

Case Management - Configuration Service

G-Cloud 15





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1 Service Overview

The Case Management Configuration service is designed to be used in conjunction with Capgemini's Case-as-a-Service ("CaaS") solution, available as a Software proposition on G-Cloud. Within this Case Management Configuration service, Capgemini can provide the ability to configure the CaaS solution to the Customer's specific business needs.

Configuration can comprise of configuring business processes, defining the information model, configuring retention policies, and producing management information reports to track case handling and help refine processes. GenAI enabled technology allows Case Management enhancements including process automation, outcome recommendation, risk assessments and intelligent search. Usability is an important consideration and Capgemini can provide user experience consultancy to help make the solution more intuitive for end-users.

This service can take the Customer through the configuration lifecycle (inception, elaboration, construction and transition). Capgemini's delivery methodology can be aligned to the government Service Manual to provide a solution aimed at addressing business needs.

Capgemini's Case Management Configuration service can provide business analysis, design/consultation and service management in support of the design and deployment of cloud based services.

2 Business Need

Customers' and citizens' expectations are high. Whether the organisation deals with benefit or healthcare claims, investigates tax fraud or handles correspondence or service applications, every customer or constituent contact forms part of a 'case' that must be efficiently managed. However, with case management often involving numerous manual and automated processes, that's easier said than done.

These processes typically work in isolation from each other. A caller ringing in to register for a service, for example, may have to repeat personal details several times owing to a lack of collaboration between siloed departments. This isn't just frustrating for the caller; it also costs the organisation time and money.

How can organisations turn this situation around? How can organisations respond to the demand to streamline people-driven case management processes and workflows in order to cut costs and improve efficiency? The need for transformation has become a business priority for organisations under pressure to deliver a better, faster service while reducing cost and risk.

The answer is a single, integrated case management solution: one that provides decision-makers with a single version of the truth, a digital file with information on a case in one place, plus integrated, automated intelligent workflows to support collaboration and decision making.

3 Our Approach

Capgemini normally adopts a flexible approach to the delivery of this service. The methodology is closely aligned with the government Service Manual.

Capgemini's approach can help enable the following benefits:

- A rapid start to the project, as Capgemini's platform is ready to deploy. As part of the rapid start we run our Rapid Maturity Assessment (RMA), which focuses on clarifying organisational needs, outcomes and challenges;
- Early visibility for the business, as the solution develops, as after each iteration Capgemini can provide releasable components to be validated with business users;
- A seamless transition to support, as Capgemini can deploy a service management team during the project lifecycle;



- A templated solution where Capgemini takes responsibility for delivery;
- It can also reduce risk of migration challenges, as Capgemini can address potential migration issues throughout the project lifecycle.

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.

The Buyer responsibilities as part of this service are as follows:

- Buyer must ensure a project owner is available and empowered to make decisions when requested by the project delivery team, in a timely fashion.
- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion.
- Buyer should ensure that the project owner attends regular project progress meetings.
- Buyer must provide access to the necessary data owners and documentation for the data sources involved.

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 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.

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.



opentext™
Partner

For both 2024 and 2025, Capgemini has been awarded the GSI Partner of the Year by OpenText. This acknowledges the outstanding digital transformation work that Capgemini has delivered with OpenText technologies

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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