Go or No-Go for the pilot.
 - a. Define the readiness criteria with key stakeholders to decide when the business is ready to launch into pilot.

**Outcomes:**

A solution tailored to the specific requirements of key departments within the organisation to see that Workplace AI is compliant, safe, and secure to use.

A pilot approach that comprises change/adoption methods tailored to Gen-AI and use case experiments that enable engagement and provide key data to track KPIs to inform future decision making.

Devise

Key components:

Testing the value of Workplace AI, plus the deployment and adoption approach, with a small group of early adopters to inform a scaling decision and strategy.

Activities:

1. Deliver early adoption through key change management workstreams which incorporate comms, engagement, training, support, and sponsorship to enable pilot users to get started.
2. Deliver use case experiments that track quantitative and qualitative results to dis-/prove the value of Copilot for the organisation.
3. Deliver measurement tracking through a variety of channels that feed live data dashboards to regularly report on adoption and use case experiment outcomes.
4. Calculate Return-On-Investment (ROI) and Return-On-Experience (ROX) to develop a business case.
5. Deliver final decision dossier to inform Go/No go scaling decision.
6. Develop scaling approach based on iterated pilot approach and subsequent learnings.

Outcomes:

Data and evidence that proves or disproves the value of Workplace AI for the organisation based on ROI and ROX calculations, which informs a business case for scaling.

A proven change and adoption approach to scale across the organisation for the next phase.

Deploy

Key components:

Scaling Workplace AI to the wider business as per the proven change and adoption approach.

Activities:

1. Enable Workplace AI for broad community according to rollout plan.
2. Initiate comprehensive Digital Adoption & Change campaign to enable proficient use of personal productivity assistants and maximise benefits.
3. Tailor change, communication, and training campaigns to an expanding library of personas across the organisation.
4. Grow the community of champions and advocates by establishing new communities, to share experiences, learnings and take part in gamified adoption activities.
5. Explore how ways of working and processes will evolve with the introduction of this new technology.

**Outcomes:**

Workplace AI at scale across the organisation with new ways of working, behaviours, and use cases adopted and embedded within the workforce to realise the ROI and business benefits.

Extend

Key components:

Further exploring the advanced opportunities of Workplace AI with new personas, new use cases, new custom solutions, and new integrations.

Activities:

1. Recognise potential and enhance personal productivity assistants with more integrations across the enterprise ecosystem.
2. Develop custom Gen-AI solutions for workplace tools to respond to targeted business challenges.
3. Assist in AI-led business transformation, and reinvention of the Buyer's digital vision. This could include:
 - a. Gen AI immersive experiences, transforming developer experiences, building low code apps with Gen AI, building a knowledge LLM solution, code review with Gen AI, automating with Gen AI.
4. Introduce Experience Management Office (XMO) to measure and report benefits.

Outcomes:

Industry-recognised Gen-AI maturity which will develop to progress the organisation on its transformation journey.

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 defined project or on a day rate basis.

Transformation Advisory can be delivered as an end-to-end solution or on an offering-by-offering basis depending on the needs of the client.

6 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.

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 in accordance with the Pricing section for this service.



8 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.

Where appropriate, Capgemini may use a standard approach, tailored to 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/Alliances

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

Microsoft and Google play a critical role on this service and Capgemini has thousands of Microsoft Certified Professionals (MCPs), Microsoft Azure® certified architects, and Microsoft Cloud Solution architects. Capgemini also works in close collaboration with Microsoft Cloud Solution Architects and has a pool of Google certified professionals to serve our clients.

Additionally, Capgemini and Google Cloud have announced in May 2023 a significant expansion of their long-standing strategic partnership in data analytics and artificial intelligence (AI), establishing a global Generative AI Google Cloud Center of Excellence (CoE) to help enterprises make the most of AI technologies. The new CoE will enable clients to achieve their business transformation objectives, improve engagement with customers, and speed up value creation from AI investments. The partners will collaborate to quickly expand generative AI skills within the 65,000+ Capgemini community that is working with Google Cloud.

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

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



13 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.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

Capgemini would be pleased to arrange a call or meeting to discuss your requirements of 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 contact 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. 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



This presentation contains information that may be privileged or confidential and is the property of the Capgemini Group.

Copyright © 2026 Capgemini. All rights reserved.