

Microsoft Copilot for Power Platform and Dynamics 365

(including Copilot for Microsoft 365 enabling productivity and collaboration across the Microsoft ecosystem)

G-Cloud 15





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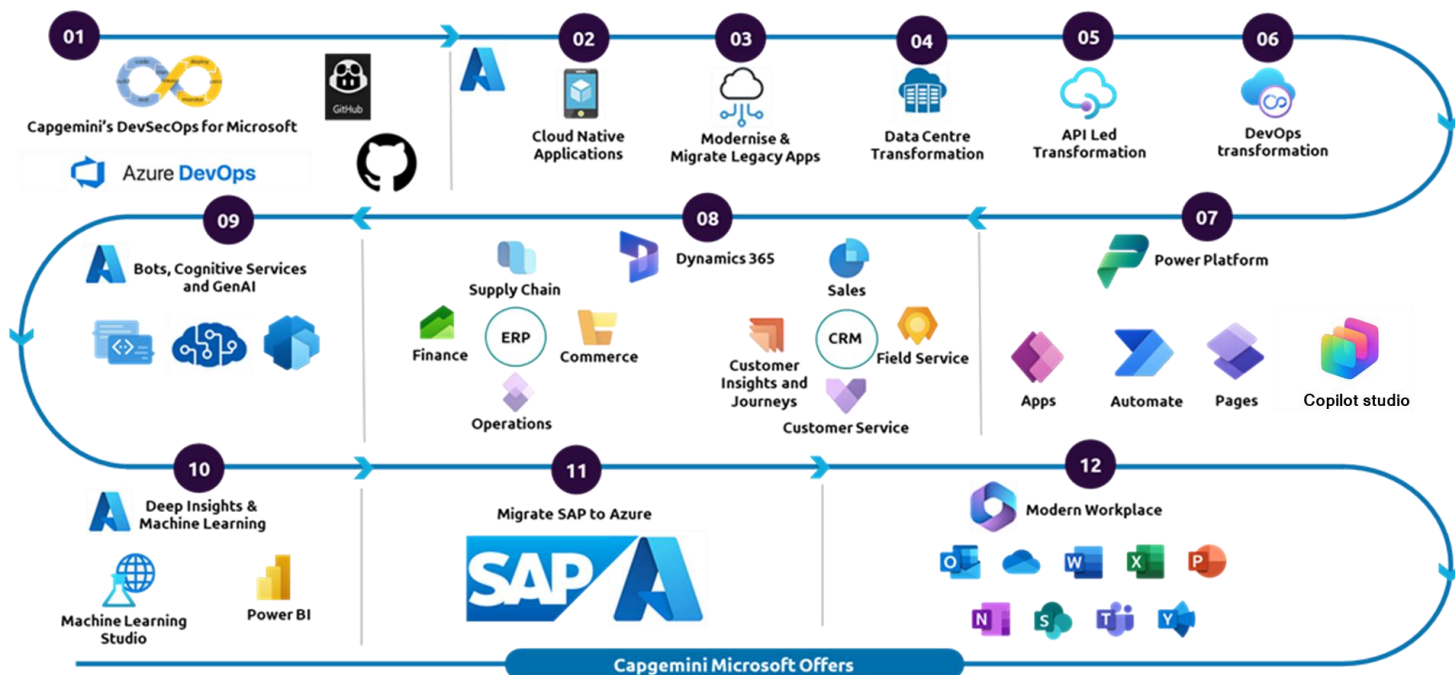
1 Service Overview

As a Tier-One Global Systems Integrator and Microsoft Solutions Partner, Capgemini has a market leading Microsoft Power Platform: Power Apps, Power Automate, Copilot Studio and Power BI capability covering advisory services, business change, architecture, governance, information management, build and continuous delivery. Capgemini has proven its Power Platform experience at enterprise scale across a range of sectors, including the UK Public Sector.

Capgemini's Microsoft Copilot for Power Platform and Dynamics 365 rapid implementation approach offers customers a standard approach for realising the benefits of incorporating Gen AI and Copilot throughout their organization. Mixed with an industrialised capability to rapidly deliver cost-effective Business Applications that also leverage Azure, Microsoft 365 and the Microsoft Power Platform (Power Apps, Power Automate, Copilot Studio and Power BI). In addition, Capgemini's 'configuration before customisation' approach can ensure a robust solution built to high standards and proven practices.

Capgemini has technical and functional experience across sales, service, marketing and customer insights, field services and remote assistance, portals, supply chain, manufacturing, finance and HR, with a focus on embedding copilots across Dynamics 365 and the Power Platform.

This service supports cloud-based projects and services.



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2 Why Capgemini

2.1 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 enjoys Microsoft Solutions Partner designation in seventeen 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 received several awards specifically for Capgemini work in the UK public sector. Specifically relating to Power Platform, Capgemini has a Microsoft Advanced Specialization in Low Code Application Development

Capgemini has over a thousand Microsoft Power Platform experts across the world working on complex projects with leading organisations. In the UK, we have over a hundred Microsoft Certified Professionals, including Microsoft MVP's and FastTrack Recognised Solution Architects. These experts work on varied projects, both public and private sector, enabling transitional change and empowering our customers on the Power Platform.

