

Observability Consultancy - Review and Recommendations G-Cloud 15





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1 Service Overview

Capgemini's Observability Consultancy Service is based on extensive, industry certified monitoring and observability knowledge and operational experience coupled with partnerships with observability vendors and cloud providers.

At the heart of the service is a focused **Review**. This service building block is a **professional services engagement** where Capgemini can deploy relevant subject matter experts to **investigate, analyse, report and recommend** against one or more aspects of Capgemini customer's monitoring and observability landscape.

Capgemini's **Review** can:

- Be scoped according to Buyer's areas of concern OR
- Be formed of our recommended areas of focus
 - Maturity of current Monitoring Strategy and Guidance
 - Uniformity of approach to Monitoring across the organisation (enabling broader Observability)
 - Level of adoption and degree of maturity around the use of Monitoring tools
 - Coverage of tools and use of data to support Monitoring needs
 - Consistency in the use of metrics to inform decision and drive action
 - Complexity of tools to provide monitoring and increased observability
- Cover architecture, technology, roles, processes, governance or any other aspect of the observability landscape

The outputs of the **Review** will include:

- A report detailing Capgemini's **findings**, with **prioritised recommendations**;

The outputs of the **Review** *can optionally include*:

- An **indicative view of roadmap and charges** to resolve recommendations.

Characteristically, Capgemini's **Review can support or enable** a wide range of **outcomes** including:

- formation of a robust strategy and roadmap to guide the organisation towards effective E2E observability
- reduced operational risk resulting from gap analysis and subsequent remediation
- driving maximum value from existing tooling for improved return on investment
- a business case for systems and/or organisational change and investment
- improvements in business processes
- improved observability systems support model

Optionally and by a separate agreement, Capgemini can implement the recommendations arising from a **Review**.

Organisations request a **Review** for many reasons, so a **Review** is dependent upon the foundation **Consult** and **Plan** building blocks that are included in every engagement. This enables Capgemini to scope the **Review** and identify the intended business outcomes.

When carrying out a **Review**, Capgemini can deploy **technical experts** relevant to the target systems, optionally supported by **business and commercial Subject-Matter-Experts** (SME) who can provide the operational and / or business insight to accompany the technical review.



The **output** of a **Review** can vary according to its purpose but will be delivered based on **agreed schedule and scope**. The output typically includes **documented findings** and **prioritised recommendations**, optionally supported by indicative **estimated timescales and costs** of implementation for those recommendations.

Because Capgemini's Review is flexible in nature, please contact Capgemini to discuss Buyer's requirements.

Why Capgemini

Capgemini will provide the Buyer with extensive industry knowledge and operational experience in monitoring and observability to provide tailored assessment of the Buyer's observability capability in accordance with their specific business needs and challenges, ensuring the right business outcomes are delivered.

Capgemini invests in the team to provide Buyers with key knowledge and skills which allows the team to:

- Understand the challenges and desired outcomes, taking into consideration Buyers approach to technology and business goals
- Provide capability and availability from a pool of experienced resources - Capgemini has Certifications in multiple tools and platforms across the whole team with over 100 years of experience delivering monitoring solutions using transferable skills and principles.
- Keep skills relevant - we have a culture of continuous improvement where learning is enabled by a wide range of accredited curricula/educational tools, delivered through various channels to motivate and retain our high performing resources
- Bring their experience from deploying, exploiting, optimising and supporting a multitude of monitoring and observability solutions for public and private sector clients to minimise service risk and provide actionable insights.
- We have resources with various degrees of security clearance available to tackle the specific security needs of clients – BPSS, SC and DV.

2 Business Need

The evolution in monitoring and observability tools and technology in recent years, coupled with the backdrop of replatforming and cloud migration initiatives being undertaken in many large organisations is proving challenging for those organisations to navigate.

Legacy tooling deployments are often no longer fit for purpose or providing value; distributed applications, multi-supplier landscapes and varied platform technologies are giving rise to gaps in observability and risks to service despite, as Gartner reports, that many enterprises today have over 15 monitoring tools on average.

Data already available with IT organizations can provide useful insights, but the huge challenge facing those organizations is dealing with the increasing torrent of data from digital-age applications disseminating information about their performance and functioning. Robust, E2E observability can help uncover useful insights from this data through reducing clutter from various events, minimizing false positives, detecting anomalies, and eventually applying root-cause analysis for expedited issue resolution.

