

# IT Asset Management (ITAM) G-Cloud 15





# Table of Contents

|       |                                                 |   |
|-------|-------------------------------------------------|---|
| 1     | Service Overview .....                          | 3 |
| 2     | Business Need .....                             | 3 |
| 3     | Our Approach.....                               | 4 |
| 3.1   | ITAM Capability Assessment.....                 | 5 |
| 3.1.1 | Objective .....                                 | 5 |
| 3.1.2 | Approach.....                                   | 5 |
| 3.1.3 | Typical Deliverables.....                       | 5 |
| 3.2   | ITAM Future State Design.....                   | 6 |
| 3.2.1 | Objective .....                                 | 6 |
| 3.2.2 | Approach.....                                   | 6 |
| 3.2.3 | Typical Deliverables.....                       | 6 |
| 3.3   | ITAM Transformation Roadmap Definition .....    | 6 |
| 3.3.1 | Objective .....                                 | 6 |
| 3.3.2 | Approach.....                                   | 6 |
| 3.3.3 | Typical Deliverables.....                       | 6 |
| 4     | Buyer Responsibilities .....                    | 7 |
| 5     | Service Management .....                        | 7 |
| 6     | Protection of Data .....                        | 7 |
| 7     | Additional Associated Services .....            | 7 |
| 8     | On-boarding and Off-boarding .....              | 7 |
| 9     | Skills and Knowledge Transfer .....             | 7 |
| 10    | Vendor Accreditations/Awards .....              | 8 |
| 10.1  | Other Awards.....                               | 8 |
| 11    | Sub-contractors.....                            | 8 |
| 12    | Business Continuity and Disaster Recovery ..... | 9 |
| 13    | Pricing .....                                   | 9 |
| 14    | Ordering and Invoicing .....                    | 9 |
| 15    | Termination Terms .....                         | 9 |
| 16    | Further Information .....                       | 9 |



# 1 Service Overview

Capgemini provides a wide range of standalone services relating to IT Asset Management (ITAM), ranging from strategy inception to execution and also support. One of the main services, the ITAM Design Service, comprises three distinct components (Capability Assessment, Target state Design and Transformation Roadmap) which can be ordered as a “bundle” or as standalone activities.

For further clarity, our Capgemini ITAM offering focusses on managing physical hardware assets, Configurations Items (CIs) rather than software CIs. We have another, complimentary offering, called 778-Software License Inventory Management (SLIM) that covers practices & methodologies for these types of non-physical assets. Another related offering in the same Service Asset & Configuration (SACM) family is our 779-Service Configuration Management which is focussed more on the best practices of tracking and saving Configuration data for CIs within a Configuration Management Database (CMDB) for hybrid cloud environments.

Capgemini’s ITAM service offering is compliant with relevant elements of PAS55/ISO55001 industry standards and can help enable asset-centric organisations to make substantial cost reductions in both OPEX and CAPEX.

Our ITAM services are designed to support Cloud based projects and services.

## 2 Business Need

Our clients operating in a hybrid cloud delivery environment are increasingly calling for accurate IT asset management data to drive business decision making. The challenge is, in the ever-increasing complexity of IT service environments, the level of trust in IT asset CMDB data remains low or continues to fall. In most cases the CMDB has been deployed as an afterthought with limited investment and sponsorship from senior level stakeholders.

Capgemini are helping our customers meet the needs and challenges relating to ITAM and we are increasingly embarking on programmes of change to improve these ITAM capabilities and deliver fully optimised performance across hybrid cloud infrastructures. Asset-intensive organisations have found that they can derive significant benefits from the deployment a strategic ITAM capability. Here’s the main business objectives relating to IT Asset Management:

- **IT ASSET MANAGEMENT - BUSINESS NEED #1:** Knowing what you have, where it is located and what service or function it is related to.
- **IT ASSET MANAGEMENT - BUSINESS NEED #2:** Understanding who owns the IT components, tracking what they're worth, and who is using them.

By introducing good practice approaches like PAS55/ISO55001 and high-performance ITSM/ESM tooling, we are improving our customers ITAM while minimising cost and still delivering a product or service valued by their customers.

