

SAP HCM SuccessFactors Cloud Service G-Cloud 15





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1 Service Overview

Capgemini SAP Human Experience Management SuccessFactors Cloud Service offers implementation of SAP SuccessFactors Modules with help of Capgemini proven implementation & governance methodology, tools & accelerators.

Capgemini provides design, implement and support services across the range of SAP's SuccessFactors solutions including:

- Employee Central
- Employee Central Payroll
- Employee Central Service Centre
- Recruiting Management
- Recruitment Marketing
- Learning Management Solution
- On boarding
- Performance and Goals Management
- Succession Planning
- Compensation
- Variable Pay
- Workforce Planning and Analytics

As well as design, implement and support services, Capgemini also offer services for Human Resource:

- Process transformation
- Target operational model definition
- Change management
- Testing of systems
- Training of end users
- Support services
- Integration to third parties
- Software subscription resell

1.1 Capgemini Services

- Business Case & Road mapping for SAP technologies
- SuccessFactors Implementation Services
- Data Migration Services from On Premise to Cloud including Side by Side and Hybrid solutions
- Cloud Migrations from Legacy systems;
- Support and Development of Legacy systems prior to transition to Cloud
- Fieldglass & contingent workers
- Process Optimisation
- Contingent workers recruitment and pre-onboarding training



- Quarterly updates providing new functionality

1.2 Capgemini Accelerators and Tools

- Global Process Model - Tailored Technology Enabled processes for SuccessFactors
- HR Digital Assessment Tool
- HR Prioritisation and Change Report
- Best practise templates and preparation documents for SuccessFactors;
- Pre-defined Configuration Workbooks
- Pre-packaged Integration Accelerators
- Demonstration systems available for day one playbacks
- Structured, facilitated workshops to initiate a project

While the SAP HR application, middleware and database services are all hosted and expertly managed by SAP, Capgemini can help clients in the people, process and technology aspects of cloud adoption, as part of its implementation services around the following areas:

1.3 Advisory, Assessment and Consulting

- Governance and Assurance
- Organisational Change Management (OCM)
- Solution Design
- Testing
- Transition
- Training

1.4 Technical

- Integrations
- Business Intelligence
- Application Data Architecture
- Customisations and Enhancements

1.5 Environment

- Network & Storage
- Platform and Licences
- Security & Compliance

1.6 Support

- Application (Functional/ Technical)
- Data Strategy (Purge/Archival)



2 Business Need

In today's world, organisations are looking to reduce the cost of implementation of new HR business platforms by leveraging the cloud model – and achieve ROI much faster. Organisations are opting for a service-based model giving them the option to be flexible and be able to switch services, if so needed.

3 Our Approach

This section covers Capgemini approach to delivering SuccessFactors projects.

At the heart of Capgemini's implementations for SuccessFactors are the individual product methods to ensure the Solution Vendors recommended approach is followed. Around this Capgemini will wrap around our own iCaptive implementation methodology and Unified Project Management (UPM) delivery method, to give clients a robust and rigorously managed implementation.

The traditional waterfall approach of the old ERP system projects is replaced by a more agile, iterative approach which can facilitate a shorter duration for projects. The iterative approach means that there is no waiting for the testing phases to see the system and, critically, build confidence that the design decisions meet requirements. The Buyer can be involved in the project, making decisions and testing those decisions as the project progresses; it is therefore key that the Buyer is fully engaged throughout the lifecycle of the project.

The iterative approach is a key part of the design, build, test process, driving business decisions and timelines. The Capgemini approach is based on the SAP-recommended SuccessFactors implementation method. It is structured based on the SuccessFactors Workbooks for each module that control the approach via iterative review of the Workbooks rather than continuous scrums of full agile.

The iterative approach can save time of the project by ensuring the requirements are tested throughout the design and build process. The SuccessFactors method is embedded into the Capgemini iCaptive method. This comprises risk, issue and change management processes as well as standards for interface development and documentation. It also contains a testing approach to ensure the solution works across the SuccessFactors landscape. Capgemini also can provide a number of template accelerators that are used to start the project and design process.

3.1 Accelerators

Core to implementation is a series of accelerators, using Capgemini's experience, methods and tools, such as:

- Structured, facilitated workshops to initiate the project, such as Accelerated Solution Environment (ASE)
- Global Process Model - Tailored Technology Enabled processes for SuccessFactors
- HR Digital Assessment Tool
- HR Prioritisation and Change Report
- Templates and preparation documents for SuccessFactors;
- Pre-defined Configuration Workbooks
- Pre-packaged Integration Accelerators



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

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 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.

