

Capita Enterprise Apps Services

Service Definition

G-Cloud 15



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1 Overview

Capita Enterprise Apps Services delivers expert, multidisciplinary teams and proven methodologies to design, build, modernise, integrate and support enterprise applications across cloud, on-premise and hybrid environments. Engagements flex to your needs: standalone delivery, codelivery with your teams, or targeted augmentation, with upskilling and knowledge transfer to ensure sustainable value.

Our approach is technology agnostic and outcome driven. We work across leading cloud platforms and enterprise SaaS ecosystems (including Microsoft, AWS, Salesforce and ServiceNow), as well as bespoke and packaged applications. We place a strong emphasis on Build—robust engineering, secure SDLC, quality automation and reliability practices—while aligning to public sector expectations for security, accessibility, compliance and service continuity.

Typical engagements include legacy modernisation, SaaS extension, custom application development, API led integration, workflow automation, and service resilience. Delivery is supported by governance, observability and continuous improvement, ensuring measurable outcomes and predictable operations.

What the service includes

- Discovery and solution shaping: requirements, service design, architecture, backlog and roadmap.
- Build and engineering: low code and pro code development, configuration, and testing.
- Integration and interoperability: API led connectivity across legacy, SaaS and cloud estates.
- Quality, security and resilience: secure SDLC, DevSecOps, reliability practices and performance tuning.
- Migration and modernisation: re platform, re factor and managed cutover to cloud or hybrid.
- Operations and optimisation: monitoring, incident response, cost management and scale out.
- Upskilling and handover: playbooks, runbooks, training and capability uplift for client teams.

2 Service Features

1. Broad coverage across cloud, SaaS, bespoke and legacy application estates.
2. Evidence-led discovery, architecture design, backlog creation, and roadmap.
3. Build focus: robust engineering with secure SDLC and automation.
4. Standards based APIs connecting systems, data and workflows reliably.
5. Flexible delivery: standalone, co-delivery, or targeted team augmentation.
6. Modernisation patterns for re-platform and re-factor to cloud.
7. Quality engineering: automated tests, performance tuning, accessibility checks.
8. Operational resilience: observability, incident management and continuity planning.
9. Security by design: identity, privacy, compliance and policy guardrails.
10. Upskilling and handover via playbooks, training and knowledge transfer.

3 Service Benefits

1. Accelerate delivery using repeatable patterns and proven engineering practices.
2. Reduce risk through secure SDLC, governance and quality automation.
3. Improve interoperability with standards-based APIs and connectors.
4. Lower cost to serve via modernisation and efficient operations.
5. Enhance reliability through observability and resilience methods.
6. Increase agility with modular architectures and automated pipelines.
7. Strengthen compliance via privacy, security and accessibility controls.
8. Unlock data value with integrated, analytics ready designs.
9. Build internal capability through structured training and handover.
10. Achieve measurable outcomes using telemetry, KPIs and continual improvement

4 Service Scope

Functionality

The service provides design, build, integration, modernisation, and operational support for enterprise applications across cloud, SaaS, hybrid and legacy estates. It includes engineering, quality assurance, API integration, solution optimisation, DevSecOps, observability, and service resilience practices.

Hosting & Platform Model

Solutions are deployed into the customer's cloud or on-premise environments, or into vendor hosted SaaS platforms, depending on the agreed architecture. Capita does not host customer production systems unless separately contracted.

Updates & Roadmap

Capita maintains its delivery methodologies, reusable components, frameworks, patterns, and documentation sets. Application updates, enhancements, and refactoring are delivered on request or under managed service arrangements.

Support

Support may include operational guidance, runbooks, incident support, performance tuning, and handover. Long term support and optimisation can be delivered through a managed service model.

Licensing Model

Work is delivered under professional services or managed service terms. Any product, SaaS, or cloud platform licences remain within the customer's licensing model unless otherwise contractually agreed.

Standard Requirements Statement

All application requirements, integration patterns, security boundaries, and delivery expectations are jointly defined with the customer through structured discovery, exploration, and detailed technical elicitation.

5 Disclaimer

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