2.2 Quality and Consistency through Repeatability

Capgemini can use appropriate tools in conjunction with in-house developed processes and procedures to deliver solutions in an industrialised manner while maintaining a focus on quality. Capgemini is investing in developing tools and accelerators which can improve the efficiency, repeatability and consistency of Capgemini's Microsoft Dynamics implementations across the project lifecycle and can enhance and extend the core product capabilities.

Typically, a selection of the tools and accelerators which support Capgemini's services are:

- Microsoft Dynamics Estimation Tool: provides consistent and reliable estimation of Dynamics projects.
- DevSecOps for Microsoft: Capgemini has Microsoft recognised and market-leading tooling to provide quality, repeatability and traceability through automation. Continuous integration and continuous deployment processes allow the implementation of complex scenarios with version control and automated solution deployment, security, testing and monitoring.
- Development Hub for Power Apps: simplifies the continuous integration process for teams working with Power Apps.
- Test Framework: integrated into the DevSecOps pipeline, Capgemini's test framework reduces the burden of manual testing and provides confidence to an "evergreen" environment given the regular updates pushed from Microsoft.
- Data Migration Tool: designed to import and export reference and transactional data between multiple Dynamics instances or other data sources. Can also be used for simple to mid-complexity data migration scenarios.
- Developer Framework: this framework promotes reusability, abstracts logging and exception handling, promotes agility on upgrades and enforces the use of industry standards (e.g. SOLID principles).
- Code Quality Analyser: this tool can be integrated into the DevSecOps pipeline to automatically review code against best practices to provide a high-quality solution.
- gov.uk Portal accelerator: Dynamics 365 portals accelerator for citizen self-service scenarios and aligned to Government Digital Service (GDS) principles.
- SharePoint/Teams Integration: can provide rich integration with SharePoint and/or Teams to enable unstructured content to be attached to structured content in Dynamics 365;
- Proven Power Platform Delivery Methodology: IPPD365 (Implementing Power Platform & Dynamics 365) is Capgemini UK's proven delivery methodology based on learnings from numerous complex Power Platform implementations. Based on Agile and built for speed, flexibility and consistency.
- GDS aligned Power Apps Accelerators: Providing common Power App components such as headers and footers which allow for responsive, accessible data entry and visualisation for any data source.
- GDS aligned Portals: Leveraging Power Pages, our GDS-aligned portal accelerator is a suite of tools and pre-configured components that follow the GDS design methodology and allows a starting point with a look and



feel, matching the GOV.UK standards within hours to enable access to your Dataverse data and processes within a secured, user-centric experience.

- Microsoft Center of Excellence Starter Kit: A collection of components and tools that are designed to help you get started with developing a strategy for adopting and supporting Microsoft Power Platform, with a focus on Power Apps, Power Automate, and Copilot Studio.

3 The Capgemini Proposition

Generative AI is a type of artificial intelligence that can learn the properties and patterns in data, so that it can then create new content (such as images, text, video, music), solve complex problems, and innovate autonomously. Unlike traditional AI, which is limited to predefined tasks, Generative AI, such as Microsoft Copilot, harnesses vast neural networks to generate human-like content. It's revolutionizing customer experiences by enabling personalized, efficient, and engaging interactions while addressing critical concerns like data privacy, copyright protection, security, and bias mitigation. This also includes Copilot for Microsoft 365, enabling productivity and collaboration across the Microsoft ecosystem.

Capgemini is setting the pace for accelerated innovation in AI and generative AI. With a commitment to invest 2 billion euro and extensive expertise Capgemini can provide tailored AI solutions for organisations. Capgemini has already been recognized as a leader in AI services in the Everest Groups Artificial Intelligence (AI) Services PEAK Matrix.

Capgemini also benefits organisations with global implementation experience, an understanding of the related Microsoft stack that can be enhanced with AI and with the expertise and experience needed to deliver complex transformational projects with confidence. Moreover, there are many organisations with specialist Microsoft Dynamics 365 offers, but few have the same breadth of resources and credentials as Capgemini or the ability to offer a fully managed range of services. This offer supports Cloud services.

Capgemini's Dynamics 365 skills can span every aspect of what's required to successfully implement complex Dynamics 365 solutions across its many facets comprising of:

- Enterprise Architects with an understanding of how Dynamics 365 can assist an organisation deliver against the more holistic strategic goals the platform now facilitates, and who understand the complexities of multiple incumbent environments and the challenges of a complex supplier ecosystem;
- Solution Architects with experience of designing, implementing and integrating Dynamics 365 and Power Platform solutions at scale and into complex and hybrid ecosystems. With focus on where copilots can be infused into the Microsoft cloud solution;
- Infrastructure Architects with experience of planning, designing and implementing large, distributed topologies (cloud, hybrid and on-premise);
- Developers who can configure, customise and integrate Dynamics 365 with other systems as well as leveraging the Microsoft Power Platform (Power Apps, Power Automate, Copilot Studio and Power BI) and Copilots for Dynamics 365 and Power Platform;
- DevOps Engineers who can manage and automate the delivery pipeline for an entire end-to-end solution with enduring security and monitoring built-in;
- Support Engineers who have extensive experience in quickly diagnosing and resolving issues;
- Functional Consultants with experience in driving out requirements and maximising the Dynamics 365, Power Platform and Office 365 feature set to achieve these objectives;
- Service Designers who can help design the perfect UX for customer facing solutions;
- User Researchers who can test concepts, interview users and ensure user needs are met and incorporated into design of solutions;
- Testers who understand the product and can strike a balance in testing effort to enable delivery of a quality solution (manual and automated);



- Specialist resources such as Release Managers, Accessibility Compliance specialists, Security Architects, GDS assessors and GDPR specialists to name a few. These are often missed by Capgemini's competitors and only considered when the project is failing.

