

Digital Services Management Support G-Cloud 15





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1 Service Overview

Capgemini's Digital Services Management service can provide cloud services, transition management, service management and ongoing application and platform support and enhancement capability for a Buyer's applications and services. This service can be tailored for Buyers to provide industrialised, business-focused support service for Buyer's digital portfolio typically cloud-based, on-premise, or hybrid bespoke digital services based on technologies, typically opensource, SaaS, mobile, web. As part of the service Capgemini aims to introduce a DevOps approach that can help focus on collaboration, continuous integration, ongoing testing, continuous delivery and continuous deployment supported by high levels of automation and industrialisation

Capgemini can provide focused support services, consisting of cloud, hybrid and on-premise platform support, incorporating continuous improvement and optimisation against agreed service levels to help enable Buyers gain sustainable competitive advantage from digital investments.

Capgemini service can provide both UK based services management and Rightshore® models offering:

- Support for cloud enabled digital applications and services
- Service and platform optimisation and improvement
- Lifecycle support and pipeline management (Development to Live)
- DevOps and Platform Engineering capability
- Service management with customised KPIs, service levels
- Transition, Deployment, Release, incident and problem management
- Lifecycle build automation and configuration
- Management of cloud hosting platforms (Microsoft Azure, AWS, Google etc.)
- Proactive monitoring and alerting and trend analysis
- Integration with existing ITIL processes
- Integration with CyOps and security management services.
- Integration with existing DevOps and cloud operations services
- Support and use of opensource applications and tools

The service can be tailored to Buyers' needs but is built on Capgemini digital factory approach (see diagram) that Capgemini has developed. This is an industrialised delivery model designed for digital services which can provide ongoing access to technicians with a good operational understanding of Cloud, and digitally innovative technologies. This approach has been used for multiple Buyers across industry sectors including in the UK Government.

