

# Capgemini Remote Infrastructure Management

Helping you remove the stress and strain of maintaining and improving cost-effective Infrastructure Management Services

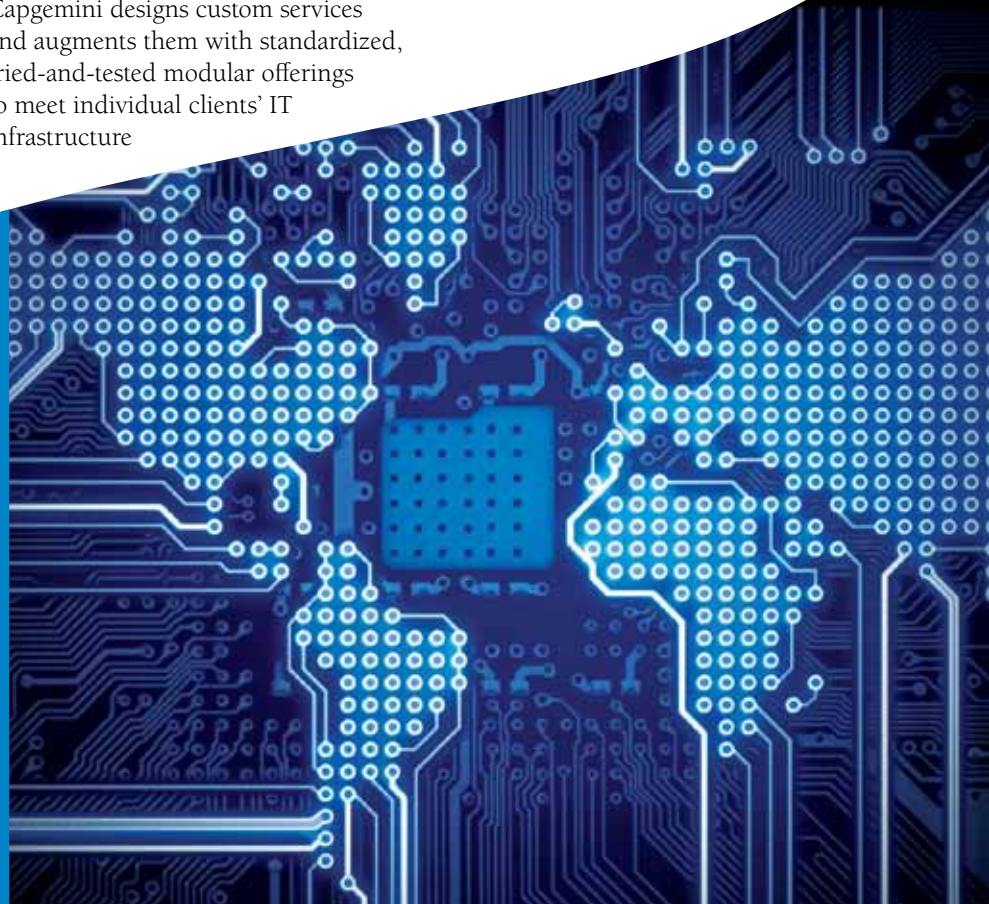
Improvements in technology – higher quality bandwidth and connectivity, virtualization, greater automation, evolution of security technologies, and proactive enterprise management tools – have paved the way for more efficient and cost-effective Remote Infrastructure Management (RIM). Today, IT organizations do not need to be replicated within every country of operations. Users and IT staff can be connected to IT assets seamlessly; and IT capacity need not be fixed but variable. Today's RIM makes business leaner and more agile.

In leveraging its experience and collaborative approach, Capgemini designs custom services and augments them with standardized, tried-and-tested modular offerings to meet individual clients' IT infrastructure

management challenges. Meanwhile, our cross-discipline and multi-vendor insights feed innovation. Capgemini takes a full lifecycle approach to service management and adapts its solutions and delivery to client requirements over the life of the contract. The Capgemini Rightshore® distributed delivery network of industrialized onshore, nearshore and offshore centers drives deep operational savings and business value. Most importantly, Capgemini recognizes that the best long-term partnerships are founded on shared risk and measurable performance indicators, and builds them into every engagement.

“We have a highly offshore leveraged business and a very heavily automated service. Our clients appreciate how we consistently deliver a quality service at a very competitive price, worldwide.”

Richard Dicketts,  
Head of Global IM, Capgemini



## Why Remote Infrastructure Management?

Global enterprises must reduce IT spending in order to remain competitive. CIOs have to redress the mounting costs of space, power, and skilled staff. To this end, RIM improves on traditional infrastructure delivery because **it lowers operational costs**, by at least 30%; and, by leveraging Capgemini's RIM model up-front, costs are minimized. Balanced onshore/offshore delivery brings labor cost savings; productivity gains are realized through industrialization and productization.

