Capita G-Cloud 13 Guide

Capita

Game changer in business agility

The G-Cloud framework forms part of the Crown Commercial Service suite of agreements for Digital Futures. G-Cloud 13 is the current iteration of this agreement and a primary route to market for the purchase of commoditised, cloud-based services.

G-Cloud consists of four lots:

- **Lot 1 Cloud hosting**
- **Lot 2 Cloud software**
- **Lot 3 Cloud support**
- **Lot 4 Cloud support – further competition**

Lot 1,2 and 3 offers an off-the-shelf catalogue with several pay-as-you-go, innovative and affordable solutions. Using the filters within the catalogue, you can find suppliers who meet your requirements and award a contract directly, saving you time and resources in the procurement process.

Lot 4 is the same as lot 3 but is designed for larger, more complex requirements.

G-Cloud service offers

G-Cloud enables you to compare and commission industry-proven digital and technology solutions, expand your capabilities, and achieve greater efficiency and quality for citizens. We partner with industry leaders in the public and private sectors to bring you broader experience and nuanced perspectives for your organisation. As your trusted partner, we will provide you with a wide range of technology, compliance, and security expertise, as well as proven software and solutions.

Lot 1
Cloud hosting

Our integrated communication and digitisation solutions will help you to streamline your processes and overcome the challenges associated with huge volumes of data and information.

Electronic Document Management (EDMS)

Our digital document management solution offers a GDPR-compliant high-performance service to store, transform, search and present digital content from any source.

Hybrid mail

This quick, auditable, and sustainable solution enables you to print, email or request digital documents to customers from any location, in this new world of hybrid and remote working.

Digitisation, Scanning and Data Capture

Our extensive data capture services extract and present critical data from incoming correspondence in a single view from multiple data sources making it quicker and easier to get the information you need and act on.

Lot 2 **Cloud software**

Our smart digital and software solutions transform how organisations operate, drive down costs and provide better customer experiences and outcomes.

One Education and Children Services

An integrated Education Management System to support the journey of a young person from birth to the age of 25. The system provides capabilities to fulfill large scale and complex educational requirements such as admissions and SEND education provision. The system also enables intelligence led involvements and interventions to significantly reduce escalation of need, improve outcomes for families, and enhance the life chances of young people.

One revenues and benefits

Our revenues and benefits management software is a market-leading solution for administering local taxation, housing benefits and council tax support. Our integrated digital services and process automation technologies boost collection rates and speed up processing times to improve service delivery with efficiency.

Software: Accelerate

A next generation platform which unlocks insights hidden within unstructured data. Accelerate can process large volumes of data from any source or format to give organisations access to a new arsenal of information needed to streamline operations, speed up processes and reduce costs.

Software: Cosain

COSAIN is a secure cloud based, open-source platform designed for law enforcement to reduce threat, risk and harm.

Software: University planning

A powerful suite of planning modules, covering:

- Student numbers and fee income
- Staff numbers and cost
- Finance income and expenditure, budgeting and forecasting

Each with a flexible “what if” scenario planning capability to plan for any eventuality.

One housing

An integrated SaaS housing and asset management solution for local authorities and registered providers of housing, encompassing the modules required for optimum performance. The system combines person and property-centric data to deliver a 360-degree view of the customer for improved decision making and responsiveness.

Software: Monatair

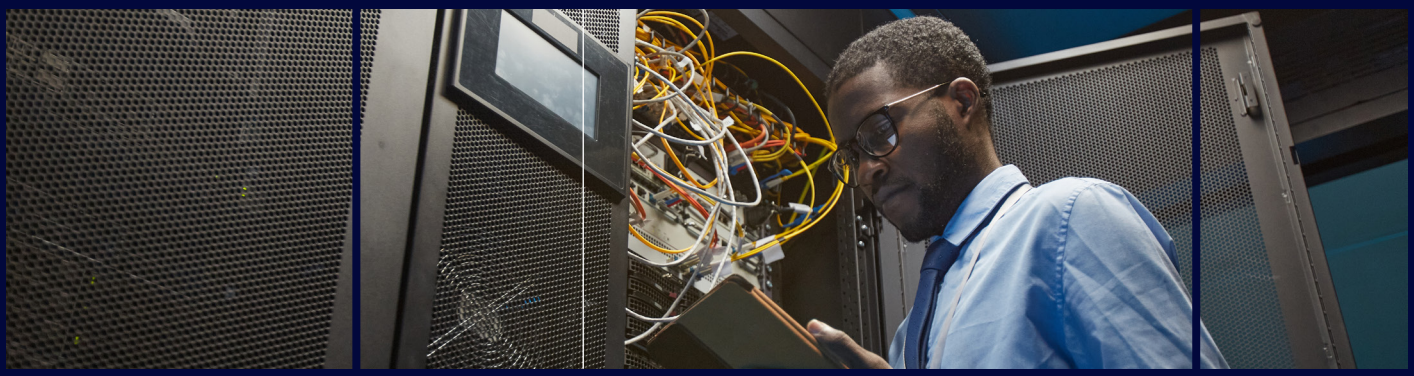
A multi-source social media analytics platform offering a best-in-class range of input sources, aggregated, and managed through a compliant and universally approved infrastructure based entirely in the UK.

