

Microsoft Cloud Advisory Services G-Cloud 15





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1 Service Overview

Capgemini offers a Microsoft Cloud Architectural Advisory Service for buyers who have chosen the Microsoft Cloud. This could be Microsoft 365, Dynamics 365 or Microsoft Azure. Some applications and workloads may already have been migrated, however there may be many unanswered questions. For example:

- Do the Microsoft SaaS options - e.g. Dynamics 365, Microsoft 365 and Power Platform (Power Apps, Power Automate, Copilot Studio copilots and Power BI) - offer additional benefits?
- How can I integrate the various Microsoft services with my other systems using Azure?
- What 'quick wins' are available?
- How can development be carried out in the Microsoft Cloud?
- How could applications be renewed, revamped and transformed in Azure?
- How can I keep my application estate "evergreen"?

Capgemini Solution Architects specialising in Microsoft solutions and technology can provide project reviews (or 'Health Checks'), Cloud Migration or Development strategy advice to buyers working with Microsoft Azure and Microsoft's Cloud products and services.

Examples include:

Transforming Applications during migration: Renew, Recreate or Replace
Microsoft Cloud offers a range of options for application: applications can be migrated "as is" i.e. a lift and shift or transformed and renewed. Renewing an application ranges from upgrading an older application to a newer version (offering more to business users), recreating the application in cloud technology (for example creating an Intranet in Microsoft SharePoint Online) or replacing an application with a cloud service (for example, decommissioning a legacy application and using a cloud based package).
Dynamics 365 Implementation Health Check
Microsoft Dynamics 365 is a flexible package which can be customised and configured to meet business requirements using a range of supported techniques. It is important that all configuration and customisation: • Use supported techniques as documented by Microsoft; • Has its effort balanced against business priority to justify the changes; • Is governed and designed to ensure both the first and second points are adhered to. This Health Check will investigate a Dynamics implementation project and make concrete, pragmatic recommendations to ensure a Dynamics 365 implementation project follows good practise

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

This service supports Microsoft Cloud based projects and services.

2 Why Capgemini

Capgemini and Microsoft – an Established Global Partnership

Since 1997, Capgemini and Microsoft have maintained what Microsoft describes as "a strategic partnership that integrates unsurpassed consulting experience with world-class technology." Capgemini and Microsoft's longstanding partnership is founded on joint collaboration and innovation.

Capgemini has been awarded the title of Microsoft 'Solutions Partner' in twenty-one competencies and has received numerous awards recognising Capgemini's track record in the implementation of Microsoft Solutions. Capgemini has twice been named Microsoft Enterprise Partner of the Year and Microsoft Services Partner of the



Year by Microsoft themselves, and has received several awards specifically for Capgemini work in the UK public sector. Specifically relating to Microsoft Azure, Capgemini has a Microsoft Advanced Specializations in Azure.

World Class Microsoft Delivery Capabilities

For more than twenty years, the Capgemini/Microsoft partnership has a track record of providing customised, highly-functional and flexible strategies that have met and exceeded the expectations of clients around the world. As a Certified Azure Expert, Solutions Partner and an Azure Partner, Capgemini's relationship with Microsoft is managed at a global level, and Capgemini has access to Microsoft support, product teams, business groups, Microsoft executives and training – all of which Capgemini uses to support the service delivery. Capgemini has been providing Centre of Excellence consulting, Application Management Services, Migration and Development services in partnership with Microsoft for over a decade.

Capgemini's Microsoft Capability and Architecture Capability

Within the UK, Capgemini has been developing solutions with Microsoft technologies for over a decade, and Capgemini's solutions span several industry verticals. Capgemini has over 400 skilled Microsoft staff in the UK, several thousand across Europe, and around 24,000 across the globe including some 5,000 Microsoft Certified Professionals and 800 Azure certifications. Many UK staff hold clearances ranging from BPSS through SC to DV.

Capgemini uses leading market Microsoft development tools in conjunction with our proprietary tools to deliver solutions in an industrialised manner while maintaining a focus on quality. Capgemini has invested heavily in developing tools and accelerators which improve the efficiency, repeatability and consistency of our Microsoft implementations across the project lifecycle - from estimation through to build and deployment.

