

Artificial Intelligence in Operations (AI Ops) G-Cloud 15





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1 Service Overview

Capgemini's Artificial Intelligence in Operations Discovery packages (AI Ops Discovery) offer clients the insight to determine the potential outcomes of adopting AI in their strategies and to develop their approach for embracing the AI Ops Opportunity in the cloud.

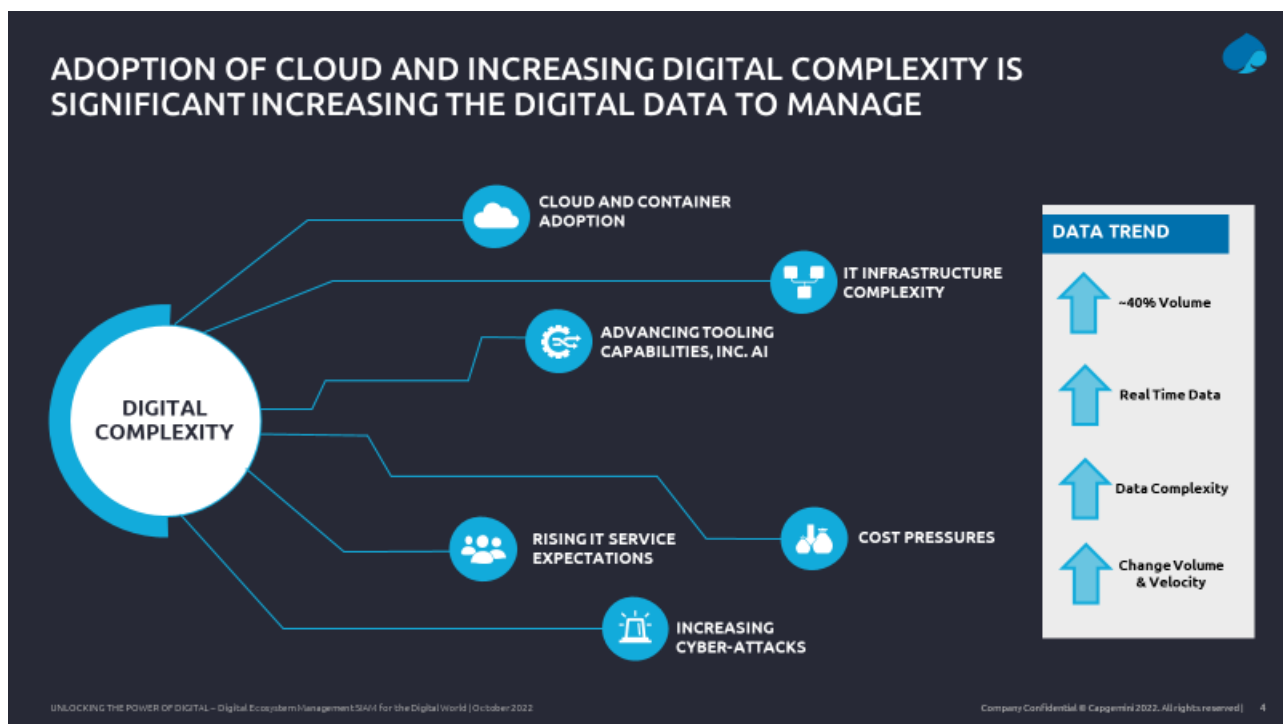
Gartner first lay claim to the term 'AIOps' in 2016 combining the IT Operations and Artificial Intelligence

"There is no future of IT Operations that does not include AIOps This is due to the rapid growth in data volumes and pace of change (exemplified by rate of application delivery and event-driven business models) that cannot wait on humans to derive insights"

(Gartner AIOps Market Guide for AIOps Platforms 2021)

