

Intelligent Service Monitoring (ISM): Assessment, Design, Implementation, Run and Optimisation G-Cloud 15





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1 Service Overview

Intelligent Service Monitoring (ISM) provides end-to-end, technology agnostic insight into application, infrastructure, storage, middleware, and network performance – true full stack observability through a suite of custom dashboards designed to meet the needs of all user personas in your organisation, from low level metric monitoring through to KPI driven, holistic views of health and status in a “single pane of glass”. Capgemini’s ISM Service leverages tools such as AppDynamics, Dynatrace and Splunk and is a cloud service that provides Assessment, Design, Implementation, Run and Optimisation as an integrated single service for the Buyer’s technology stack.

ISM is more than just technology performance monitoring. It also provides customer journey, user experience and business and financial performance insights, for example:

- Number of orders being taken (by category)
- Average order value
- Number of customer abandons and at which specific step of their customer journey
- Customer experience insight
- Customer behaviour post price change

All of these can be monitored against automatically learned thresholds, saving time and risk of human error delivering continuous, actionable insights on the performance and security of applications, the underlying infrastructure and the experience of all users.

ISM understands the varied needs of different user groups and stakeholders within an organisation and seeks to drive value from all available technology performance indicators, aligning them to their related business and financial performance indicators and generating custom visualisations and alerting to deliver the right insights, to the right people, at the right time.

Observability and monitoring complement each other, with each one serving a different purpose

- Monitoring telling us when something is wrong
- Observability enabling us to understand why

Monitoring tracks the overall health of an application, aggregates data on how the system is performing in terms of access speeds, connectivity, downtime, and bottlenecks. Observability, drills down into the “what” and “why” of operations, by providing granular and contextual insight into its specific failure modes.

Granularity of Service Offer

This document describes an end-to-end approach to ISM - Proof of Value, Maturity Assessment, Design, Implementation, Run and Optimisation. However, many of the activities and outputs described throughout can be ordered separately as smaller “standalone” engagements/work packages (“modular” approach). In some cases, activities/outputs may need to be combined to offer the value and effectiveness required for the Buyer.

For this offer to meet the Buyer’s needs, the detail will need to be discussed with the Buyer in order to design an appropriate work package(s) for the specific Buyer requirements.

2 Business Need

Organisations are competing in a new digital landscape. Recent research from AppDynamics suggests that the majority of digital businesses are failing to meet user expectations, including system availability and performance/response times. In fact, 84% of consumers say they’ve experienced problems with digital services.

From frontend to backend, application environments have become highly complex due to endless code releases, multiple versions of apps running concurrently, and third-party services running on distributed legacy and multi-cloud infrastructures. To deliver an excellent end-user experience, these “moving parts” must work in concert. But managing heterogeneous applications is complex, to say the least.



ISM has never been more critical to business performance than it is today. In the post Covid-19 commercial environment, enterprises need to have an in-depth real-time understanding of how customers are using their digital services and interacting with their organisation, and they need the ability to identify and respond quickly to potential issues.

ISM helps solve this challenge by delivering:

- A proactive and predictive service based on the real-time performance monitoring and observability of the Business IT landscape
- Integrated service delivery
- A detailed understanding of customer digital experience
- Analytics to inform business decision making and innovation
- Measurable business outcomes, aligned to organisational goals and KPIs
- Potential for improved ROI from IT.

In February 2022 Forrester issued a report on 'The Total Economic Impact of Dynatrace' highlighting various quantified benefits such as 40% increase in DevOps efficiency, reducing major outages and degradations by 60% and mean-time-to-recovery by 90% and a reduction in false-positive alerts by 95%.

ISM also improves customer experience. Improvements are informed by comprehensive and accurate business transaction data, enabling digital enterprises to secure their digital future by quickly responding to customer behaviour to enhance their brand values.

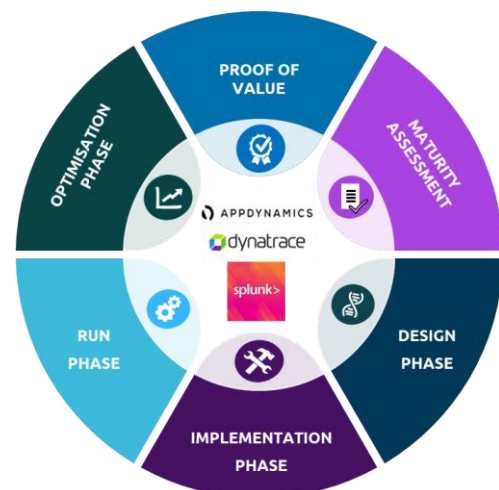
3 Our Approach

Capgemini offers a structured and agile approach to delivering ISM solutions, supported by Capgemini best practice. Based on our cross-sector experience in areas such as IT Ops, Service Integration and cloud management, Capgemini will leverage our understanding of your business as well as informing you on what is working well across other industries. This provides an accelerated solution that is not only tailored to your business outcomes but also provides thought leadership that helps deliver innovative solutions in a highly collaborative client-supplier experience.