Below are the key Capgemini Value Building Blocks for addressing business needs and successfully delivering IT Asset Management:

- **VALUE BUILDING BLOCK 1: Asset Procurement Reconciliation** - The process by which the asset purchase is approved, recorded in an asset register, product catalogue and/or CMDB and then further reconciled in the asset database as part of validation and verification.
- **VALUE BUILDING BLOCK 2: Asset Receipt** – The process for assets being identified with an organisation approved asset tag and their details recorded in the asset register, product catalogue and/or CMDB. This accurate recording of asset tag details will assist the Service Desk in identifying appropriate user and service associated assets / Config Items (CIs) in incident, problem, request and change tickets.
- **VALUE BUILDING BLOCK 3: Installation, Moves & Changes** - Any changes made to the infrastructure must be reflected in the asset database. An associated Change Management Process will ensure that the update of any asset / CI records in the Asset Database are amended through an approved process.

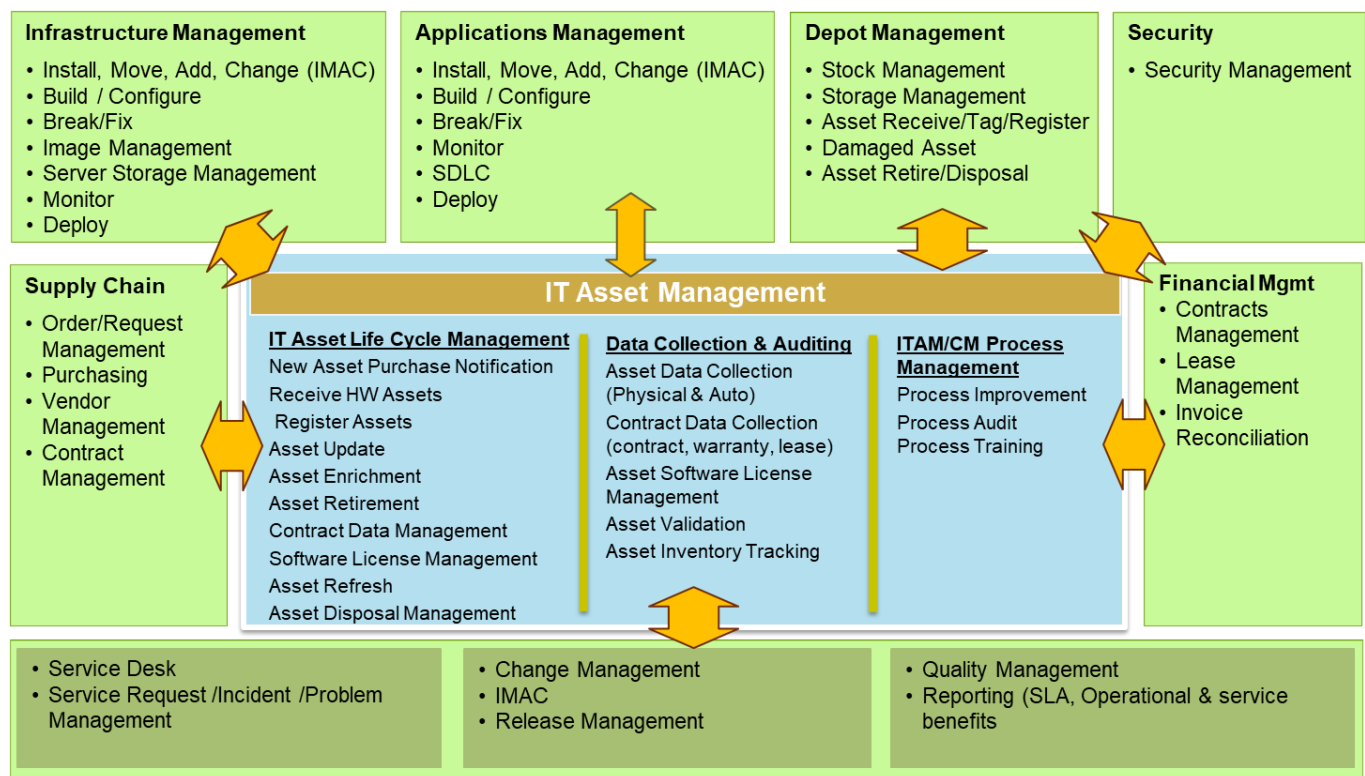


- **VALUE BUILDING BLOCK 4: Auto Discovery and Scanning** - Automated Discovery Tools are used to detect devices attached to the Network. Inventory Tools scan devices to detect hardware and feed into Asset Inventory. Any devices that cannot be discovered must be manually added to the inventory as exceptions.
- **VALUE BUILDING BLOCK 5: Sustainable Decommissioning & Disposal** – the IT Asset management process contains all aspect of its lifecycle including how to responsibly and sustainably dispose or reuse the asset. Using approved third party disposal vendors to responsibly manage the secure disposal of all IT Hardware, secure data erasure / destruction and if applicable, manage its reuse & recycling.

