

HR Transformation through Technology Support G-Cloud 15





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1 Service Overview

Capgemini's HR Technology Transformation offering helps Government Departments maximise the value of their HR platforms, processes, and people. We specialise in cloud-based transformation, combining deep expertise with disciplined delivery across scope, planning, budgeting, and resourcing.

At Capgemini, we prioritise implementing the right cloud-based HR solutions to meet Government Departments' needs, emphasising broad departmental transformation. We partner with Workday, SuccessFactors, ServiceNow, Microsoft, and Oracle, while also supporting comprehensive system transformations.

Our end-to-end services span GenAI integration, programme management, UX journey design, system configuration, testing, deployment, hypercare, and knowledge transfer. Acting as long-term strategic advisor to support Government Departments to continually maximise their technology investment is of high importance, through gap analysis against new releases and health checks to deliver return on investment.

2 Business Need

HR technology transformation is vital for Government Departments to modernise workforce management and fully leverage digitisation. By integrating advanced cloud-based solutions, departments can streamline operations, boost efficiency, and unlock strategic value.

Organisations are investing in HR transformation to achieve the following outcomes:

- **Maximise technology investment** through robust business cases and benefits realisation
- **Enhance digital employee experience** across the organisation
- **Automate workflows and processes** to save time and reduce errors
- **Increase HR capacity, reduce administrative burden and create high-impact moments**
- **Enable data-driven decision making** through improved analytics and insights
- **Drive continuous innovation** via regular technology advancements and releases
- **Build internal capabilities** to embed new ways of working
- **Scale easily** with cloud systems that adapt to workforce changes
- **Optimise costs** through flexible subscription-based models
- **Integrate seamlessly** with other business systems for data fluidity and synergy

Our offering provides organisations with key skillsets to accelerate the adoption of cloud-based technologies across end-to-end HR processes.

3 Our Approach

We tailor our approach based on the scale and needs of each HR transformation, supporting the adopted cloud-based HR solution across the business. This includes providing SME expertise, capability and capacity to support with the following HR Technology topics:

- Full end-to-end implementation and deployment services across key cloud solutions including; Workday, SuccessFactors, Oracle and ServiceNow; as well as other Technology Partners.
- People Experience technology analysis and design to determine moments that matter.
- Identification of practical use cases for new technologies e.g. GenAI.
- HR Technology Maturity Assessment to determine technology and experience capability.
- Comprehensive business needs assessment to determine demand.



- HR Enterprise Architecture options to determine technology ambition.
- HR Technology Business Case and roadmap options to articulate return and secure investment.
- HR Technology Adoption Roadmap to outline delivery and deployment options.
- Vendor analysis and selection process to determine platform required needs.
- Process mapping to eliminate, standardise, optimise, automate, robotise (ESOAR).
- Change management and stakeholder engagement to drive adoption.
- Training needs analysis, content creation and training to prepare users.
- Value realisation planning to match technology adoption to business benefits.

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.

5 Service Management

Capgemini can deliver the service as a defined programme of activity or as an ongoing service run as a partnership between Capgemini and Buyers organisation.

Whichever delivery model you choose, Capgemini can deliver the service with a particular emphasis on accountability and continuous improvement.

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

Capgemini shall 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.

8 Skills and Knowledge Transfer

Capgemini recognises that effective skills and knowledge transfer is essential to delivering G Cloud services to public sector clients. Where appropriate, this should be embedded in the delivery plan from the outset.

Our consultants and engineers are highly experienced in transferring knowledge across both public and private sector engagements. We regularly apply Capgemini's **Assess-Plan-Implement** knowledge transfer framework—tailored to the topic, skills gap, and audience – for consistency and impact. This approach supports the definition of knowledge transfer goals, the planning of training methods and materials, and the delivery and evaluation of outcomes. It enables clients to build sustainable capabilities that extend beyond the life of the programme.



9 Partnerships/Alliances

Capgemini is proud to share key strategic partnerships with:

- ELITE ServiceNow Partner
- ELITE SuccessFactors Partner
- Workday Global Service Partner
- Premier Oracle Global Core Partner
- Microsoft Gold Enterprise Resource Planning, Gold Data Analytics, Gold Data Platform, Gold Cloud Platform
- Other partnerships can be found here: <https://www.capgemini.com/about-us/technology-partners/>

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.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion



UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.



UK Best Workplaces for Wellbeing: We are listed by Great Place to Work® as a Best Workplace for Wellbeing



Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.

11 Sub-contractors

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

- Capgemini Technology Services India Limited.

12 Business Continuity and Disaster Recovery

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

13 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.

14 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.

15 Termination Terms

Please refer to the Supplier Terms for this service.



16 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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