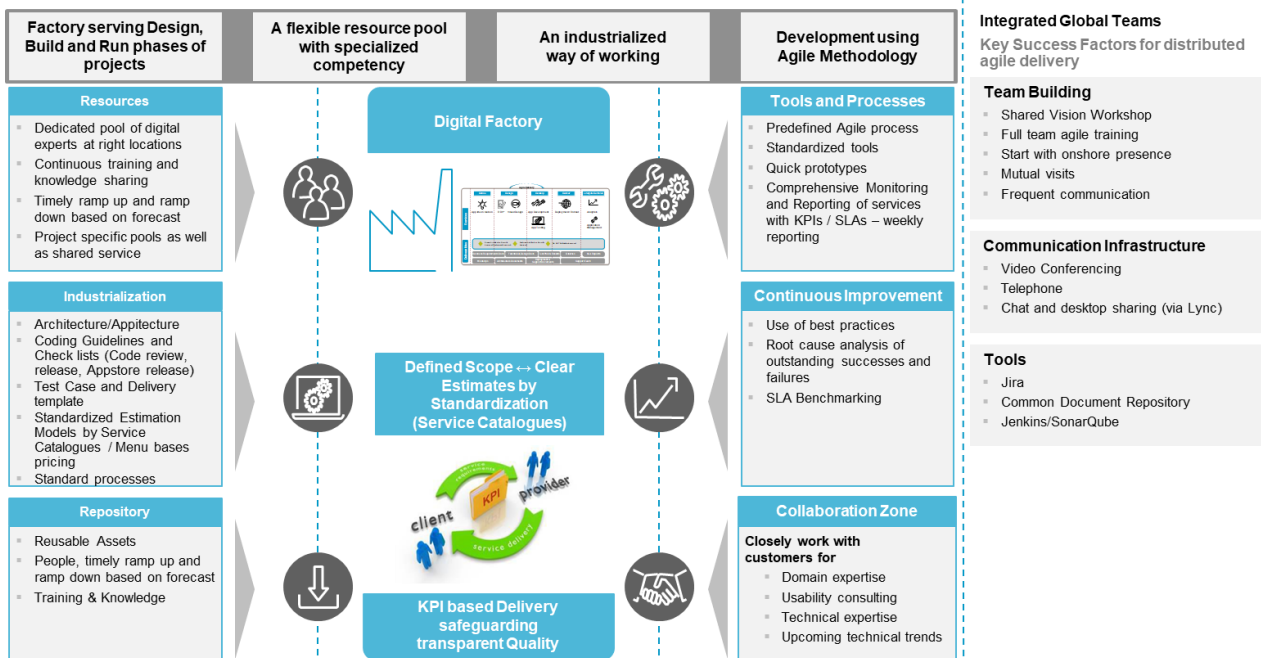


Illustration of Capgemini's Digital Factory Approach

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

2 Business Need

UK Government is transforming its public-facing and operational services through Digital technology and commissioning new digital services at pace. Development of these services embraces agile working practices and a range of new technologies which are transforming citizen and employee experience and business processes and challenging established ITIL based support processes and controls. Poorly supported digital applications may limit any organisation's business flexibility and performance by not taking advantage of the opportunity to provide rapid releases or adapt as either business requirements change or when opensource technologies themselves change or are upgraded. Capgemini's service can provide the expertise to cover aspects of digital application support and transformation in a cost effective and sustainable way. Using a technology and platform agnostic, and highly collaborative support model, Capgemini can give Buyers access to the latest solutions and approaches, in a manner which can be integrated with existing support processes to provide effective support and optimisation.

3 Our Approach

Capgemini's approach to supporting digital applications takes the lifecycle view of applications aligned to Buyers' business cycle and can help enable Capgemini to offer a flexible and cost-effective support model with modernisation opportunities and continuous improvement of the application portfolio in order to support the needs of the business over the life of the contract.

Based upon an initial discovery and assessment (People, Process and Tooling), Capgemini can undertake a rapid service take-on and transition, providing a tailored Digital Service Management and Support capability, based upon a UK based or Rightshore® distributed delivery model (dependent upon security requirements) working to agreed SLAs, KPIs and Service Metrics.

The service can be integrated with a Buyer's existing support and IT management capabilities, IT Help desk, CyOps and Security operations in a multi-discipline, multi-vendor context, operating as a resolver group in the Buyers existing service management system providing second- and third-line support and platform management.



Underpinned by modern (DevOps based) practices, opensource based monitoring and analytics Capgemini is also able to provide ongoing improvement, enhancement and optimisation of services, platforms and processes.

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:

- Supply the relevant access to data, tooling and resources dependent on the areas of the Digital Service Management Support being used

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

5 Service Management

This service would be managed by UK service delivery manager who would be responsible for meeting agreed service performance targets.

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

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and 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, we 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 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 maintains strong strategic alliances with leading technology providers to deliver innovative Application Development and Maintenance (ADM) solutions in the cloud. Through its extensive "Cloud Alliance," Capgemini partners with industry leaders such as Microsoft, Oracle, AWS, Salesforce, SAP, Google Cloud, VMware, MuleSoft, and others to enable end-to-end digital transformation for clients. These partnerships empower Capgemini to leverage cutting edge technologies across cloud, AI, and automation. Capgemini has consistently been recognised with numerous awards and accreditations from its partners and industry analysts, including multiple Google Cloud Partner of the Year awards for Generative AI, Sustainability, and Industry Solutions. These accolades underscore Capgemini's commitment to delivering innovative, secure, and scalable solutions that drive measurable business outcomes for clients worldwide.

9.1 Analyst Recognition



9.2 Oracle

As a key global strategic partner, Capgemini continues to participate in the Sell, Service, and License & Hardware tracks, and holds recognized Expertise across Oracle's SaaS, PaaS, and IaaS portfolio. Capgemini brings deep capabilities in Intelligent Cloud Operations, ERP Cloud Advisory, and industry-specific solutions, supported by over 11,400 Oracle-certified consultants worldwide and more than 85 OPN Expertise areas.

The power of our collaboration with Oracle continues to earn global recognition, with recent highlights including:



- **2025:** Capgemini named Regional Best-in-Class Service Partner for Technology/Cloud – EMEA at the Oracle Partner Awards, reflecting excellence in Oracle Cloud implementations and business impact across Europe, Middle East, and Africa.
- **2024 -2025:** Recognized as an Innovator in Avasant's Oracle Cloud ERP Services RadarView™, for embedding generative AI in delivery platforms and accelerating ERP transformations.
- **2025:** Winner of multiple Oracle Partner accolades for cloud transformation projects and industry solutions, reinforcing our leadership in Oracle SaaS and PaaS deployments.

9.3 SAP

Capgemini remains a certified Global AMS and Cloud Services provider for SAP, with over 25,000 SAP practitioners worldwide and more than 8,000 certified resources. It continues to lead in SAP S/4HANA certifications in Europe and ranks among the top globally for overall SAP certifications. In 2025, Capgemini strengthened its SAP partnership through initiatives like the Sovereign Technology Partnership, aimed at delivering secure, AI-powered enterprise transformation across highly regulated European sectors.

Analyst Recognition:

Capgemini is consistently recognized as a Leader in SAP services. In 2025, it was named a **Leader in The Forrester Wave™: SAP Services in Europe, Q2 2025**, earning top scores for SAP S/4HANA transformations, AI innovation, and data-driven strategy.

