

Next Generation ADM (Applications Management) G-Cloud 15





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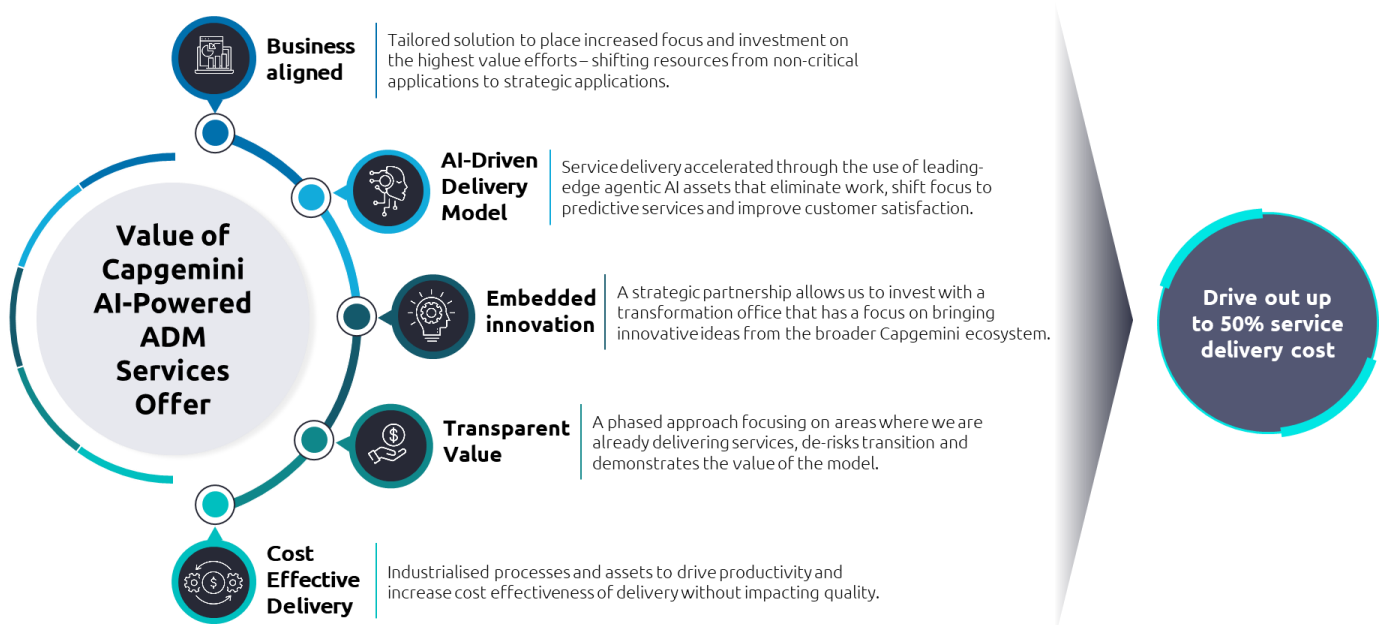
1 Service Overview

Capgemini's Next Generation AM ("Application Management") service can provide Legacy to Cloud Rationalisation, Transition Management and Service Management in support of the design and implementation of Cloud based services.

We adopt an AI-powered, business-centric approach to application maintenance and continuous improvement, ensuring every aspect of delivery is aligned with your strategic objectives and expected business outcomes. This philosophy underpins our methodology, which not only maintains and enhances applications, but also delivers tangible business value, efficiency, agility, and innovation. Capgemini's Next Generation AM service provides clients with an industrialised, business-focused application development and maintenance service for cloud-based and traditional applications across various technologies, all designed to help meet business needs such as reducing costs while improving performance. Our approach to achieving these outcomes is known as ADMnext.

ADMnext is Capgemini's lifecycle approach to AM, built on a culture of continuous improvement and innovation that can help to establish a platform from which Capgemini can deliver a comprehensive application optimisation programme to Capgemini's clients using Cloud based services through several initiatives that can deliver incident reduction and help improve the productivity of the overall service, helping enable business benefits.

Capgemini's AI-Powered ADM services offer delivers differentiated ADM services that help clients achieve their objectives.



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

2 Business Need

Complex legacy applications and data may limit an organisation's business flexibility and performance. Modern applications are expected to have more than just code quality and predictability – they need to be adaptable to changing business needs and IT environment. Application Management needs to be about the business that it supports. Capgemini has learnt from customers the need to supply AM services which can introduce and support Cloud based applications with:



- Focus on business value and operational cost reduction;
- A continually available service — Clients' CXOs, as everywhere else are demanding simpler, "always-on", and "user-driven" models for the data they consume;
- Continuous innovation in a cost-effective model.