We provide end-to-end support delivered by process consultants, architects and developers, enhancing functionality where it already exists and creating new functionality where it does not – all aligned to the client business outcomes.

Our approach consists of 6 different phases:

1. Proof of Value (PoV)
2. Maturity Assessment
3. Design
4. Implementation
5. Run
6. Optimisation



4 Service Description

Capgemini's ISM service consists of the following services:



4.1 Proof of Value

Aim	To provide evidence of the value of the solution to the organisation
Benefit	The PoV provides the evidence needed to help create a compelling business case for action and increases stakeholder confidence that investment in an ISM solution will deliver the benefits identified and support the achievement of the agreed business outcomes.
Approach	Execute a short project (circa 4 weeks) that focusses on a specific Buyer application and issue and present the value of that solution to the client.
Typical Deliverables	The output of the PoV will be a findings and recommendations document. This will describe the work done, the outputs created (for example, dashboards) along with Capgemini recommendations, which will include immediate and more strategic actions and their benefits. Any future project would be based on which of the recommendations the Buyer wishes to take up – and will be translated into a Statement of Work (SoW).

4.2 Maturity Assessment

Aim	To ensure a comprehensive understanding of the current state of the Buyer monitoring capability and the Buyer vision for what benefits the solution should deliver.
Benefit	The maturity assessment provides the information needed to provide a precise understanding of the current state – the target state and what is required to achieve that target state, including the plan of how to achieve this.
Approach	Existing monitoring capability - Review current state against target operational and business monitoring requirements, provide gap analysis and recommendations to optimise the value of existing investments. New capability - Review current monitoring capability against operational and business requirements, provide findings and recommendations to help reduce cost, and increase capability and value. Future scope - Identify additional business areas where the service could be implemented to deliver enhanced value.
Typical Deliverables	A findings and recommendations document. The solution requirements specification/user stories.

4.3 Design Phase

Aim	To produce solution designs that address business use-cases, fix problems and provide insight, which may quickly deliver operational and business value and align to the requirements specification/user stories.
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Benefit	A discrete design phase means that the requirements and users stories agreed upon in the assessment phase are formally recognised and incorporated into the design. This helps enable that the design delivers to the original business outcomes.
Approach	▪ Use of the outputs from the PoV and Assessment phases as inputs into the Design Phase. ▪ Agree a holistic design that provide holistic solution success considering: • People • Process • Technology • Integrations – e.g. ServiceNow ▪ Provide regular “show and tell” sessions to help improve early understanding and alignment. ▪ Track the design deliverables back to the original requirements specification/user stories. ▪ Gain stakeholders commitment for the implementation of the design.
Typical Deliverables	A design document that is signed off by the Buyer as appropriate for implementation and acknowledged as delivering the requirements specification/user stories that were agreed in the assessment phase.

4.4 Implementation Phase

Aim	To implement the agreed design, tracking the implementation deliverables back to the original requirements specification/user stories.
Benefit	A formal handover from the design to the implement phase provides a quality check mechanism that helps to enhance the design satisfies the requirements, user stories and business outcomes before implementation commences.
Approach	▪ Solution build, test and deployment, to the agreed design addressing: • Technology – optimised implementation and integration • Process – enhancing existing processes to provide consistent tool usage and help maximise value exploitation • People – education and motivation of users and stakeholders to encourage maximum take-up • Test using acceptance criteria agreed with the Buyer and that satisfy the requirements specification/user stories. ▪ Tracking of the implementation to the requirements specification/user stories at each stage. ▪ Provision the transfer of the ISM service to the Buyer with knowledge transfer and transition support.



Typical Deliverables	▪ The technical solution as configured in AppDynamics, Dynatrace or Splunk ▪ A build document that describes the configuration as implemented ▪ A test document that shows the acceptance criteria have passed and been accepted by the Buyer ▪ Where required, a transition plan.
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4.5 Run Phase

Aim	To provide a set of menu-based managed services offerings that the Buyer can choose from if they wish – and to deliver the managed services that the Buyer selects.
Benefit	Providing the options for the Buyer to take on a run service gives the Buyer the flexibility to decide what is the most efficient and effective way to utilise the new capabilities the solution has delivered.
Approach	As of time of going to print the services offered are: ▪ Level 1 – First line monitoring and raising of incidents when required ▪ Level 2 – Level 1 plus investigation and remediation where possible – escalation to the client level 3 technical support (the vendor) when required. ▪ All levels are available 24/7.
Typical Deliverables	Monthly support performance report.