In addition to its ability to release immediate savings, Capgemini's Remote Infrastructure Management **assures process improvement**. Access to best-in-class tools and technical expertise as well as integrated processes and methodologies drives optimal service structuring and continuous improvements. Service levels are clear and visible, consistent and predictable.

RIM also **guarantees lower risk** of IT failure thanks to a global delivery network and improved infrastructure availability, 24x7 proactive, follow-the-sun monitoring. Meanwhile, world-class proactive governance and contractual performance measurement targets yield consistent, ever-improving processes and delivery.

Yet, Remote Infrastructure Management is not just a way to keep the lights on for less. The RIM decision should be taken within the context of the longer-term business strategy. RIM **drives IT-and-business alignment** and instills agility through faster and more flexible IT provisioning. It can also act as a lever for continuous improvement and innovation.

## IMOC™: Capgemini RIM headquarters

For most clients, Capgemini takes an operation that works and makes it work better at a lower cost. At the heart of our RIM services is the Infrastructure Management Operations Center (IMOC™) operated globally along our Rightshore® network. The IMOC™ is a control room which provides comprehensive displays of the health and status of the infrastructure and networks.

Our IMOC™ model not only guarantees 24x7 operational monitoring, 1st line support and problem escalation, it also delivers 2nd line support, base-level tech support, automation, and client liaison. Persons who are part of IMOC leadership, management and high-end service support functions look at more complex issues to add value and re-engineer clients' services.

Capgemini's Infrastructure Management Operations Center™ guarantees:

- Reduced management overhead,
- Integrated tools to manage network and server monitoring and security,
- One team shift-left approach to combine knowledge management with problem, change and incident management and to improve implemented processes and procedures,
- Fully integrated ITIL processes for operational efficiency, combined with service level & availability management.



*The IMOC™ is setup onshore, nearshore or offshore – to best suit your needs*

### Why Capgemini RIM?

- Capgemini RIM builds on our 40+ years experience as a global leader in consulting, technology and outsourcing services.
- A record of over a thousand successful transitions – Capgemini's transition process is focused on speed, cost, and effectiveness without disruption to services.
- Rightshore® delivery network and follow-the-sun command model, key to optimizing costing and capabilities and to significant multilingual capabilities – we serve our clients in 35 languages.
- Integrated governance and service management for process maturity excellence, ISO 9001:2000 and ITIL3 aligned – for business and IT alignment.
- RIM is part of comprehensive end-to-end offering and is also available as a standalone solution.
- Shift-left strategy – for greater pro-active intervention and the right innovations.
- End-to-end collaborative business experience for integrated knowledge sharing, ecosystem management and commercial flexibility – willingness to be measured against business performance.
- Vendor-neutral philosophy – we can assist regardless of client's vendor specificity and are not limited in what technology solutions we can propose.
- Clear and flexible contract and utility-based pricing – so costs match business demands.

### Capgemini RIM for Genuine Collaboration

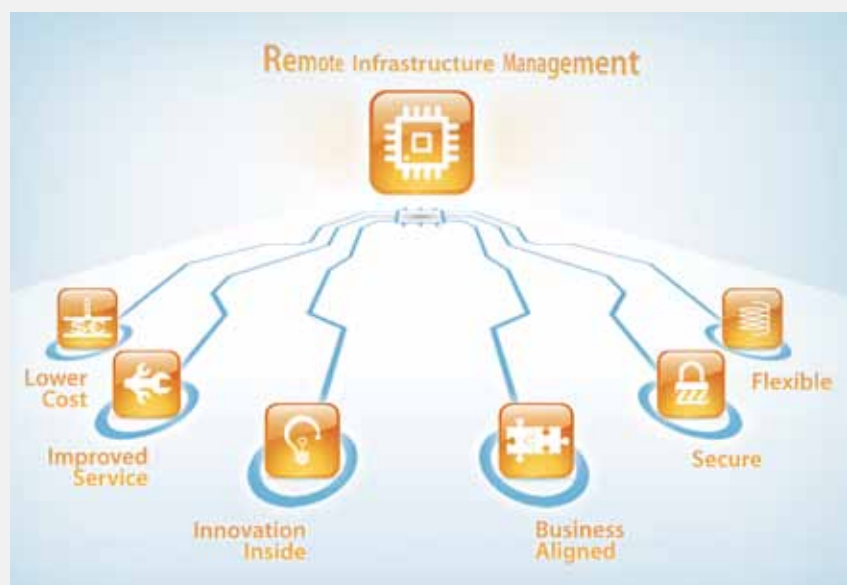
A global building and packaging leader with operations supported by 200,000 employees spanning 49 countries and yielding yearly revenues of €41,000m, had 2,100 IT staff grouped into around 300 separate teams working in 5,000 locations and 1,500 data rooms with around 8,300 servers and 95,000 PCs. It decided to find a partner with global experience and expertise to help consolidate its IT operations and implement consistent, high quality and business-value-adding IT processes and tools.