Capgemini has one of the UK's largest and most established IT Advisory Practices, with over 100 full-time Architects in the UK, backed up by a Centre of Excellence in India. Capgemini can develop and retain skilled, qualified, flexible professionals, capable of creative thinking and high performance.

Capgemini's approach to architecture utilises good practice architecture development methods to act as a bridge between understanding business principles and drivers and identifying the technology initiatives required to implement Cloud services to support them. Capgemini can leverage The Open Group Architecture Framework (TOGAF) and Capgemini's Integrated Architecture Framework (IAF), aligned with industry standards as a framework. On Azure we can shape your technology, business, and people strategies and get the best business outcomes during your cloud adoption effort by leveraging the Microsoft Cloud Adoption Framework for Azure.

Capgemini's approach can provide consistent and repeatable consulting and architectural development methods, patterns and deliverables that can be capable of being understood by business stakeholders, architects, and IT organisations.

Capgemini has a dedicated team of Architects specialising in both Microsoft Azure and our market leading architecture approach.

Our Architects, Engineers and Developers work together to deliver solutions in integrated teams. This enables our Microsoft solution architects to have a deep appreciation of development as well as a comprehensive knowledge of Azure and our developers/technical specialists to understand solution design challenges and resolution. The close, integrated working relationship between Capgemini Architects and Developers is a key benefit to engaging Capgemini in Microsoft Azure projects and reviews.

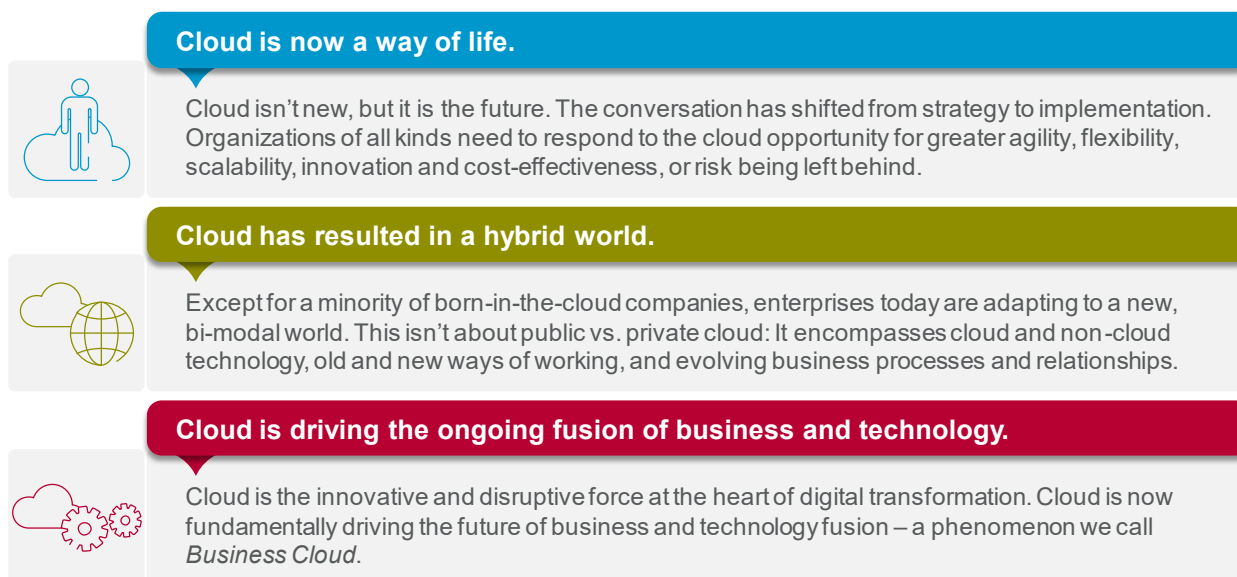
3 Business Need

Capgemini's buyers are trying to reduce costs, be more agile, innovate and accelerate their journey to the Cloud without compromising on security. They need support in updating the technology and aspects of the business to accommodate the Cloud paradigm.

Capgemini see the Microsoft Cloud as an opportunity to create new sources of value for the enterprise. A Cloud strategy can help support the business strategy, putting the right solution in place for workload, and helping the



business transform to enable clients to realise the potential of the Cloud for improving agility, innovation and efficiency.