Capgemini has a breadth of knowledge and delivery capabilities that can help clients run complex asset management transformation projects from business case and business design through to software package selection, implementation, integration, and support.

### 3 Our Approach

The diagram below summarises the Capgemini ITAM Target Operating Model that provides the robust framework within which we design and deliver our ITAM services.



**Capgemini ITAM Operating Model**

Capgemini offers a wide range of services around ITAM. They are:

- **ITAM Design:** ITAM Design provides a current state assessment with (optional) business case, a target state design, and a ITAM transformation roadmap. This service is detailed in the next section of this document.
- **Client Advisory:** ITAM client advisory to provide insights, plans and implementation approach to address operational issues, solution designs or implementation challenges
- **Transition Services:** Provides ITAM implementation expertise in the design, build, deployment, test, training, and implementation of the ITAM lifecycle



- **Transformation Services:** As above but for transformation programmes, either once transition and stabilisation have been completed, or where a transformation programme overlaps a transition programme
- **Augmentation Services:** ITAM operational delivery where there is a requirement for back-fill
- **Remediation Services:** Where there is a need to fix an unknown operational process problem, implement a service improvement, or address an undelivered contractual requirement for an aspect of the ITAM framework
- **Advisory Support Services:** Where there is a requirement to support an ITS fee earning project and the UK SI Team supplies the ITAM resources where the current ITS headcount is insufficient to resource the project
- **Solution:** Provides ITAM Solution Support for new & existing pursuits
- **Other Services:** Such as but not limited to benchmarking, audits, software vendor audit defence readiness assessments, health-checks, point of view, sustainability, strategy generation, Bids, RFP's, RFIs and opportunities

The above services can be purchased individually or in “*bundles*” depending on the Buyer specific requirements which will need to be discussed with the Capgemini specialist teams.

As described earlier, the ITAM Design Service consists of three activities which can be purchased as a bundle or as separate services. They are:

1. ITAM Capability Assessment with (optional) Business Case
2. ITAM future State Design
3. ITAM Transformation Roadmap Definition

## 3.1 ITAM Capability Assessment

### 3.1.1 Objective

To assess the current ITAM capability and understand the business and IT drivers for ITAM. This, along with identifying the next steps for ITAM design and implementation in line with the business and IT drivers.

### 3.1.2 Approach

Capgemini has a collaborative and flexible approach with high-stakeholder involvement. We will conduct pre-arranged, structured interviews and workshops using tried and tested investigation techniques, helping to establish the current state, areas for improvement, and recommendations. The output of the interviews and workshops will be:

- Collect documentary evidence/supporting materials
- Capture outcomes of interviews & score results in the assessment tool

Findings will be shared in a final presentation to senior sponsors and key stakeholders identified by the Buyer.

### 3.1.3 Typical Deliverables

- Calibrated assessment of current asset management capability
- Capability assessment is also presented as a RADAR Plot Graph & Bar Chart
- Summary Report / Presentation of Findings and recommendations



## 3.2 ITAM Future State Design

### 3.2.1 Objective

To provide a clear definition of the recommended future way of working for ITAM, subject to agreement by Buyer stakeholders, to describe at a high-level what the constituent components required for the future approach and to highlight how these components work together to deliver an integrated approach to ITAM. As a part of this service, the Buyer may also request assistance with the creation of a ITAM business case to gain commitment for the delivery of the recommendations.

### 3.2.2 Approach

Working with the Buyer, Capgemini will conduct workshops with key stakeholders, taking the findings of the Capability Assessment as inputs. The results of these workshops will be used to populate a pre-defined ITAM future state templates.