It chose Capgemini. Through numerous collaborative workshops, a detailed transition plan was developed, tailored to each complex environment to minimize disruption to the client's business through transition. A strong governance structure with local domain expertise was established for optimal joint responsibility.

For enhanced financial savings and seamlessness of operations, the collaboration backbone was strengthened with the right blend of onshore and offshore services. This made it possible to consolidate workloads into two twin locations (4 data centers) and to deliver follow-the-sun command and support services from Capgemini's Mumbai center.

Upon a closer look at the client's operations, Capgemini also offered several innovative transformational solutions: an enhanced Disaster Recovery Planning solution delivered exploiting Capgemini's secured dual-site data centers; on-demand facilities for storage and backup, aligned to a utility-based pricing model; and Aix consolidation and virtualization through the consolidation of Aix applications to be run on servers split over dual-site data centers.

Thanks to a flexible contract with utility-based pricing, client costs now match business demands. KPIs based on user satisfaction illustrate Capgemini's confidence in its solution and in the co-developed transition plan; in addition, they are a testament to our willingness to be measured against business performance.



Capgemini's RIM Value Proposition

## RIM Market Trends

Considering RIM for your enterprise?  
You are not alone.

Experts have been up-revising their forecasts for the development of the market of RIM services. Currently, the consensus is that it will grow at 20-30% annually as global IT service providers ramp up their delivery capabilities and CIOs look to cut infrastructure costs. According to a recent article about the pros and cons of offshore RIM published online at [www.cio.com](http://www.cio.com), approximately 70% to 80% of vendor IT outsourcing proposals hitting the market contain some form of offshore infrastructure delivery of services.<sup>1</sup>

## Analysts Recognize Capgemini RIM Services

Capgemini's Remote Infrastructure Management services continue to receive recognition from major analyst firms. Capgemini received a positive rating for remote monitoring services in Gartner's report entitled "MarketScope for Remote Monitor Services (Global)."<sup>2</sup> Moreover, Capgemini was positioned as a leader for Global IT Infrastructure Outsourcing in Forrester's report, The Forrester Wave™: Global IT Infrastructure Outsourcing, Q1 2009 for its "particularly strong [...] story on innovation for services clients" and "solid, well-funded, forward-looking strategy for the infrastructure business, particularly in the future of cloud/utility-based services via budding partnerships with Google and Amazon."<sup>3</sup>



## About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2009 global

revenues of EUR 8.4 billion and employs 95,000 people worldwide.

Capgemini Outsourcing Services (OS) draws on the expertise of more than 25,000 employees to manage, innovate and improve the IT systems and business processes of its clients. Capgemini OS offers a full spectrum of services including Applications Outsourcing, Infrastructure Outsourcing, Business Process Outsourcing and Transformational Outsourcing.

More information is available at [www.capgemini.com/services/outsourcing](http://www.capgemini.com/services/outsourcing)

Contact us now to explore how you can benefit from RIM with Capgemini:

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<sup>1</sup> CXO Media Inc.: *Outsourcing: The Pros and Cons of Offshore Remote Infrastructure Management*, Stephanie Overby, 18 March 2008 ([http://www.cio.com/article/198450/Outsourcing\\_The\\_Pros\\_and\\_Cons\\_of\\_Offshore\\_Remote\\_Infrastructure\\_Management?page=1](http://www.cio.com/article/198450/Outsourcing_The_Pros_and_Cons_of_Offshore_Remote_Infrastructure_Management?page=1))

<sup>2</sup> Gartner Inc.: *MarketScope for Remote Monitor Services (Global)*, Richard T. Matlus, William Maurer, Frank Ridder, Gianluca Tramacere, Claudio Da Rold, Jim Longwood, Eric Goodness, 21 October 2008.

*MarketScope Disclaimer: The MarketScope is copyrighted 21 October 2008 by Gartner, Inc. and is reused with permission. The MarketScope is an evaluation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the MarketScope, and does not advise technology users to select only those vendors with the highest rating. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.*

<sup>3</sup> Forrester Inc.: *The Forrester Wave™: Global IT Infrastructure Outsourcing, Q1 2009*, Paul Roehrig, 6 April 2009.