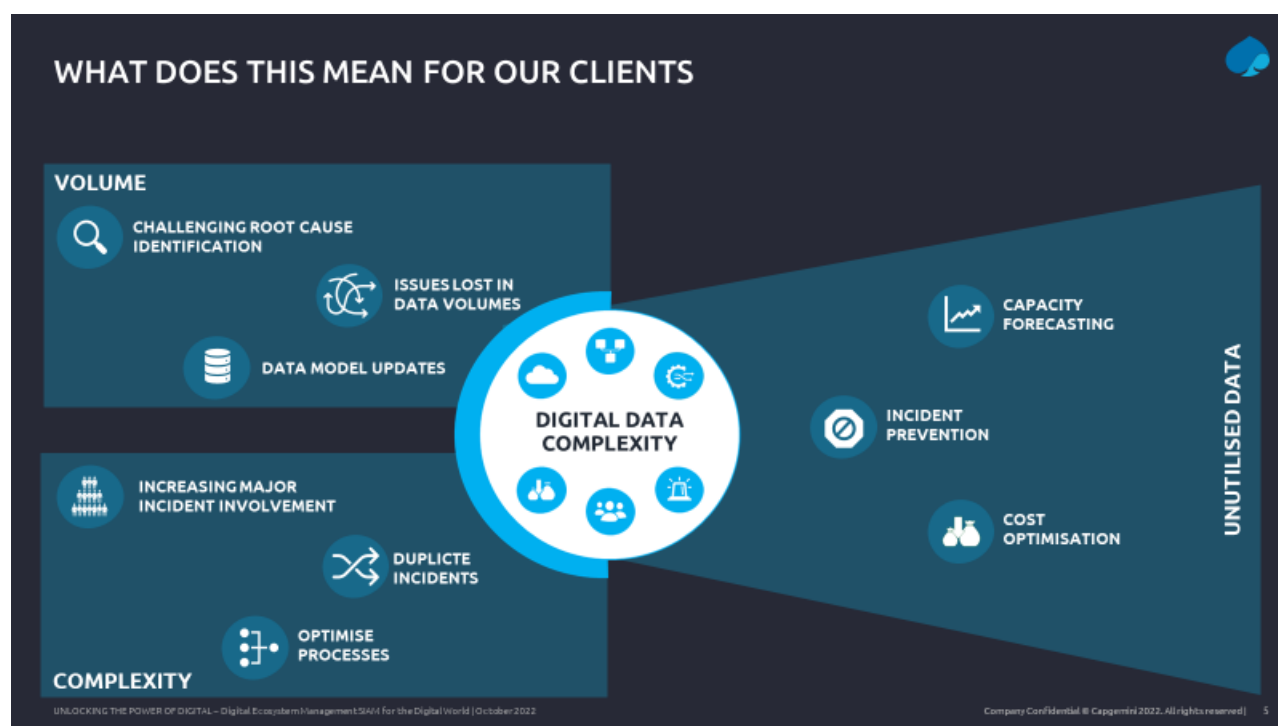
2 Business Need

Organisations are facing a challenge by the growth in scale and complexity of their Digital Data. The volume of this data is considerable and it is rich with information and insights into their Digital Operation meaning it's value is even greater. This is why one of the top CIO challenges is currently gaining control over data.



There are a variety of challenges presented by this growth in data, with examples:

- Volume increases mean increasingly challenging root cause identification, issues lost in data volumes, and significant data model updates
- Complexity increases mean increasing major incident involvement, duplicate incidents and the need to optimize Service Management and Operational processes
- Under-utilised Data results in lost opportunities for Incident prevention, capacity forecasting & cost optimisation



We are past the point where capitalising on the value of this data can be addressed through people alone, so organisations must utilise and invest in the capability of their tooling to do this. AI advances within tooling mean that this is a possible and across the industry we see exploiting AI as another priority within CIOs Digital Strategies.

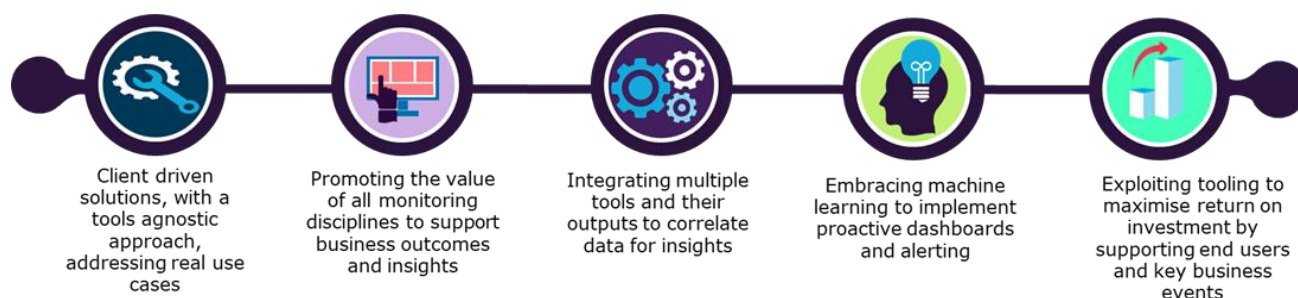
The evolution of Organisations Enterprise Tooling can address this challenge through embracing and exploiting the enhanced AI capabilities now available. This is the **AI Ops opportunity** and makes AI Ops essential to any Digital Enterprise to realise the value of the investment in Enterprise Tooling and their Digital Data. The AI Ops opportunity is considerable, with significant potential to **increase efficiency, reduce downtime, reduce IT costs** as well as **reduce resourcing costs**.