4 Business Need

With generative AI, we are entering new frontiers of Customer Experience. We have moved from customer re-engineered processes to .com, mobile, CRM, customer centricity, social, and now, with Generative AI, to the era of experience empowerment. This new era will enable experiences that can finally be delivered with the scale, precision, consistency and profitability that empower us and our clients to solve the biggest, most complex problems facing customers, employees, brands and societies.

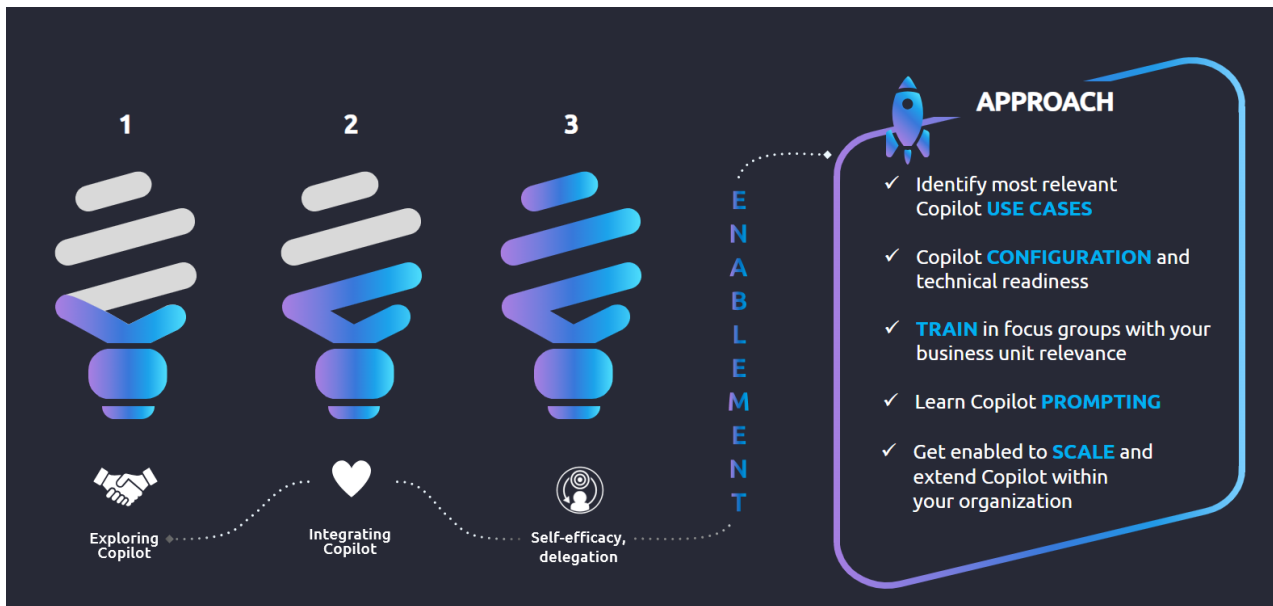
Generative AI must form a key part in any organisations digital and operational strategy going forward. Infusing Copilots throughout Dynamics 365 and the Power Platform provides organisations the tools to increase productivity, automate processes, improve customer experience and build creative content. As well as providing users the tools to self-serve and gain deep knowledge of their customers and their processes. Mixed with Microsoft Dynamics 365 Customer Engagement which provides industry-leading functionality for interacting with customers, whether case management or field operations, Business Process Management, activity management across accounts or individuals, and solutions tailored to an organisation's process.

Both low-code and pro-code tools can benefit from Copilot integration, reducing repetitive tasks and improving customer and employee experiences. Copilot enables data for reduced ROI and improved flexibility in all service and employee interactions.

