

Cloud Application Management G-Cloud 15





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1 Service Overview

Capgemini's Cloud Application Management (AM) support service delivers comprehensive transition and ongoing service management for applications operating within cloud environments. Designed for organisations seeking a highly industrialised, business-focused approach, this service supports a wide range of cloud-based technologies, including Oracle, Microsoft, Salesforce, AWS, and SAP.

Our Cloud AM offering goes beyond the foundational support provided by cloud hosting suppliers, extending up to the XaaS layer and assuming full end-to-end responsibility for application support on behalf of the client. Capgemini provides a UK-based service that includes the following key components:

- End-to-end service management with tailored KPIs and service levels;
- Incident and problem management;
- Management of cloud hosting providers;
- Testing and integration support;
- Change and release management, including impact assessment of vendor patches and releases;
- Database and configuration support.

In addition, Capgemini integrates advanced capabilities such as Generative AI to enhance automation, predictive analytics, and intelligent incident resolution, driving efficiency and reducing time-to-recovery. For clients with heightened regulatory and data sovereignty requirements, our service can be delivered within Sovereign Cloud environments, ensuring compliance with UK and EU data protection standards while maintaining operational resilience.

2 Ongoing Service Operation

Capgemini's Cloud Application Support team can operate as a resolver group in the Buyer's existing incident management system. The Buyer's service desk will be responsible for notifying Capgemini of any unresolved incident relating to the supported applications. The standard service management availability for the Capgemini resolver group will be UK hours (08:00 to 18:00), Monday to Friday, excluding English public and bank holidays.

If the Buyer wishes to enhance this service to cover additional hours, for example 24 x 7 support for major incidents this can be procured as an additional service using the SFIA rate card.

The service is comprised of a fixed monthly fee and a charge based on the number of tickets received each month.

The base monthly fee includes the following core service elements:

- Application monitoring and daily health checks (e.g. log file monitoring);
- Database performance and configuration tuning;
- Specialist application knowledge and change assessment advice;
- Critical application and other patch updates (twice per year for standard updates) and release management support;
- Verification checks following infrastructure updates (full regression testing can be purchased using the SFIA rate card);
- Service management and reporting including monthly service reports.

Unit based price is based on the number of tickets requested by the Buyer per month this will provide resolution support for each ticket passed to the Capgemini service including:



- Diagnosis and resolution of tickets including producing agreed work arounds and “fix on fail” solutions;
- Liaison with the Service Desk and other service providers or supplier if needed;
- Updates to the Buyer Service Desk tool and any Knowledge repository;
- Escalation according to agreed service levels.

3 Business Need

Organisations increasingly rely on cloud-based applications to drive agility, scalability, and innovation. However, managing these applications effectively requires specialised expertise beyond the basic hosting services provided by cloud vendors. Businesses need a comprehensive, end-to-end support model that ensures application stability, performance, and compliance while enabling continuous improvement and modernisation. Without a structured Cloud Application Management service, organisations face risks such as service disruptions, inefficient incident resolution, delayed change implementation, and missed opportunities for optimisation.

Capgemini’s Cloud Application Management service addresses these challenges by delivering proactive monitoring, incident and problem management, and lifecycle support tailored to business objectives, helping clients maximise the value of their cloud investments while maintaining operational resilience and accelerating time-to-market.

4 Our Approach

Capgemini’s approach to supporting cloud applications takes a full lifecycle perspective, aligning application management with the client’s business objectives. This enables us to deliver modernisation opportunities and continuous improvement throughout the contract term. Our methodology is designed to optimise performance, enhance resilience, and accelerate innovation across the application portfolio.

As part of this service, Capgemini introduces the following key benefits:

- **DevOps Enablement:** We embed DevOps practices that emphasise collaboration, continuous integration, automated testing, and rapid deployment, supported by industrialised processes and tooling.
- **AIOps Integration:** Leveraging Artificial Intelligence for IT Operations (AIOps), we enable predictive analytics, automated incident resolution, and intelligent monitoring to reduce downtime and improve service quality.
- **Product Operating Models:** We help clients transition from traditional project-based approaches to product-centric operating models, ensuring agility, faster time-to-market, and improved alignment with business outcomes.
- **Access to Scalable Expertise:** Our global capability pool provides flexibility in resourcing, from fractional FTEs to rapid ramp-up and ramp-down, adapting to evolving technology needs.
- **Target Architecture Acceleration:** We design and implement target architectures and processes that accelerate IT landscape transformation, enabling innovation while mitigating risk.
- **Sovereign Cloud Compliance:** For organisations with stringent regulatory and data sovereignty requirements, we deliver services within Sovereign Cloud environments, ensuring compliance with UK and EU standards without compromising performance or security.
- **Enhanced Service Quality:** Through Lean Foundations and automation, we drive process efficiency and service performance improvements across the application lifecycle.

Additional Application Management Services can be procured directly via Capgemini’s G-Cloud offerings.



5 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:

- The control and management of access and responsibilities for end-users;
- First-line support of the service, including management of basic 'how to' queries;
- Provision of a service desk function;
- Setup of the Capgemini support service as a "resolver group" within the Buyer's service desk systems and processes and providing connectivity to that service for Capgemini;
- Provisioning secure connectivity to facilitate connectivity to the Cloud hosting provider(s) if required;
- Ensuring suitable infrastructure and hosting together with the necessary application environments is supplied by the Cloud hosting provider(s);
- Maintaining existing Cloud hosting agreement(s) and transferring any licences to use the inherited Cloud applications from the previous owner;
- Provision of tools required to undertake specific support activities such as application monitoring and database management.

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

6 Service Management

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

7 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. Additional requirements this may be subject to additional Charges in accordance with the SFIA Rate Card.

8 On-boarding and Off-boarding

Capgemini has allowed for a 6-week setup process for transitioning the Cloud support of the applications from the Customer or another Supplier to Capgemini. This is managed by a Capgemini Transition Manager and facilitates knowledge transfer to the new support team and service process and procedures setup for one set of Cloud applications. It requires the Buyer to be responsible for its side of the service transition and meet all the customer responsibilities described later in this document.

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

Capgemini's service offer is based on 30 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.

9 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.

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.

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.



11 Analyst Recognition



12 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.

13 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.

14 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.

15 AWS

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.

16 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.

17 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.

18 Sub-contractors

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

- Capgemini Technology Services India Limited.

19 Business Continuity and Disaster Recovery

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

Additional BCDR services, such as tailored BCDR plans and associated activities, will be subject to agreement in an Order and will be priced in accordance with the SFIA rate card.

20 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.

21 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.

22 Termination Terms

Please refer to the Supplier Terms for this service.

23 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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