3 Our Approach

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;

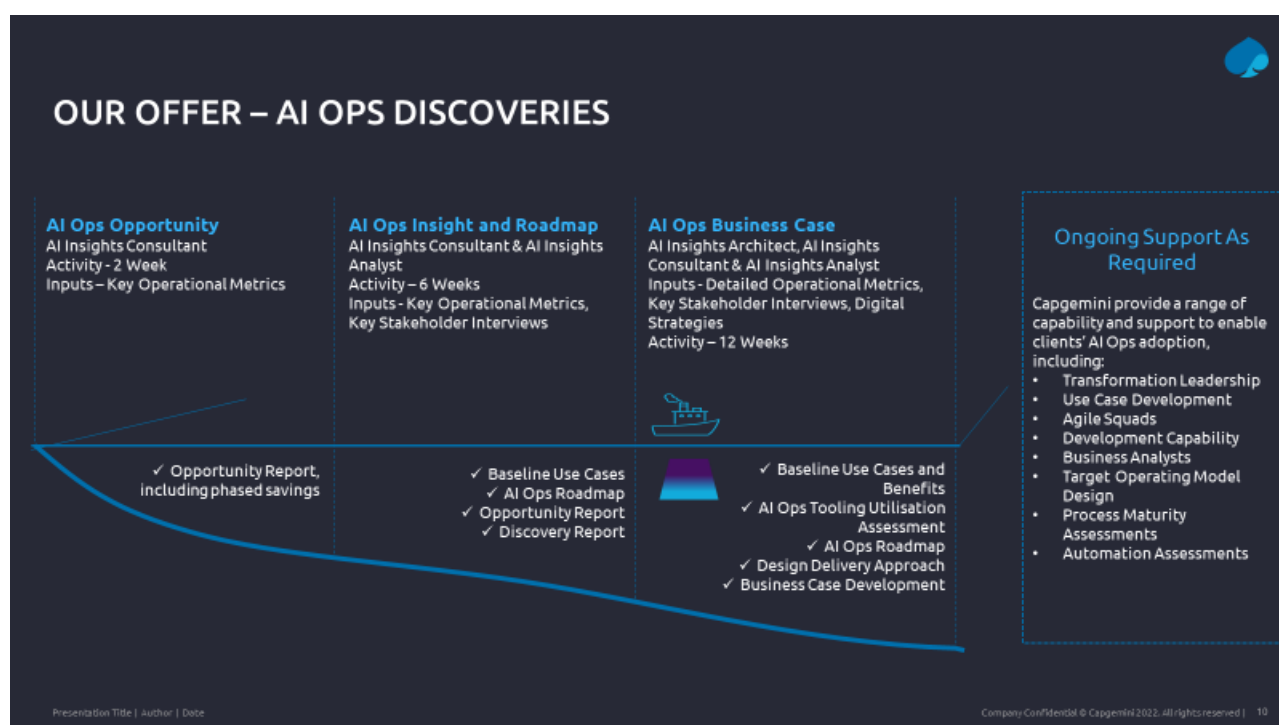


4 Service Description

Capgemini AI Ops Discovery packages can be the trigger or checkpoint for our clients' AI Ops projects and programmes, which should be a fundamental part of any Digital strategy. Whether at the start of their AIOps journey or advancing through it, partnering with Capgemini allows our clients to benefit through utilising our wide range of industry experience, capabilities and partnerships to address a variety of challenges, which could range from data integrity, agile delivery teams, process re-engineering, to organisational and cultural change.

Capgemini AI Ops discovery packages can be tailored to suit the client's needs and where the client is in their digital journey offering the following options :-

- **AI Ops Opportunity** - through the assessment of a set of key operational data, Capgemini is able to provide clients with an opportunity report outlining the potential savings at each stage of the benefits journey and a recommended set of next steps.
- **AI Ops Insight and Roadmap** - key operational data and stakeholder interviews allow Capgemini to deliver a client centric baseline set of use cases and opportunity report, supported by a recommended AIOps Roadmap and Discovery Report.
- **AI Ops Business Case** - this, more extensive discovery, delivers a client centric set of use cases and opportunity report, along with support assessing the Enterprise Tooling capability and development of a robust AIOps Business Case.