Capgemini's ADMnext offer which has evolved out of Capgemini's delivery of hundreds of AM services globally focuses on the business, service and technology areas of Capgemini's client to help address these needs. The service is underpinned by standardised tools and processes that can enable transparency; providing real time data and on-demand insights into the current state of the service. It is AI Powered, future-aware, with innovation capability built in. Improved industrialisation can be achieved through flexibility in staffing, pricing and delivery models at Capgemini's managed services centres, which can help reduce the cost of ownership of an application portfolio. A refreshed set of tools and methodologies can provide Capgemini's clients with increased business relevance, flexibility and scalability.

3 Our Approach

ADMnext builds on Capgemini's core skills in the management of application landscapes for Capgemini's clients, based on long term experience in this area. Capgemini's approach is designed to take the full lifecycle view of applications aligned to the business cycle and can help enable Capgemini to build in modernisation and continuous improvement of the portfolio. In this way, application outsourcing can support the needs of the business over the life of the contract. Key approaches and standards that can typically be selected are: Industrialised Managed Services Centres, Service Management as a Service (SM-a-a-S), Real Time Operational and Business Dashboards, Business Process Focus Method, Capgemini Lean Foundations (For Continuous Improvement) and Capgemini's Application Management Service Transformation Model (for helping improve the maturity of client IT support services).

The service can offer the following benefits to Capgemini's clients:



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

ADMnext can cover all aspects of both ADM and the overarching digital transformation agenda, including Cloud Infrastructure Services, Automation Services and Technologies, Business Services, Digital Services and Digital Customer Experience Services.

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 ADMnext portfolio 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 will be managed by a UK service delivery manager who will 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



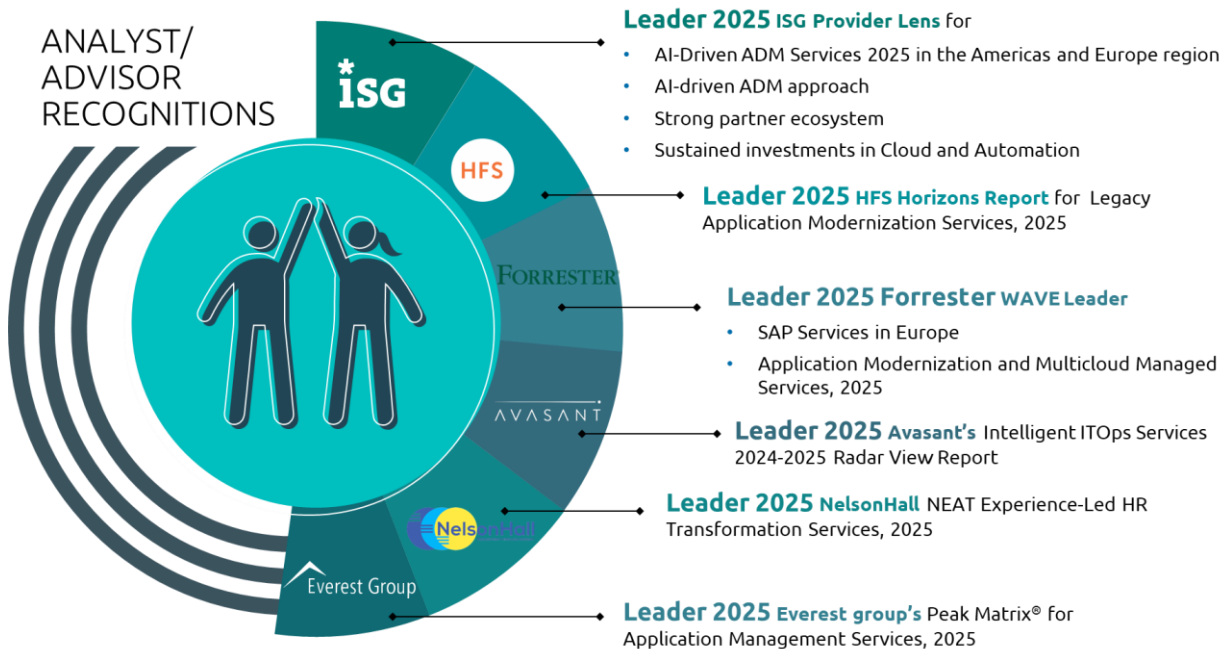
For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

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 (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.



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 Term

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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