The result will be a future state model, driven by business requirements & best practice, allowing the Buyer to assess likely future capability improvement opportunities, potential benefits, and prioritisation of improvement areas

The findings from the discovery, and the future state design are shared with the Buyer in a final presentation.

### 3.2.3 Typical Deliverables

- Agreed ITAM target state
- Indication of likely future capability maturity level score & benefits
- Outline or detailed business case (depending on your requirement)
- Tooling requirements, and accelerators.

## 3.3 ITAM Transformation Roadmap Definition

### 3.3.1 Objective

To provide stakeholders with a well-defined, optimised portfolio of improvements projects in place, an outlined roadmap for how the portfolio of improvement projects will build the future capability, in a way which is strategically aligned, time bound, prioritised and with potential benefits clearly articulated.

### 3.3.2 Approach

Capgemini will conduct and document a structured gap analysis between the current capability and the desired/recommended capability described in the Buyer's target state. An inventory of the current and future planned improvement projects is compiled and assessment of the contribution towards the enablement of the Buyer's target state.

Any gaps in the project portfolio are identified and specification for the supplementary projects needed to bridge any gaps is created. A transformation roadmap, outlining what the revised portfolio of projects will deliver, when they will be delivered, and the associated milestones, is produced and the findings are shared in a final presentation.

### 3.3.3 Typical Deliverables

- Register / Inventory of required improvement projects / initiatives
- Improvement Project Transformation Roadmap.



## 4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Digital Marketplace.

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

Not applicable.

## 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 Additional Associated Services

Several additional associated services can be offered as shown below. Additional Associated G-Cloud Services shall be priced based on the price defined in the offer.

- Service Configuration Management
- Software License Inventory Management (SLIM)
- Digital SIAM: Maturity Assessment, Design, Implementation, Run and Transformation
- ServiceNow: Readiness Assessment, New Platform Implementation, and, Platform Maintenance and Upgrades
- Intelligent Service Monitoring (ISM): Proof of Value, Maturity Assessment, Design, Implementation, Run and Optimisation

## 8 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.

## 9 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.

## 10 Vendor Accreditations/Awards

Capgemini has received several awards and accreditations that directly relate to engagements involving Cloud services. The following are some of Capgemini's most recent achievements:



Accredited Learning Provider



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.



In May 2018, Capgemini received the Program of the Year award at Skillsoft's Perspectives Innovation Awards. Capgemini was recognised for its Outstanding Women in Leadership program, demonstrating the strength of the Capgemini University's innovative learning programs and commitment to further developing the capabilities of its female leaders.

### 10.1 Other Awards

- Capgemini is a Managed Gold Certified Partner with Microsoft. Achieving gold competencies in Microsoft Cloud Center of Excellence in Gold Cloud Platform, Gold Cloud Productivity, Gold Customer Relationship Management and Gold Data center.
- Capgemini is a Premier Consulting Partner in the AWS Partner Network (APN) and an AWS Managed Service Partner.
- Capgemini is a Global Alliance partner of IBM, spanning 20 countries, since 2001, covering areas such as Cloud, Big Data & Analytics, Internet of Things, Security.
- 2018 SAP Pinnacle Award, Customer Choice Partner of the Year – Large Enterprises
- Oracle Cloud Premier Platinum Partner, Oracle Cloud Premier Certificate, Oracle Cloud Managed Service Provider Certificate, Oracle Cloud Excellence Implementer (CEI) accreditation
- HFS Research ranked Capgemini at #2 for RPA Services in the Top 10 RPA Service Providers 2018 report. Capgemini positioned as "a global service provider focused on process optimisation and RPA industrialisation"
- 2018 Capgemini awarded Regional (North EMEA, including UK) Partner of the Year by SAS
- 2018 Capgemini awarded Global Partner of the Year by MuleSoft
- Capgemini positioned as a Leader in Gartner's 2019 Magic Quadrant for Data and Analytics Service Providers, Worldwide
- Capgemini positioned as a Leader in Gartner Magic Quadrant for Managed Workplace Services, Europe report.

## 11 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.

## 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.

**All prices are in GBP and exclude VAT.**

## 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](mailto: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.

Make it real. | [www.capgemini.com](https://www.capgemini.com)



This presentation contains information that may be privileged or confidential and is the property of the Capgemini Group.

Copyright © 2026 Capgemini. All rights reserved.