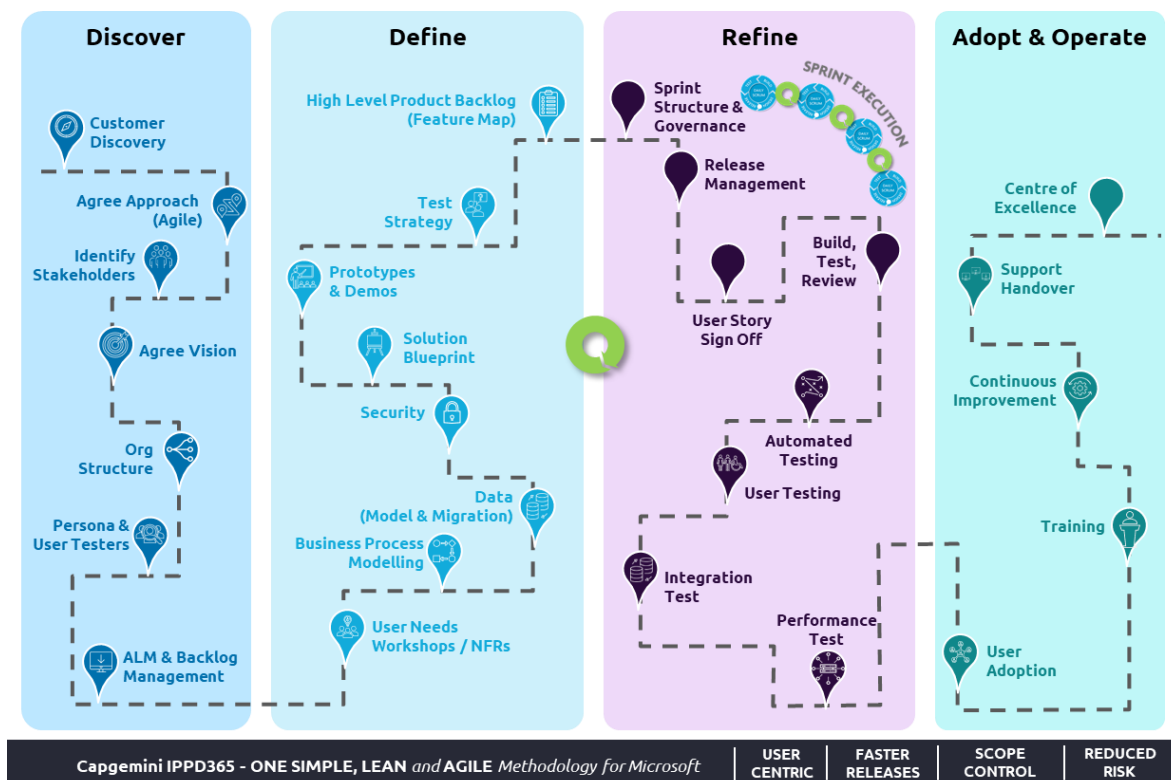
Predicting customers' next steps and communicating with them effectively, through the right channel at the right time, remains the best way to ensure the rating of any service remains high. Microsoft Customer Service enables a suite of AI capabilities to ensure interaction with an individual or organisation is outstanding. The automation of tasks and communication ensures that the customer gets timely, quality notices whilst reducing the impact on service staff.

5 Our Approach

Capgemini has formulated a Copilot Rapid Implementation Approach for realising the benefits of Copilots for Dynamics 365 and the Power Platform. This 3-stage approach helps to identify relevant use cases of copilots within your organisation. This is followed by configuration and technical implementation of the copilots, where benefits are seen to be greatest, focusing on training and adoption to ensure the use can be scaled across teams and users. Capgemini is a trusted partner that helps you explore, integrate, and promote self-efficacy and delegation to help you realise the power of Gen AI and Copilots in Dynamics 365 and the Power Platform.



This tailored approach, combined with Capgemini's Microsoft Dynamics 365 delivery approach, iPPD365, offers an industrialised capability to deliver cost-effective Dynamics 365 and Power Platform based solutions as well as the Copilots that provide automation and generation benefits to your end users. Our Agile methodology is at the core of this approach, with Capgemini's experience across thousands of projects ensuring it is best of breed. The methodology features multiple development centres, each with numerous production lines staffed by various production teams, each with standard composition. Our approach also aims to deliver transformative and integrated solutions at pace; ensuring the ROI for any requirement is quickly established. Security is at the heart of our DevSecOps aligned process, driving our implementations. In addition, Capgemini prioritises configuration over customisation to ensure any investment in the platform can take advantage of the continuous improvement of the product by Microsoft.



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The use of standard delivery methodologies can result in highly engaged business users, rapid time-to-value and a reduction in on-going support costs. Also, through Capgemini's Digital Practice, Capgemini can provide advice on design considerations for User Experience/User Interface.

Distributed delivery of Capgemini's development services means Capgemini buyers can benefit from competitive resource costs while maintaining the specialisation required to deliver a project. Capgemini's approach has been developed to support delivery with as much automation as possible without affecting quality.

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.

The following diagram provides an illustration of the capabilities and experience of Capgemini's Dynamics 365 and Power Platform Centre of Excellence:



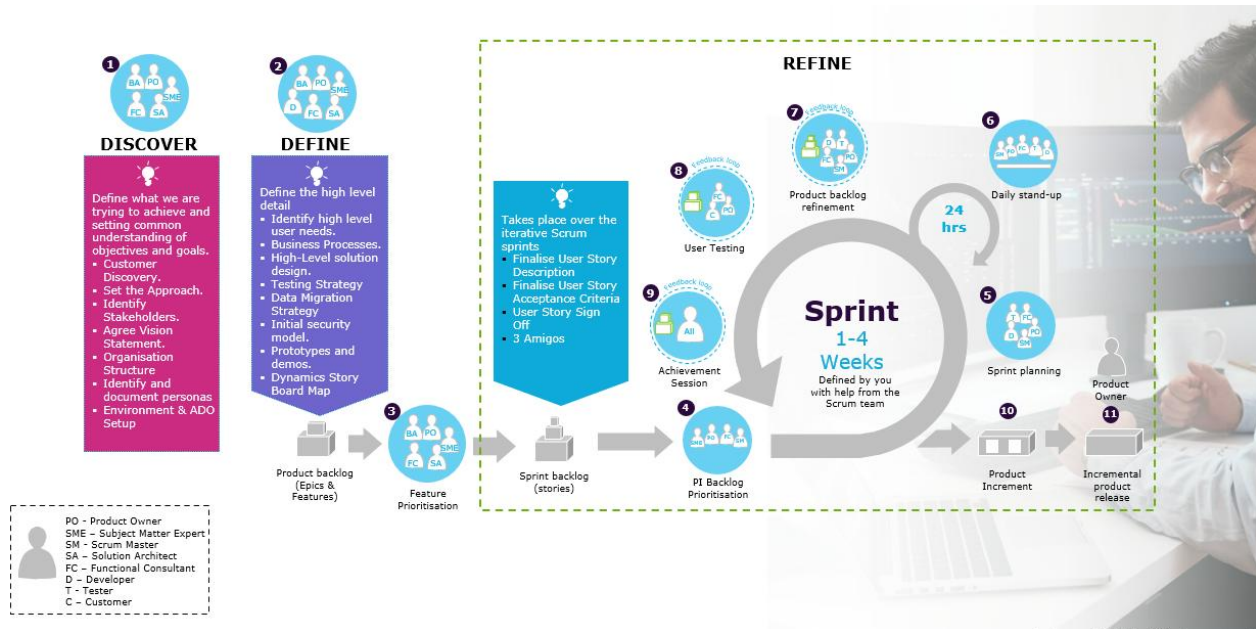
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Capgemini can also draw down skills globally based on Capgemini's international capability. Capgemini's investment in staff, certification and training strategies through the Capgemini University are renowned in the industry.