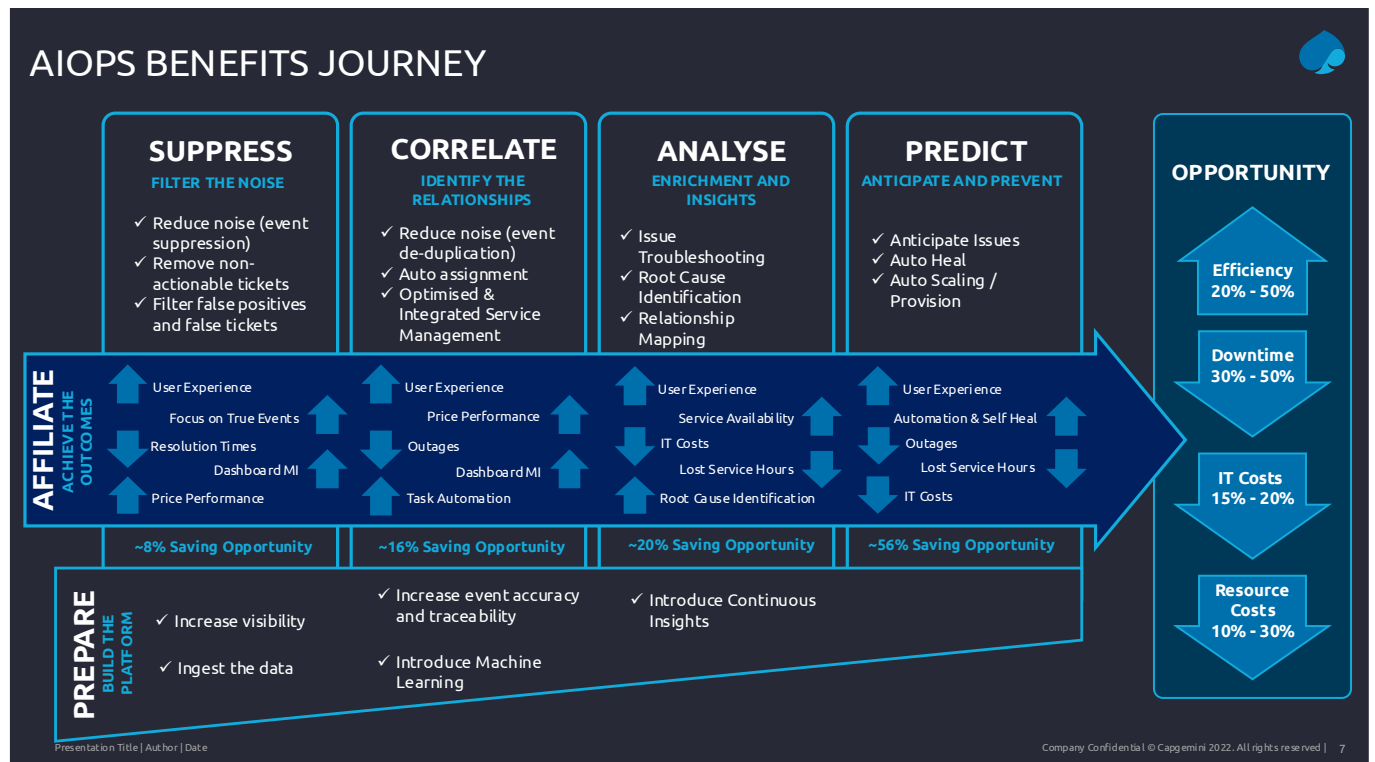




Our consultative approach ensures that the client is an integral part of the discovery process. This means the outcome is a clear view of their opportunity, a recommended set of next steps and any challenges that they may need to overcome.

A major part of the Discovery package is the opportunity report which is based upon the Capgemini defined 4 phases of the AI Ops Benefits Journey, which are:

- Suppress – Filter the Noise
- Correlate – Identify the Relationships
- Analyse – Enrichment and Insights
- Predict – Anticipate and Prevent



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 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.



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

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 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. .

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 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.

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.





10 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.

11 Additional Associated Services

Capgemini recognise that through organisations advancing the use of AI technologies there are a range of challenges and other organisational changes that may need to be considered to support the transformational journey. Through our expertise and partnerships, Capgemini is well positioned to support a client on that journey, for example:

- Transformation Leadership
- Target Operating Model Design
- Process Maturity Assessments
- Automation Assessments

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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