In a highly competitive vendor landscape where monitoring products increasingly overlap in the capabilities they offer, Capgemini's service provides tools agnostic analysis and expertise to assess the current state of your observability capability and advise on how to optimise it in line with business needs.

3 Our Approach

Every Buyer's observability capability, challenges and ambitions are different and so Capgemini's consultants can operate a flexible approach to aim that the intended outcomes from a **Review** can be achieved. Whilst the scope



and intended outcomes will vary according to Buyer's requirements, Capgemini can apply a common approach to its **Review** engagements:



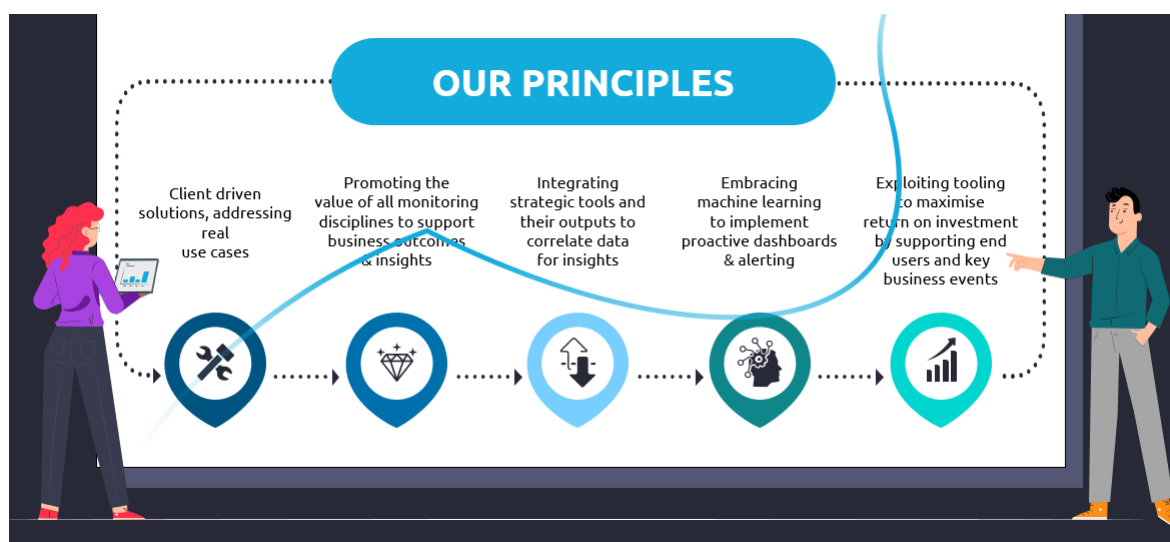
This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

In more detail, Capgemini will:

- Identify the key stakeholders for the **Review**
- Understand the stakeholder concerns and/or drivers for commissioning a **Review**, along with the desired outcomes
- Agree a plan for the **Review**, which can examine the areas necessary to provide the required insights
- Based on the agreed plan, agree the delivery schedule and charges.
 - **Investigate and report** according to the agreed timescales. The report can include prioritised recommendations and resolution complexity estimates as standard
 - Optionally support the stakeholders in making the business case for change (to be agreed as part of **Plan**), provide more detailed indicative charge and timescale estimates for each of the recommendations, along with the risks of not acting.

Capgemini's **Review** is provided on a "report only" basis. Capgemini can also support delivery or realisation of recommendations by arrangement. Please contact Capgemini for further details.

All of our engagements, whether Review only or extended to delivery and realisation of recommendations, are underpinned by our guiding principles. These principles mean that our observability SMEs not only bring extensive technical expertise in the configuration and optimisation of industry tooling but also the experience and client sensitivity to understand desired business outcomes and the need to leverage the technology in a way that maximises return on investment for each organisation's individual needs.



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



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.

Software licencing will be the responsibility of the Buyer.

For all other responsibilities please refer to the Supplier Terms listed with this service on the Digital Marketplace.

5 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.

6 On-boarding and Off-boarding

Capgemini will 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.

7 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.

8 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.

Additionally, Capgemini holds Professional Partner status with a number of market leading Observability vendors including Dynatrace, Splunk and AppDynamics.



9 Sub-contractors

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

- Capgemini Technology Services India Limited.

10 Business Continuity and Disaster Recovery

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

11 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.

12 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.

13 Termination Terms

Please refer to the Supplier Terms for this service.

14 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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