5.1 Agile Lifecycle

Our Agile approach ensures the solutions implemented are what is required and supports your business' objectives and goals while also ensuring it is a service that is fit for your users and customers.

Our requirements lifecycle below shows you the steps we take to gather, document and develop your requirements, providing you with full traceability throughout the project and provide the assurance that your solution meets the requirements.



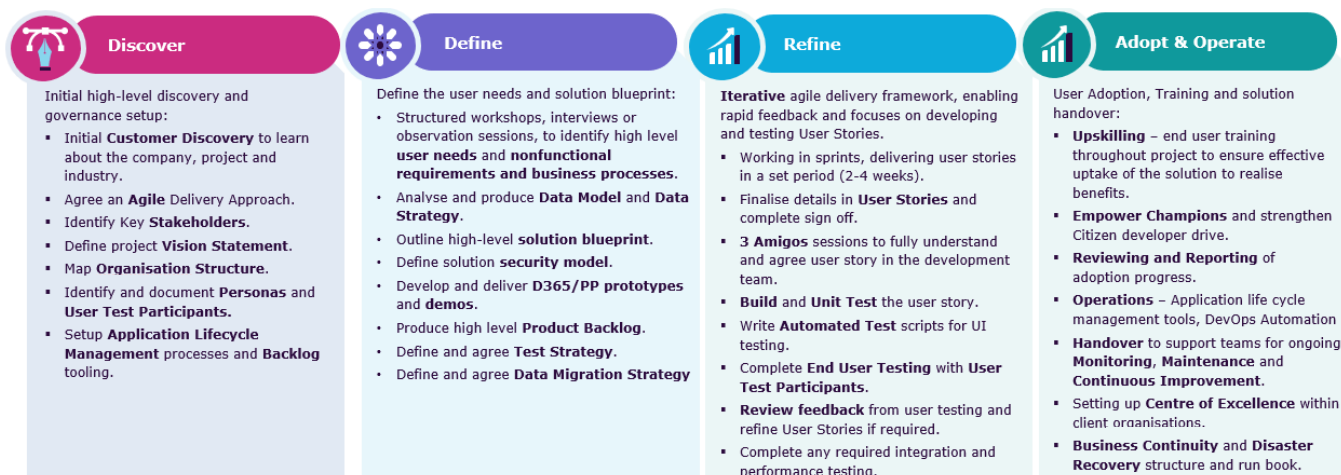
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- High level business context and requirements are gathered at the initial engagement where high-level details are shared to inform a way forward and potential solution and can help shape a team that would be required throughout the project.
- User Research and Design is completed to gather the detailed requirements from customers and users. Research is completed through interviews, observations and workshops to determine the service value and what customers and users want from the service. The main outputs from this is a MVP Features Map, User Journeys, Personas along with Functional & Non-Functional Requirements. The user journeys are also accompanied by process maps that inform the activities, systems and users to help with the solution design. A Product Backlog is developed including Epics, Features and Stories and the User Stories hold the description of the functionality and the acceptance criteria which specifies the detailed requirement. Stories are written in the format; As a (user), I want (action), So that (value) and the acceptance criteria is written in a Business Driven Development format: Given, When, Then, but using plain language to describe the requirement, action taken and outcome.
- The developed Backlog of requirements is prioritised in line with customer and business value.
- The scope and priority of the Program Increment is defined to drive the sprint planning.
- At Sprint Planning, the team pull the highest priority stories from the Product Backlog into the next Sprint.
- Each day, the team meets and answers: What did I do yesterday? What do I plan to do today? What blockers or issues are halting the sprint plan?
- Halfway through the Sprint, continual demos, reviews and feedback from stakeholders shape the Product Backlog and refines the current and future requirements.
- All functionality goes through System Integration and User Acceptance testing to ensure the developed solution meets the requirements and provides the customer and business value defined. Test scripts are developed based on the user stories and are documented as passed or failed and a release is not completed until all severe issues are fixed. The severity of issues are defined within the project team.
- At Sprint Review, the team completes a show and tell for the requirements that have been developed during that Sprint. Feedback is used to update remaining features in the Backlog and allows for continuous improvement of the solution.
- Each Sprint results in a product increment, ready for release. It may or may not be customer ready. During the project User and Admin guides are produced along with training being undertaken to support user

adoption. There are several training options available and a training plan will be developed with your customer and user needs in mind.