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Microsoft Cloud is one of the major Cloud solutions: many clients in both the Public and Private sector have chosen Microsoft and are beginning their Cloud Transformation journey.

This Service has been developed for buyers who have chosen Microsoft Cloud and are looking for advice and guidance on the next stages of Cloud Transformation.

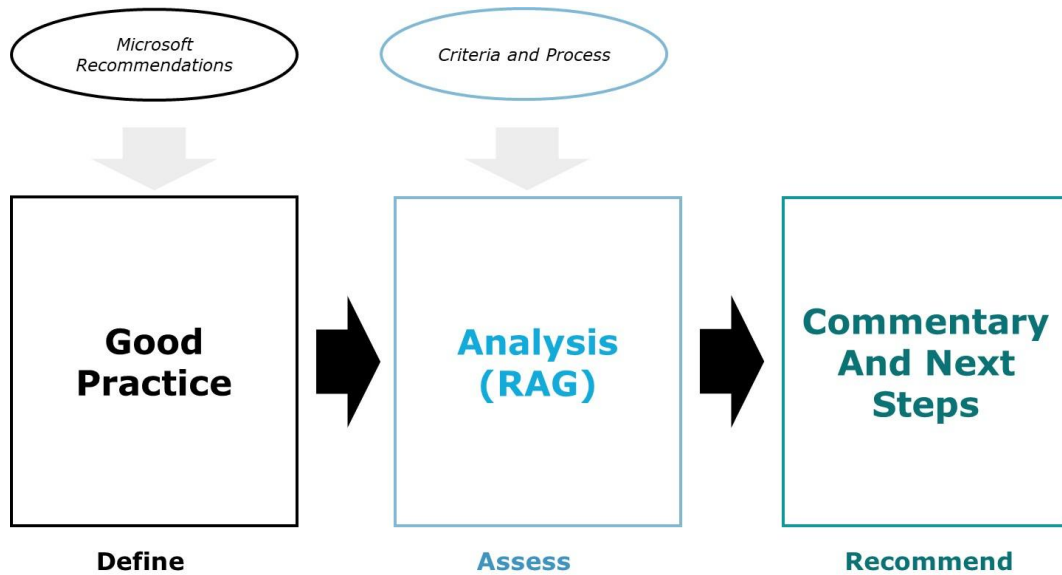
4 Our Approach

Microsoft provides extensive recommendations for the Microsoft Cloud products and services. However, these need to be applied to specific business scenarios to enable the Microsoft cloud to meet requirements and deliver benefits.

Our Microsoft solution architects are well versed in both Microsoft's recommended 'Good Practice' and helping to apply this to an Organisation's needs.

Capgemini considers the appropriate level of security and privacy to be critical aspects of any solution. Capgemini's approach can help evaluate and categorise the security and/or privacy requirements in the early stages of an engagement, in agreement with the Buyer. This can enable "secure by design" and "privacy by design" to be embedded in the design and delivery of the solution, through the functional and technical design of the solution, the design and implementation of environments needed for the delivery of the solution and in Capgemini's delivery approach and ways of working.

Capgemini typically use a process as illustrated in the diagram below:



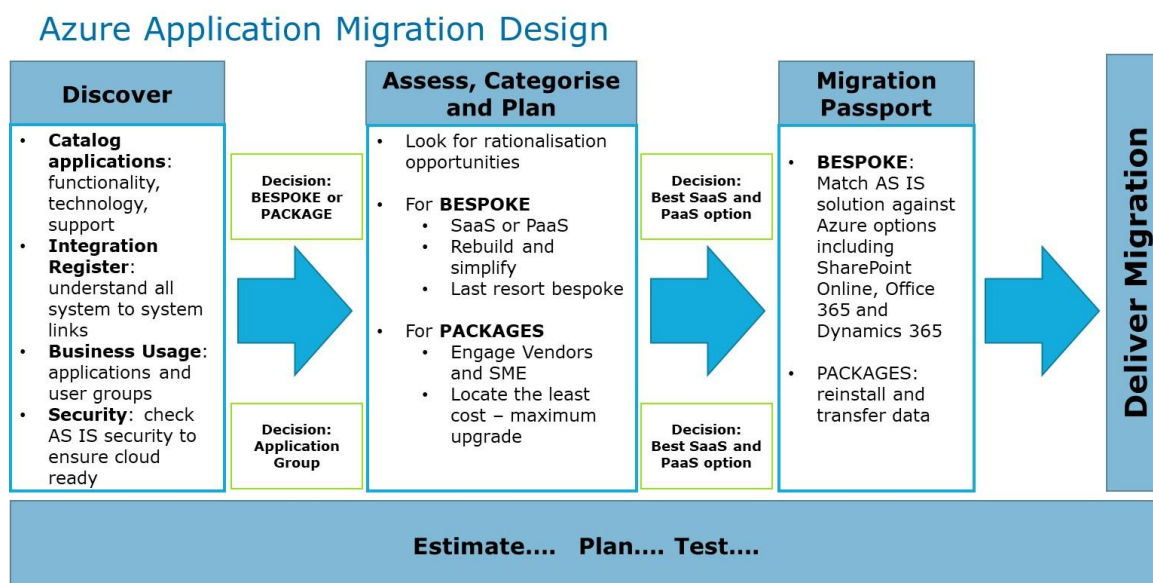
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In this approach:

- The applicable recommendations are selected to define **Good Practice** specific to the requirements of a buyer.
- Pre-existing sets of Criteria (or processes) are used to **Analyse** and assess if and how Microsoft's recommendations have been applied. A Red-Amber-Green (RAG) assessment is typically included.
- Finally, a document is created containing both commentary on the analysis and recommended next steps. This enables both the assessment and practical advice to be recorded.

Examples of this approach include:

1. An Azure Application Migration Architecture designed for a major manufacturer. This is shown in the diagram below:



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2. A review of a Dynamics 365 implementation for a public-sector body



Topic	Criteria	RAG	Rationale
Governance	A clear understanding of configuration vs customisation. A process for categorising this and appropriate governance.	Green	This is documented in xxxxxxxx. It has been reproduced in the functional design document.
Governance	Documented code quality process for C# and JavaScript development	Green	Documentation provided covering code quality, standards and review.
Environment	Environment strategy: clear understanding of instance structure to support OAT/SIT/Dev et.	Green	A series of documented instances for both aaa and bbb covering Development, SIT, UAT, OAT have been provisioned.
Environment	Have Solutions been deployed in separate Instances?	Amber	Shared aaa and bbb but developed as separate development streams
Entity Model	the entity model should not be focussed solely on the data	Green	Evidence of design rationale around Contacts demonstrates
Entity Model	establish if the entity model is driving complexity in other system components: confirm the design rationale.	Amber	The implementation of Person is driving complexity and JavaScript as the Contact Entity has been configured as both xxxxxxxx. Sharing the instances between aaa and bbb has contributed to this.
Entity Model	system entities have been used where possible	Green	Several system entities have been used e.g. Contact, Customer Service Request. There are no obvious custom entities which could be delivered using system entities: the custom entities are specific to this client

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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.

6 Service Management

Capgemini has managed and delivered many projects and programmes. Capgemini has an overall governance model, which can provide internal standards that Capgemini follows for both for small projects and large programmes of work.

7 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.

8 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.

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



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.

Advanced Specialisations

Advanced specialisations are earned by partners who have undergone extensive validation by Microsoft or a third-party auditor and are based on their ability to meet Microsoft's highest standards of service delivery in a specific solution area. Capgemini have been awarded the following specialisations:

Azure

- AI Apps on Microsoft Azure
- AI Platform on Microsoft Azure
- Agentic DevOps with Microsoft Azure and GitHub
- Analytics on Microsoft Azure
- Data Warehouse Migration to Microsoft Azure
- Microsoft Azure Virtual Desktop
- SAP on Microsoft Azure

Modern Work

- Adoption and Change management
- Calling for Microsoft Teams
- Copilot
- Custom Solutions for Microsoft Teams
- Meetings and Meeting Rooms for Microsoft Teams
- Modernize Endpoints

Security

- Cloud Security
- Id & Access Management
- Threat Protection

Business Applications

- Business Intelligence
- Intelligent Automation
- Low Code Application Development
- Sales
- Service

Capgemini is also an Azure Expert Managed Services Provider, which is only awarded to the most high-fidelity cloud managed service providers (MSPs).

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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