Gartner continues to position Capgemini as a Leader in **its Magic Quadrant for SAP S/4HANA Application Services, Worldwide**, maintaining its leadership for multiple years.

Awards:

- **2025 SAP Pinnacle Awards:** Capgemini was a finalist in the SAP Business AI – Partner Innovation category for delivering advanced AI use cases on SAP Business Technology Platform.
- **2025 SAP Innovation Awards:** Winner in the Transformation Titan category for leveraging SAP S/4HANA Cloud and SAP Analytics Cloud to drive enterprise agility and automation.

9.4 Microsoft

Capgemini is a strategic global partner of Microsoft, driving innovation across development, integration, and Application Lifecycle Management. Today, Capgemini has **over 28,000 Microsoft-certified professionals** worldwide, including Microsoft Certified Professionals (MCPs), Azure® certified architects, and Microsoft Cloud Solution Architects.

Capgemini holds **Microsoft Solutions Partner** designations across all six solution areas and continues to maintain advanced specialisations in key domains such as Application Development, Data & AI, Security, and Azure Expert Managed Services (MSP).

As a leading partner for Azure Cloud, Dynamics 365, and AI-driven solutions in Europe and globally, Capgemini has strengthened its position in delivering end-to-end cloud transformation and industry-specific solutions.

In recognition of its impact, Capgemini was honoured with multiple **2024 Microsoft Partner of the Year Awards**, including global awards for SAP on Azure, AI Innovation, and Sustainability Transformation, reinforcing its role as a trusted advisor for enterprise modernization and digital acceleration.



9.5 Amazon Web Services

Capgemini has partnered with **Amazon Web Services (AWS)** since 2008, building a strong collaboration across **sales, delivery, and innovation**. Today, Capgemini is recognized as a **Premier Consulting Partner and an AWS Managed Service Provider (MSP)**, part of AWS's elite MSP program, with advanced specialisations in **migration, SAP on AWS, AI/ML, and industry-specific solutions**.

Capgemini's global team of **AWS-certified architects and consultants** delivers end-to-end cloud transformation, from **discovery and planning to migration, optimization, and operations**, ensuring workloads and cloud-native applications are fully optimized on AWS.

With **over 6,500 successful cloud projects** and deep industry expertise, Capgemini offers a comprehensive portfolio of **cloud hosting, modernization, industry solutions, and continuous improvement services**.

In 2024, Capgemini earned **multiple AWS Partner of the Year Awards**, including global recognition for **AI/ML Innovation, Industry Leadership in Automotive**, and **Global Innovation Partner of the Year**, reinforcing its position as a trusted leader in cloud-driven business transformation.

9.6 Salesforce

Capgemini has been delivering **successful Salesforce implementations and integrations for over a decade**, helping organisations make **SaaS solutions a strategic component of their IT landscape**. As a **Salesforce Global Strategic Consulting Partner**, Capgemini operates across key geographies with a team of **over 3,000 Salesforce-certified specialists**, enabling businesses to deliver **cloud-based processes seamlessly integrated with enterprise systems**.

Capgemini continues to drive innovation in **Salesforce Customer 360, Industry Clouds, and AI-powered experiences**, supporting clients in achieving **personalised engagement and data-driven decision-making**.

Recent recognitions highlight Capgemini's leadership:

- **2024:** Salesforce Partner Innovation Award for **AI-Driven Customer Experience**
- **2024:** Named among the **Top Global Strategic Partners for Industry Solutions**
- **2023:** Best Salesforce Partner to Work For in the UK (Digital Revolution Awards)

Capgemini's Salesforce practice is focused on **accelerating digital transformation through AI, automation, and industry-specific solutions**, ensuring clients maximize the value of their Salesforce investments.

9.7 Mulesoft

Capgemini has been a trusted **MuleSoft global partner** since 2008, initially as a reseller and later as a **supplier partner** from 2014. Today, we have a strong global network of over **1,100 MuleSoft specialists** and more than **800 certified professionals** across architecture and development worldwide.

Our leadership in the MuleSoft ecosystem has been consistently recognized through multiple awards:

- **2023:** Global Practice Development Partner of the Year, LATAM Partner of the Year, UK Partner of the Year, France Partner of the Year, JAPAC Partner of the Year, ANZ Partner of the Year, Asia Partner of the Year, and JAPAC Practice Development Partner of the Year.
- **2025:** Capgemini continued to be recognised for innovation and practice development, maintaining its position as a leading MuleSoft partner globally.

These accolades reflect our commitment to driving innovation, scaling MuleSoft expertise, and delivering transformative integration solutions for clients worldwide.



10 Sub-contractors

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

- Capgemini Technology Services India Limited.

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.

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:

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.

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