4.6 Optimisation Phase

Aim	To provide an ongoing support service to ensure full value exploitation of the solution investment, and to provide thought leadership as to how to further enhance the benefits the solution delivers through increasing usage of existing capability and introduction of new capability.
Benefit	
Approach	▪ Agree with the Buyer a relevant amount of support days – typically 1-4 a month. ▪ Agree a primary and secondary point of contact – these 2 SMEs will be linked to the Buyer, wherever possible, to build the relevant knowledge and relationships. ▪ Agree how to liaise with the Buyer – onsite, remotely, full days, half days at a time etc. ▪ Work with the relevant Buyer stakeholders and SMEs to carry out toolset optimisation actions. ▪ Agree with the client which actions can be carried out within the optimisation days agreed and which will need to become a project.

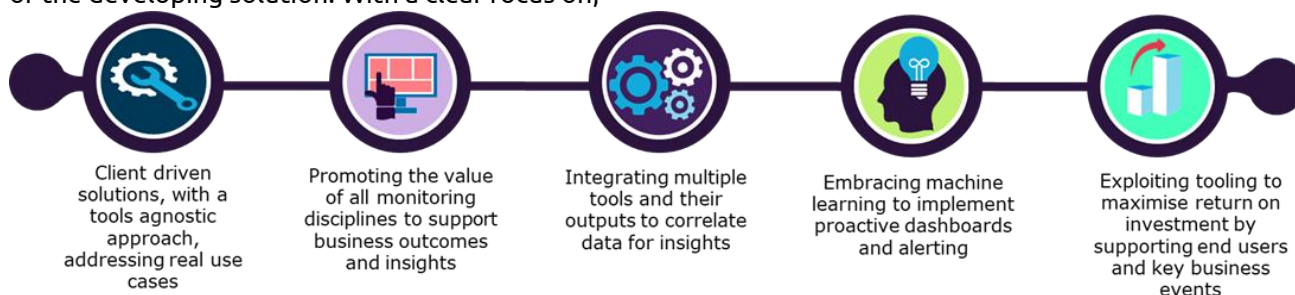


Typical Deliverables

- monthly findings and recommendations report.

5 Foundation Principles

Our approach is based on the foundation principles of thought leadership, collaboration and iteration. **Thought leadership:** As experts in our field, we provide recommendations based on real world experience of what works best across all industries. **Collaboration:** We acknowledge our clients are the experts in their field, and therefore ensure we collaborate to fully comprehend their requirements and provide solutions that drive maximum business value. **Iteration:** To ensure alignment along the solution journey, communication through iteration is key to success. With our clients, we will agree an iteration plan that ensures early understanding and alignment of the developing solution. With a clear focus on;



6 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 key Buyer responsibilities as part of this service include the following:

- Access to Buyer stakeholders and SMEs
- Availability to review and approve iterations
- Points of contact to provide access to people, rooms, office facilities (such as printing)
- Sponsor/champion/escalation point

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

7 Service Management

Capgemini recognises that even the best technical solutions require underpinning with good process that help facilitate the tools are used and in a consistent and measurable way.

We can include related process reviews within the scope of ISM, for example:



- Major Incident Management: Ensuring that the relevant functionality is incorporated into the MIM process so that root cause is discovered more quickly.
- Using the ISM solution in non-production environments: to monitor in non-production environments allowing developers access to relevant application and infrastructure performance information before and after a release is deployed.
- Service Introduction: Adding specific quality gate questions into the service introduction checklists, to help ensure that projects are adhering to the required standards.

8 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.

9 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 provide 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. .

10 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 provide 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.

11 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.



12 Sub-contractors

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

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

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

13 Additional Associated Services

Additional associated services are available. They are:

- Enterprise Service Management/Digital SIAM: Maturity Assessment, Design, Implementation, Run and Transformation
- ServiceNow: Readiness Assessment, Planning, Platform Implementation, Upgrade Extension, Expansion and Maintenance
- Service Asset and Configuration Management (SACM).
- AIOps: Artificial Intelligence for IT Operations

14 Business Continuity and Disaster Recovery

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

15 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.



16 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.

17 Termination Terms

Please refer to the Supplier Terms for this service.

18 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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