

Integration Strategy, Architecture and Solution Services G-Cloud 15





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1 Service Overview

In this AI enhanced age, organisations are pressured simultaneously to respond quickly to deliver innovative, differentiating services whilst also providing stable and secure transactional IT. This challenge requires a modernised, cloud-native and AI enabled approach to application integration. It requires modernised integration architectures which support transitions to product-centric and outcome-based delivery, and which consume and resolve integration legacy technical debt.

As a Tier-One Global Systems Integrator, Capgemini has a market-leading capability to support enterprise integration transformation. We offer integration strategy and advisory services, business change, architecture and AI enhanced build, run, hosting and legacy platform migration. For architecture best-practice, we can leverage TOGAF and Capgemini's own Integrated Architecture Framework.

Capgemini has more than 30 years of proven expertise across industry leading integration products, including MuleSoft, IBM (webMethods Hybrid Integration), Boomi, Workato and SAP as well as the hyperscaler integration capabilities on Microsoft Azure, AWS and Google Cloud Platform.

Capgemini has been building large scale integration platforms for its clients across the world. Capgemini has executed hundreds of projects to integrate its clients' enterprise applications and their business partners and third-party providers allowing a multitude of connectivity options which create a discoverable and re-usable services environment, suited to modern use cases in API enablement, Event Driven Architecture and most recently enablement of data sources for agentic AI, through standards such as MCP and A2A.

Our functionally rich Frameworks and Accelerators built by our Integration practice incorporate standardised industry processes and best practice and benefit our clients with acceleration of development and market agility. The key benefits are:

- Establish a roadmap of change and modernisation through a strategy exercise which understands current maturity, key integration challenges, opportunities and presents recommendations
- Target modernisation towards product-centric and outcome-based delivery
- Quickly design and build the Architectural foundations and principles of the API management and service layers across an organisation
- Assisted by AI, use standard components to construct adaptable data flows between an organisation's applications and business to business, addressing user experience capabilities
- Deploy market integration platforms or allow for the evolution of microservices-based integration
- Continue to use (or replace) legacy application systems whilst addressing the technical debt of legacy integration platforms
- Build and deploy new applications by using carefully selected and built DevOps tools and processes
- Evolve and maintain the services to support multiple channels as the organisation grows

Capgemini has capability and resource pools to deliver these Integration Architecture and Solution services. Reference materials, templates and assessment tools can be built for faster delivery. A well-connected Architect community is a great asset for Capgemini where knowledge sharing takes place.

We can offer Integration architecture and solution design services for

- API and Integration Strategy, Product evaluation and maturity assessment
- Integration Architecture
- API marketplace solutions
- Integration CoE (centralised) and Self-service (decentralised) delivery setup and management
- API Governance and advisory services
- Microservices Architecture
- API Management / API Gateway solutions



- B2B Integration
- Event-driven architecture (EDA)
- DevOps for Integration Solutions
- Integration QoS (Quality of Service) Management
- Cloud Integration solutions using iPaaS and iSaaS platforms

With strong integration capabilities and certified product experts across a breadth of iPaaS & Hyperscaler technologies, we deliver AI enhanced Enterprise integration, Microservices, API Management & Cloud Integration Solutions.

We offer Integration architecture and solution design services in the following technologies:

- Salesforce MuleSoft Anypoint Platform
- Boomi Enterprise Platform
- IBM webMethods Hybrid Integration
- Workato
- IBM App Connect Enterprise (ACE)
- Google Apigee
- Kong Konnect
- AWS Integration Services
- Microsoft Azure Integration services
- Google Application Integration
- SAP Business Technology Platform Integration Suite
- Apache Kafka
- TIBCO Integration suite
- Opensource technologies

2 Business Need

Organisations are not only seeking to reduce costs, but also to become more agile and innovative, and further their journey to the Cloud, exploiting AI, without compromising service management. Organisations need to balance integration with legacy systems (often controlled by third parties) with the adoption of emerging standards and approaches, requiring highly adaptive designs.

We help organisations use integration technologies for:

- AI activation and agentic use cases
- Legacy modernisation and integration platform technical debt resolution
- Channel integration and API-led solutions across multiple enterprise and partner platforms
- Event streaming and Messaging
- Microservices
- Public Services
- Government department integration
- Analytics and Data integration
- Business process orchestration



- Inter-cloud connectivity via API Gateway patterns
- IoT and device Integration
- Hyperscaler led API assets and Industry offers (Public sector, Automotive), focused on technology enablement
- Public web services

Capgemini is Microsoft Gold Certified Managed Partner focussed on Azure Integration services technology assets & enablement worldwide

Capgemini is a Premier Partner with Google focussed on GCP Application Integration and Apigee-led offers, target accounts & enablement worldwide.