Software: Chatbot conversational AI tool

Through artificial intelligence, our solution reads, learns and makes its own decisions on how best to serve each customer.

Lot 3 **Cloud support**

With technology, insight, and analytics at the heart of everything we do, our mission is to help you deliver modern services efficiently, securely, and to a high standard.



Low code foundry

We provide a full-service low code transformation capability from assessment, through to integration, delivery, and monitoring.

Digital Workshop and POC Development Service

Our small Scrum Team will identify potential solutions around your needs, with rapid iteration to produce a light proof of concept application and roadmap for further developments and improvements..

Automation: Discovery tools

Process discovery tools help analyse and track business processes, by understanding and recording variations using machine learning algorithms. The tool allows us to make recommendations for process re-engineering and identify processes that would benefit from automation, adding value and releasing time back to the business.

Digital policing, data and experience transformation

We provide mission critical data and digital solutions to enhance daily business processes, complex investigations, intelligence operations and strategic leadership decision making.

Digital health, data and experience transformation

We're delivering specialist technology and administrative systems to relieve the pressure of health professionals and improve patient outcomes.

Automation: Proof of concept

Our proof of concept for small, low complexity processes, demonstrates that automation can work in the context of your business - for your processes, applications, and staff.

Digital delivery team

Our team will be deployed and scaled as needed to meet your changing client resource requirements.

Accessibility auditing

We evaluate your live estate in accordance with accessibility standards and provide a roadmap for improving it.

Network device configuration review

We conduct a full assessment of a router or switch configuration and provide an assessment of your security posture.

Managed security services

We provide industry-leading cyber security design, implementation, monitoring, management, threat intelligence and incident response expertise.

Phishing campaign

We provide both statistical and simulation-based phishing exercises to test your organisation's resistance to phishing attacks, as well as staff security awareness around the dangers of opening phishing emails.

GDPR compliance

We will determine your company's exact responsibilities in terms of the regulation and conduct an impact assessment on your company's systems, processes, and policies within the context of personal data processing.

Cyber vulnerability assessment service

Our blended cyber vulnerability assessment uses a combination of automated scanning and manual testing, providing a risk-based view of vulnerabilities and not just a list of problems.

Cyber resilience maturity modelling

We provide an assessment of a client's current cyber resilience profile against a five-tier maturity model; focused on 29 areas of cyber security resilience, centred around the ITIL lifecycle model. This repeatable assessment allows maturity to be tracked and progress reported.

IT security testing (including penetration testing)

We provide an in-depth and comprehensive service for assessing computer system security, from both external and internal perspectives.

Vulnerability assessment

We will carry out an automated scan of externally facing infrastructure to enable the identification of vulnerabilities.

Governance, risk and compliance

We provide design, implementation, and maintenance of effective regimes to deliver formal compliance either aligned or certified to international standards in governance, risk and compliance.

ISO 22301:2019 Business continuity management

A management system that complies with or is certified to ISO 22301:2019 fosters resilience and an improved ability to cope with major incidents.

Transformation and procurement delivery

We bring extensive specialist procurement services, from business case creation and advisory services to full implementation and transformation. Key services include procurement diagnostics, benchmarking, ESG, Target Operating Model design & implementation, P2P, S2C, contract & category management, savings delivery, sourcing, supplier relationship management, technology enablement and BI solutions.

Project and programme management delivery services

We provide a flexible and scalable model of project management expertise for your cloud-based projects. With a long track record of delivery across public sector clients, our consultants can be deployed quickly to support your projects changing demands and output requirements.

Lot 4 **Cloud support – further competition**

This lot features the same scope as lot 3, but is designed for larger, more complex requirements procured by further competition. Services include:

- Cloud migration planning
- Set-up and migration
- Security services
- Quality assurance and performance testing
- Training
- Ongoing support

Get in touch

Interested in talking to an expert or getting information about how to progress your business?

Our team are here to help.

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