11. The team repeats the cycle until it is decided the go live/public beta provides functionality and value to customers and the business and all the requirements have been met.

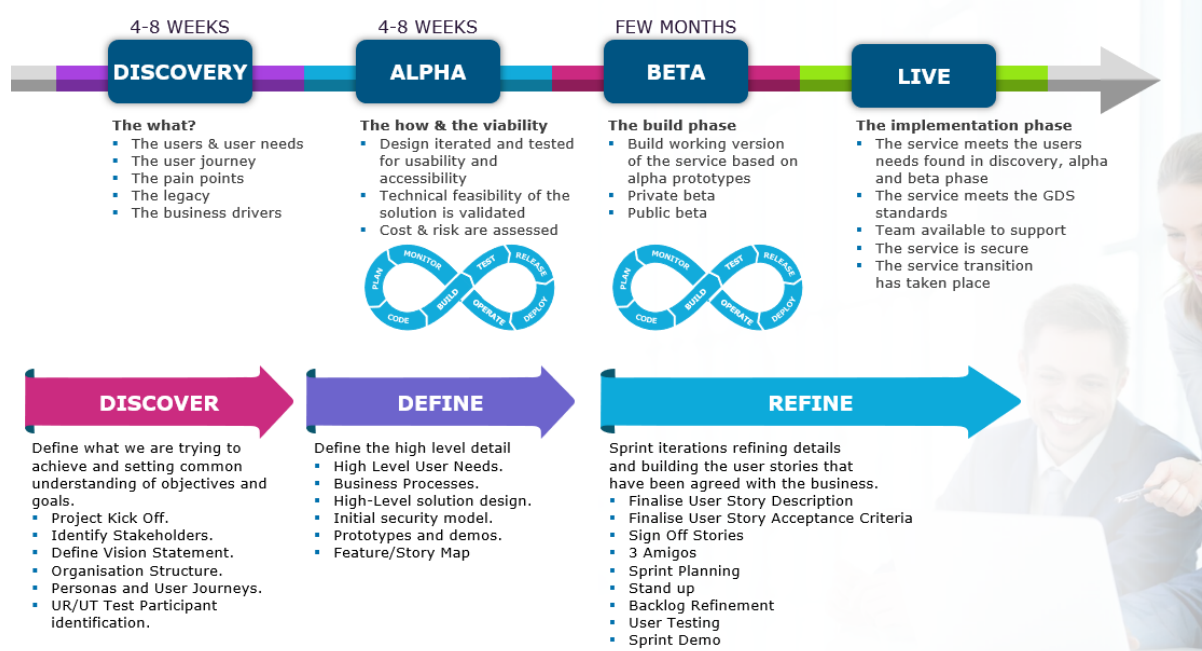
User stories are key throughout the process as they define your detailed requirements and are put together and signed off by your business. The table below shows each major stage of the project along with the key tasks and outputs delivered. The tasks and outputs vary depending on the complexity of the project, the existing documentation available and any regulations and constraints there might be for the project.



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Capgemini continues to work across multiple government departments and recognises that the approach above can be aligned to the standard GDS methodology. By working with your organization, we can assure that the Agile approach takes into consideration the requirements defined by the GDS framework and seek the approvals to transition between phases.

Aligning Approach to GDS



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5.2 Capgemini's Dynamics Services

Capgemini's Microsoft Dynamics 365 and Power Platform services comprise the following:

- Microsoft Copilot Rapid Implementation Approach: Expertise to drive copilot adoption throughout organisations by exploring copilots relevant to the business, integrating them into existing or new Dynamics 365 and Power Platform solutions and promotion of self-efficacy to help scale and extend Gen AI. This also includes Copilot for Microsoft 365, enabling productivity and collaboration across the Microsoft ecosystem.
- Dynamics 365 road map services: Aligned to Microsoft Catalyst IDEA framework, helping buyers get the most from their Dynamics 365 and wider Microsoft investment by prioritising their business needs against features, creating a road map for adoption and maximising ROI;
- Business developed application rationalisation: Migrating business developed applications, such as Access databases and Excel spreadsheets to Dynamics 365 or Power Platform; centrally supported platform; reduced e-mail attachments; better version control; and improved interactions;
- Extending Dynamics 365: Using the Dynamics 365 development capabilities to deploy interactive and engaging applications that can go beyond core functionality;
- Dynamics Foundry: Using DevSecOps approach to rapidly help deliver business value to multiple business areas;
- Conference Room Pilot/PoC: Producing a time-boxed, compressed based application to prove business fit or creating a targeted business deployment for limited production use;
- Migration to the cloud: Migrating existing legacy Dynamics CRM or AX implementations from on-premise to cloud;
- Dynamics 365 Integration: Connecting buyer's Dynamics 365 implementation to Line of Business or ERP applications such as SAP or Oracle leveraging the Azure (Logic Apps, Azure Service Bus,) as well as Dataverse (CDS) and Power Automate;
- Dynamics 365 based insights: Combining the power of Dynamics 365 with Power BI and Azure data and AI;
- Dynamics Risk and Health Assessments: An in-depth analysis of buyer's Dynamics configurations, custom code, and operational procedures to help uncover areas that are potential risks to service stability or that don't align with best practices;
- Dynamics upgrades: from previous versions of the product on-premise to the latest release;
- Dynamics application support: On-going maintenance and support of the buyer's solution;
- Low/no-code solutions: leveraging Power Platform (Power Apps, Power Automate, Copilot Studio and Power BI) to provide rapid, low-cost applications that work across devices;
- Employee Enablement and training: Power Platform empowerment via in-a-day, hackathons, and other in-person or hybrid events to encourage personal productivity apps developed by all.
- Dynamics training and enablement: to maximise end-user adoption, efficient use of the system and ultimately return on investment. The training programme focuses on a solution which is professional, has longevity and can be maintained throughout the lifecycle of the system. Training can include supply of equipment at an additional cost, as agreed within the Order Form, but if not requested, attendees are expected to bring their own equipment.

