

Capita Catalyst Lab

Service Definition

G-Cloud 15



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1 Overview

The **Capita Catalyst Lab** is a cloud aligned innovation and rapid prototyping service that helps public-sector organisations explore new digital opportunities, validate emerging technologies, and accelerate the development of modern cloud based solutions. The service provides a structured, evidence led environment where organisations can safely experiment, test ideas, and shape high value concepts into viable digital services **at pace**.

Delivered by multidisciplinary teams with expertise across cloud platforms, data, software engineering, enterprise integration, automation, and user centred design, the Catalyst Lab enables customers to reduce delivery risk, shorten development cycles, and build a clear, outcome focused roadmap for scalable transformation. **The Lab actively leverages an AI-human partnership to drive and streamline innovation, prioritisation, and knowledge management**, ensuring customers benefit from accelerated insight generation, smarter decision-making, and more efficient solution development.

The service supports organisations seeking to modernise operations, improve service quality, or assess the potential of new technologies before committing to full-scale investment. It provides a practical route to evaluate cloud native capabilities, SaaS platforms, workflow automation, data intelligence, and emerging digital solutions within a controlled, measurable environment.

What the Service Provides

Discovery and Opportunity Assessment

A structured review of business challenges, operational needs, and cloud readiness to identify where digital, data, or automation technologies can deliver measurable improvement.

Rapid Prototyping and Proof-of-Concept Development

Accelerated creation of lightweight prototypes using cloud native tools, APIs, integration layers, data services, and lowcode or procode development environments — enabling early validation of feasibility, user experience, and expected value **at pace**.

Cloud and Technology Experimentation

Hands-on evaluation of modern cloud capabilities such as serverless computing, workflow automation, digital agents, analytics, and sector specific platforms to determine suitability and business impact.

Technical Design and Solution Shaping

Development of architectural patterns, integration considerations, security expectations, and delivery approaches to support informed decision-making and future scalability.

User-Centred Design and Insight Generation

User research, service mapping, usability testing, and behavioural insight to ensure prototypes and concepts reflect real user needs and operational realities.

Road Mapping and Delivery Planning

Clear, actionable recommendations and a future ready roadmap outlining next steps, delivery options, required capabilities, and risk considerations.

2 Service Features

1. Rapid discovery workshops identifying and prioritising high value digital opportunities.
2. Agile teams delivering cloud aligned innovation and experimentation at pace.
3. Optimal technology stack selection tailored to each validated use case.
4. Fast prototyping and proof-of-concept development addressing priority challenges.
5. User story mapping with clear, testable acceptance criteria definitions.
6. Demonstrations of AI enabled solutions solving real operational problems.
7. Creation of reusable components, accelerators, patterns, and technical collateral.
8. Production of analysis, documentation, and structured handover materials.
9. Evidence based recommendations and roadmap for scalable digital and AI adoption.
10. Scalable engagement model enabling continuous innovation with AI–human partnership.

3 Service Benefits

1. Overcome technical and business challenges using targeted, high impact solutions.
2. Accelerate time-to-value through rapid prototyping, testing, and validation.
3. Reduce risk by validating ideas before major investment decisions.
4. Increase user satisfaction through improved, user centred digital experiences.
5. Resolve legacy blockers with innovative, cloud aligned modernisation approaches.
6. Identify and prioritise improvements delivering maximum operational impact.
7. Provide clear, actionable roadmaps supporting scalable digital and AI adoption.
8. Foster continuous innovation through structured experimentation and learning.
9. Enable knowledge transfer and upskilling through collaborative AI human partnership.
10. Support public-sector transformation with modern, efficient cloud ready solutions.

4 Service Scope

Functionality

The service provides structured discovery, rapid prototyping, process evaluation, concept testing, and solution shaping. It includes facilitated workshops, technical experimentation, prototype builds, user testing, and evidence based recommendations for scalable digital and AI adoption.

Hosting & Platform Model

Outputs are delivered using cloud aligned tools and environments selected during discovery (e.g., sandbox environments, cloud native tools, lowcode studios). Prototypes remain client owned and are deployed into environments agreed with the customer.

Updates & Roadmap

Methodologies, accelerators, patterns, and templates used within the Lab are maintained by Capita and updated regularly. Any prototype or concept created for the customer can be enhanced or extended through subsequent delivery phases.

Support

Standard Lab engagements include support for prototype demonstration, documentation, handover, and advisory follow-up. Additional support (inlife optimisation, extended PoC development, productionisation) can be purchased as required.

Licensing Model

The Catalyst Lab itself is provided as a service. Any third-party tools, cloud resources, or vendor services used during prototyping are licensed under the customer's or vendor's terms, unless otherwise agreed.

Standard Requirements Statement

All functionality, use cases, environments, security boundaries, and delivery expectations are fully defined and refined through joint exploration, discovery workshops, and requirements elicitation with the customer before delivery begins.

5 Disclaimer

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