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 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.

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.

As a leading global partner for SAP since 1994, Capgemini has continually invested in expanding and enhancing our SAP expertise, capabilities, assets, tools, methods, and approaches. Capgemini has a highly mature and acclaimed SAP capability, evidenced by our 'Leader' positioning with both industry analysts and SAP. With over 32,000 SAP resources globally, and skills across all SAP applications and modules, we offer our clients best-in-class SAP expertise.

Capgemini hold the following organisational accreditations from SAP:



- Global SAP S/4HANA Solution Operations and works with RISE with SAP
- Global SAP BTP Operations and works with RISE with SAP
- Global SAP SuccessFactors Solution Operations
- Global SAP DevOps
- Global SAP Hosting Operations
- Global SAP Business Suite Solutions Operations
- Global SAP SAP HANA Operations

Capgemini is held in high regard by our partners as evidenced by the following:

- 2025 SAP Pinnacle WINNER – SAP Business AI -Partner Innovation – Customer AI Use Case
- 2025 SAP Pinnacle FINALIST – SAP BTP Data and AI Growth
- 2025 SAP Global Line of business Partner awards FINALIST – SAP Business AI Customer Adoption
- 2025 SAP Innovation Awards WINNER – Transformation Titan
- 2025 SAP Innovation Award Finalist – Business Network Innovator – Twinings
- 2025 SAP EMEA award for service partner excellence WINNER Cloud Adoption
- 2025 SAP EMEA award for service partner excellence FINALIST Line of Business, Growth, RISE
- 2024 SAP Pinnacle FINALIST – Sales Success Large Enterprise
- 2024 Google Cloud WINNER – Global Specialization Partner of the Year award for SAP on Google Cloud
- 2024 SAP EMEA North Award for Partner Excellence – BTP
- 2023 SAP Pinnacle FINALIST – Industry Cloud
- 2023 WINNER: Partner of the Year, SAP on Microsoft Azure (Global)
- 2023 SAP EMEA North Award for Service Partner Excellence 2023 for Industry Cloud
- 2022 Winner Tricentis Global Partner Award (SAP Transformation Partner of the Year)
- 2022 Winner SAP Global SAP Customer Experience Partner Excellence Award for Sales Success – Large Enterprise
- 2022 SAP EMEA North Award for Service Partner Excellence 2022 for SAP Business Technology Platform Adoption
- 2022 SAP Pinnacle Award Finalist – Social Impact, Sustainability
- 2022 Finalist (Runner-up), Partner of the Year, SAP on Azure

Furthermore, we have received recent analyst recognition:

- Capgemini named a Leader and Customer Favourite in The Forrester Wave™: SAP Services in Europe Q2 2025
- Penteo has positioned Capgemini as a “Leader” in its report S/4 HANA 2025
- IDC named Capgemini as a “Leader” in their report: IDC Marketscape: Worldwide SAP Implementation Services 2025 Vendor Assessment
- Everest Group has positioned Capgemini as a “Leader and Star Performer” in its report SAP Business Application Services PEAK Matrix® Assessment 2025
- Recognized as a market leader by ISG for the sixth consecutive year in 2024
- Capgemini named a leader in the Forrester wave AI Services Q2 2024
- NelsonHall recognizes Capgemini for its commitment to sustainable supply chain transformations in 2024
- Leader in the 2024 ISG Provider Lens™ SAP Ecosystem for United Kingdom, Nordics, Germany, United States
- NelsonHall has named Capgemini as a Leader in their NEAT Evaluation Report: SAP Cloud Migration Services 2023; NelsonHall, Eric Levine, May 2023
- Leader: Avasant SAP S/4HANA Services 2022–2023 RadarView™
- Leader: Gartner 2022 Magic Quadrant for SAP S/4HANA Application Services, Worldwide



- Leader: in IDC MarketScape: Worldwide SAP Implementation Services 2022 Vendor Assessment (DOC #US48395822/ JUN 2022)
- Leader in the ISG 2022 Provider Lens™ SAP Ecosystem for United Kingdom, France, Germany
- Leader in the IDC MarketScape: Asia/Pacific SAP Implementation Services Vendor Assessment, 2022 (Doc # AP48871022/ Aug 2022)

10 Sub-contractors

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

- Capgemini Technology Services India Limited

11 Business Continuity and Disaster Recovery

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

12 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.

13 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.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 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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