5.3 Benefits

Capgemini's expertise in delivering copilots in Microsoft Dynamics 365 and the Power Platform can help enable buyers to:

- Increase self-help offerings to employees and customers through chatbots powered by Copilot Studio;
- Reduce waste in processes by optimising routing of enquiries and cases to the right team or user, first time;

- Increased customer satisfaction by reducing the number of interactions required to solve a problem. And through AI driven recommendations. An opportunity to deliver a truly differentiated customer experience;
- Reduction in manual processing through automation of workflows;
- Promote user adoption of copilots throughout your organisation;
- Reduce the time users spend creating content and searching for data. Let copilots do the heavy lifting so users can focus on high value, strategic tasks;
- Respond to evolving business needs through a Dynamics implementation.

6 Summary of Proposition

Generative AI is a type of artificial intelligence that can learn the properties and patterns in data, so that it can then create new content (such as images, text, video, music), solve complex problems, and innovate autonomously.

Unlike traditional AI, which is limited to predefined tasks, Generative AI, such as Microsoft Copilot, harnesses vast neural networks to generate human-like content. This also includes Copilot for Microsoft 365, enabling productivity and collaboration across the Microsoft ecosystem.

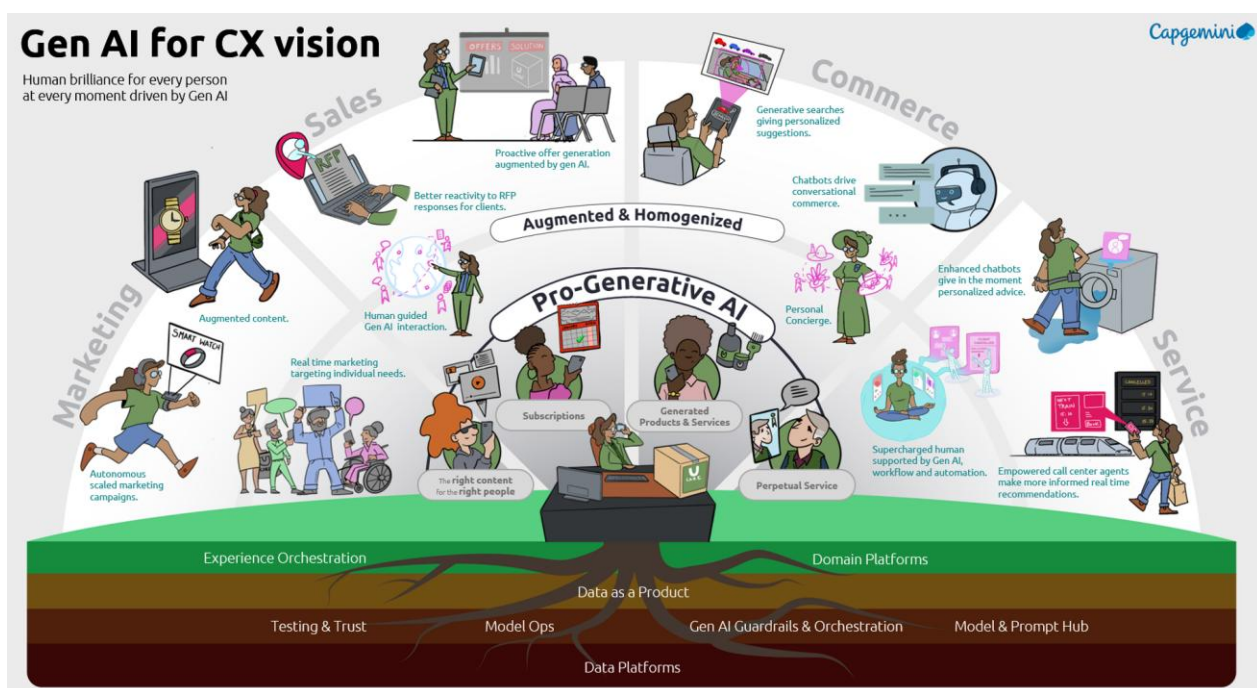
Unlocking the Power of Generative AI for Exceptional Customer Experiences:

It's revolutionizing customer experiences by enabling personalized, efficient, and engaging interactions while addressing critical concerns like data privacy, copyright protection, security, and bias mitigation

With generative AI, we are entering new frontiers of Customer Experience.

We have moved from customer re-engineered processes to .com, mobile, CRM, customer centricity, social, and now, with Generative AI, to the era of experience empowerment.

This new era will enable experiences that can finally be delivered with the scale, precision, consistency and profitability that empower us and our clients to solve the biggest, most complex problems facing customers, employees, brands and societies.