3 Service Scope

The scope of this Service can apply to:

- Public Cloud - to which the public has HTTP access (web UI and API, file upload)
- Private Cloud - for private and community clouds – i.e. those without public access and without public HTTP access
- Hybrid scenarios where a mixture of Cloud and On-premise is provided

4 Our Approach

The Strategic vision and objectives of integration platforms are to support enterprise strategic goals and encourage fast paced agile transformation through a flexible integration environment that links both customer facing services with the back-office while abstracting users from the complexities of legacy systems.

Capgemini leverages The Open Group Architecture Framework (TOGAF), Capgemini's Integrated Architecture Framework (IAF), aligned with industry standards. Capgemini provides consistent and repeatable consulting and architectural development methods, patterns and deliverables.

Our Architecture and solution service is based on following guidelines:

- API-led Architectures that are built around business agility and scalability
- Event-based architecture that supports rapid streaming, asynchronous messaging
- Target self-service low-code options for product and outcome based delivery
- Use AI across the lifecycle to enhance and accelerate architecture, design, build, test, runtime and operations
- Integration layer supports LLM orchestration using MCP to expose data to AI and agent interactions using A2A
- Follow Industry best practice and standards
- Cloud-first approach, whilst ensuring APIs and services are designed for a Hybrid Integration Model
- API Gateway for security, API federation and autonomous management of API services
- Platform scalability to accommodate future demands by scaling vertically or horizontally
- Enhanced platform resilience through robust services and a well-defined monitoring strategy
- Continuous integration and continuous deployment
- API Catalogue driven approach that ensures a well-defined API taxonomy, API categorisation and API versioning
- Support for containerisation to drive scalability



To support these architecture guidelines, Capgemini adopts an Integration and API enablement-based approach to make it easier for projects to deliver, supporting and realising product and outcome-based continuous delivery. This enables projects to more rapidly discover existing services, to promote reuse, as well as supporting new Integration services. Such an approach is essential to the success of AI enablement of applications for agentic use cases, allowing agents to query data deterministically from systems, in order to construct probabilistic AI outcomes overall. The following stages apply

To enable the use of best practices and standards Capgemini recommend a centralised function to guide and assist project consumers. This Integration Enablement Centre will address process, governance and organisation gaps. Key responsibilities are to Educate, Enable and Enforce standards and to enable projects to work fast whilst enforcing governance, centralised security, administration, monitoring and management of the integration platform.

Integration DevOps Model

The Capgemini Integration team recommends a DevOps operating model providing process automation for integration build-to-run. This uses Continuous Integration where the integration component design time components are integrated into a shared repository on a regular basis. Continuous Delivery accelerates the deployment of changes and fixes in a controlled way and supports automated regression testing.

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.

In order to achieve an expedient start-up to any project which utilised this service, Capgemini would expect the Buyer to undertake the following:

1. Full 'Landing' Discovery process:
 - i. RACI analysis and implementation. Capgemini can support if expressly agreed and set forth in the Order Form
 - ii. Setting timeframe for any knowledge transfer and recipients
 - iii. Determining the specific remit for Buyer's team members and new CG arrivals
 - a. To include process for any Buyer's staff being 'supervised' by CG staff
 - iv. Ensuring the readiness of current Buyer's systems for project start-up
 - a. Knowledge base – completeness and comprehensibility
 - b. Access and speed of security clearance against expected delivery schedule

6 Service Management

Capgemini has successfully managed and delivered thousands of projects and programmes - some small in size and others which are some of the largest multi-supplier ecosystems in the world. Capgemini has an overall governance model, which sets the standards Capgemini needs to follow both for small projects and large programmes of work.

The scope of the individual services to be provided can be agreed within the Order Form and will be charged for in accordance with the Pricing section for this service.



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 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.

Capgemini's skilled resources have worked, and are working, on many successful Integration programs.

Key Awards

Some of Capgemini's key awards and vendor accreditations related to Cloud Services are listed below:

- IBM webMethods EMEA Hybrid Integration Highest Customer Loyalty and Expansion 2025
- Workato Agentic Hackathon first place 2025
- Kong Strategic Partnership Excellence Award 2025
- 2025 Salesforce MuleSoft Navigator Implementation Expert Distinctions for MuleSoft Automation and MuleSoft Anypoint Platform
- MuleSoft Global Partner of the Year 2023, 2021, 2020 & 2018
- MuleSoft APAC Partner of the Year 2023, 2022, 2021, 2020, 2019, 2018 & 2017
- MuleSoft EMEA Partner of the Year 2021, 2020, 2019, 2018 & 2017
- Boomi Global Innovation Partner 2021



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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