

SAP UI Smart Cloud Application Services G-Cloud 15





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1 Service Overview

Capgemini has developed an approach called UI Smart which is a service to help create productive front ends to SAP systems. This can help clients tackle the challenge of providing a user-friendly, productive and convenient UI experience. UI Smart is a way first to provide interactions with systems of the kind people want, and second to combine underlying SAP process and information in a way that makes sense to users. Both of these aspects can bring spectacular productivity gains.

For businesses it makes sense to fulfil those expectations because this type of UI can make any one more productive and enable them to serve their customers more effectively. The UI application development can be easily run on any smart phone devices such as Tablet/Mobile. Responsive UI screens can give the users freedom of accessing the contents in effective manner.

With the help of UI smart approach, non-specialist users can start using the systems without any training or persuasion. The same applications can easily be extended to customers and partners as well as employees, enabling self-service and further increasing convenience and savings.

Customer can host the UI application development on the SAP Business Technology Platform and can provide a front-end to any application.

2 Business Need

Virtually all businesses are currently thinking about how to improve their processes in order to give their customers a better experience and save money. The need has become more pressing because people's idea of how processes should work is now being shaped by the "consumerisation" of IT. Accustomed to the usability of smart phones and apps in their leisure time, employees increasingly expect IT at work to have the same features. For businesses it makes sense to fulfil those expectations because this type of UI can make employees more productive and enable them to serve customers more effectively.

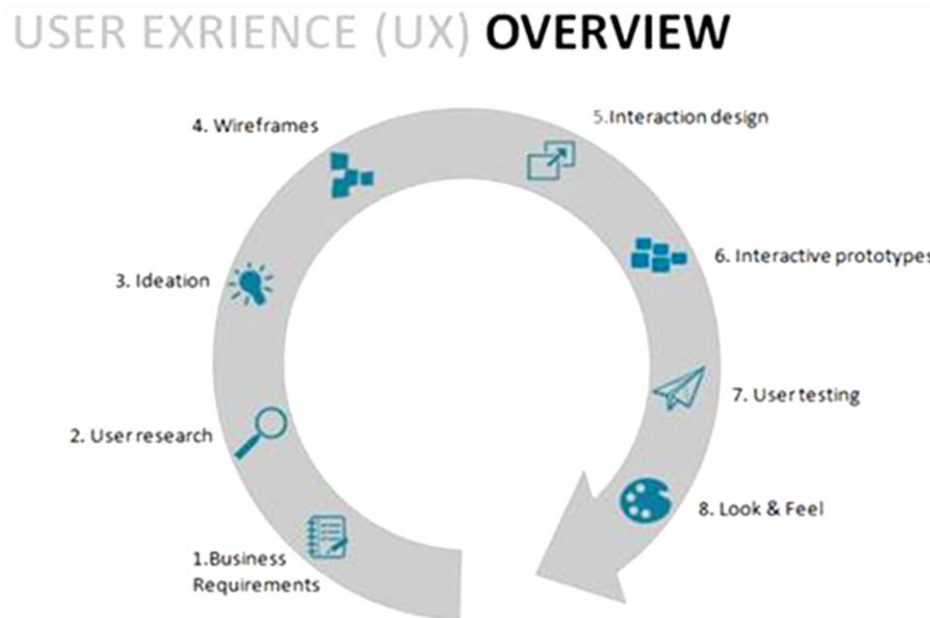
Another reason to provide a friendly UI for business applications is that it makes them available to a wider community. With a UI that people intuitively like and understand, non-specialist users can start using the systems without any training or persuasion. Whether in a business-to-consumer environment or a business-to-business one, the same applications can easily be extended to customers and partners as well as employees, enabling self-service and further increasing convenience and savings.

3 Our Approach

Capgemini use the UI Smart approach for the project to develop the application. The project can leverage Capgemini developed templates together with SAP UI5 technology. It can create user-friendly application interfaces that centralise all necessary functionalities onto a single screen. This can help reduce the time and effort needed to accomplish any task.

Capgemini's combination of resources and skills include:

- An iterative development approach where UI designers – not just technicians – can collaborate with the business to create a responsive UI that fits users' needs and, where possible, combines all the functionality they need for a business task on one screen;
- An industrialised approach to delivery – the UI designers also collaborate with and direct Capgemini's 100-strong offshore UI factory, which works 24x7 to deliver custom solutions affordably and fast thanks to Capgemini's methodologies and scalable resources;
- Templates and a repository of reusable components that further accelerate development – sometimes the new UI can be ready within weeks;
- Appropriate use of UI innovation such as gestures – these can be part of the solution if touch-sensitive devices will be used.



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

3.1 UI Smart can reduce processing time by 95%: a real-life example

Capgemini helped a client, a major utility company in the UK, to create a user-centric UI in place of the existing process-driven one for an SAP system. Capgemini sat down and discussed the best and quickest way for users in the contact centre to do certain key tasks, then implemented the solution using UI Smart.

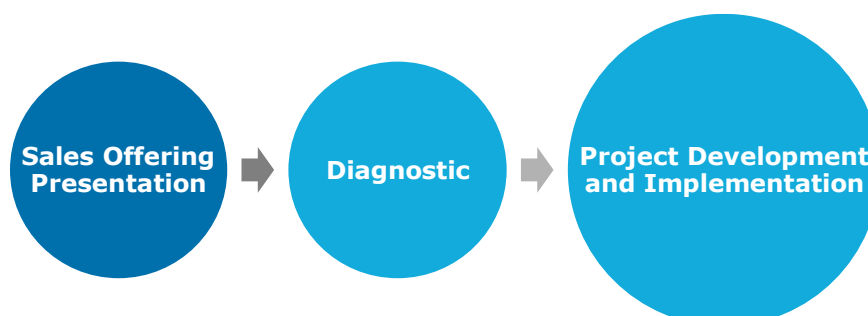
As a result, the client's user community enjoys a consumer-grade user experience that is simple, intuitive and productive, yet incorporates SAP's proven business logic.

Improvements to a typical task include:

- Number of clicks reduced from 37 to 8;
- Number of screens reduced from 17 to 1;
- Average processing time reduced from 2-12 minutes to 25 seconds.

These improvements have created productivity gains – with up to 95% reductions in processing time– enabling dramatic cost reductions.

Capgemini has developed a tool that can enable Capgemini to tell clients on the spot how much an organisation could save with the UI Smart approach. It can do this by assessing the value associated with reduced training, better processes, and improved productivity. This can help clients see whether the approach is worthwhile for their organisation, and if it is can provide them with the basis for a business case.



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Other benefits can include the ability for the front end to work on any type of device, so SAP capabilities are now potentially available to users anywhere and anytime via tablets, smart phones, and laptop or desktop computers. This characteristic can also help to make the solution future-proof.

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 SAP UI Smart Services as a fixed price or on a day rate basis and can also provide the solution via Cloud.

The service can be primarily managed or delivered as defined project.

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

As a Global SAP Partner, Capgemini drives results through licensing, implementation, infrastructure and application management in key industries across the globe. Capgemini can focus on delivering business value through Capgemini's SAP Delivery and Solution Design Centres using its Intellectual Property solutions for the Cloud, Mobility, Analytics, HANA; Capgemini's OnePath pricing and licensing models; and preconfigured industry solutions across the entire lifecycle of services. Capgemini employs more than 17,800 SAP resources globally.

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 recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment 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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