"With its commitment to invest 2 billion euro, Capgemini has set the pace for accelerated innovation in AI and generative AI. It has extensive expertise in delivering tailored solutions to a diverse clientele, enabled by a



robust IP portfolio. Through active investments in AI-focused partnerships, research labs, and strategic acquisitions, Capgemini has strengthened its AI services capabilities, thus positioning it as a leader in Everest Group's Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2023."

Vishal Gupta, Vice President, Everest Group

MICROSOFT'S RESPONSIBLE AI COMMITMENT

- Accountability
- Inclusiveness
- Reliability and safety
- Fairness
- Transparency
- Privacy and security

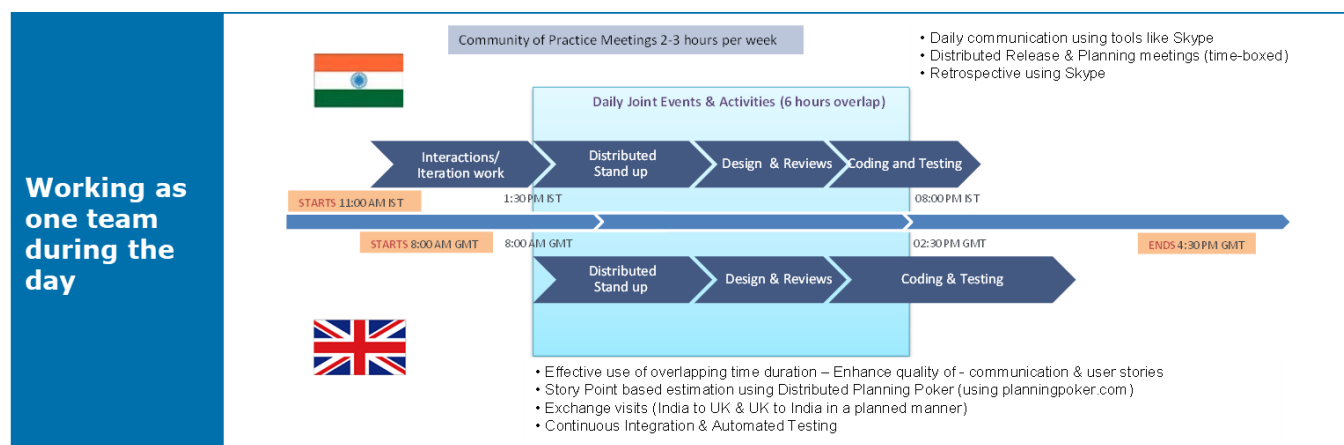
7 Rightshore®

A typical component of Capgemini's global talent pool is Capgemini's Rightshore® network which draws on the knowledge and abilities of over 50,000 domain and sector specialists across the world. Capgemini has over 1000 Dynamics resources across its offices working on complex projects with leading companies and government departments.

Capgemini's Rightshore® capability can offer:

- Flexible global delivery model offering a combination of Front-office and Back-Office delivery options;
- Integration of buyer's requirements and preference to deliver additional value at a reduced Total Cost of Ownership (TCO);
- Leveraging of Capgemini's capacity, capabilities, cost advantages, and competencies to help achieve customer satisfaction.

Capgemini India is the global IT hub for Capgemini and is Capgemini's preferred location for the Rightshore® approach.



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8 Information Assurance

Capgemini has worked with buyers with information assurance requirements and Capgemini can provide services cleared to Impact Level 3 and above. Capgemini personnel can be cleared to SC and DV level as required.

9 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.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

10 Service Management

Not applicable.

11 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.

12 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.

13 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer are critical elements in providing 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.



14 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.

Capgemini has achieved Microsoft Solutions Partner designations in the following:

1. Application Development
2. Application Integration
3. Cloud Business Applications
4. Cloud Platform
5. Cloud Productivity
6. Collaboration and Content
7. Communications
8. Data Analytics
9. Data Platform
10. Datacenter
11. DevOps
12. Enterprise Mobility Management
13. Enterprise Resource Planning
14. Messaging
15. Project and Portfolio Management
16. Security
17. Small and Midmarket Cloud Solutions
18. Windows and Devices

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 and Machine Learning in Microsoft Azure
- Analytics on Microsoft Azure
- Build and Modernize AI on Microsoft Azure
- Data Warehouse Migration to Microsoft Azure
- DevOps with GitHub on Microsoft Azure
- Infra and Database migration to Microsoft Azure
- Kubernetes on Microsoft Azure
- Migrate Enterprise Applications to Microsoft Azure



- SAP on Microsoft Azure

Modern Work

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

Security

- Cloud Security
- Id & Access Management
- Threat Protection

Business Applications

- Finance
- Intelligent Automation
- Low Code Application Development
- Small and Midsize Business Management
- Supply Chain

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

15 Sub-contractors

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

- Capgemini Technology Services India Limited

16 Business Continuity and Disaster Recovery

Disaster recovery, as well as business continuity planning can be arranged separately to this service.

Please raise this during discussions to understand the options available.

17 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.

18 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

If you have any questions or would like further detail, including a walkthrough of any sections, we would be pleased to arrange a call or meeting to discuss your requirements in more detail.



19 Termination Terms

Please refer to the Supplier Terms for this service.

20 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

E-mail: 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



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