

The transformative power of connectedness

Capgemini is integrating infrastructure services in innovative ways—so you can accelerate the business outcomes of digital transformation.



People matter, results count.



Many paths to transformation, one trusted partner to see you through.

No two digital transformation journeys are the same. Some are intended to accomplish a specific goal, such as digitizing a key business process, or perhaps the IT service desk, or moving workloads to the public cloud. Others are aimed at broader opportunities—harnessing the Internet of Things, big data, autonomics, or emerging mobile technologies. Still others are focused on cutting cost and risk from legacy IT processes or moving to “Fast IT” to achieve productivity and efficiency improvements.

But on closer examination, digital transformation journeys do share a few common traits:

- **They unfold, progress, and evolve.** No matter how well the journey may have been planned, unexpected obstacles arise and unanticipated opportunities emerge.
- **Nothing happens in a vacuum.** Transformation initiatives must account for multiple interdependencies. They must incorporate multiple solution elements and multiple services from multiple vendors.
- **They must produce business results.** Regardless of the impetus behind the transformation journey, the initiative must quickly demonstrate quantifiable business outcomes or it will lose executive support.
- **Sooner or later, they require cloud enablement.** The move to the cloud model was once a transformation goal in itself. Today virtually all transformation journeys must harness the cloud to achieve full business value.

In short, there is a single word that encapsulates the core requirements of a successful digital transformation journey today: Connectedness.

Digital transformation depends on connected infrastructure, connected technologies, connected business applications and data, connected suppliers, connected services, and connected business and organizational agendas across the enterprise.

Unfortunately, most service and solution providers today are anything but connected. They tend to sell piecemeal solutions and disconnected services. For example they can help you migrate workloads to the cloud, but they have no security expertise to keep your data safe. Or they have security expertise, but it's spread across three different internal organizations. Or they can digitize your service desk, but they can't provide the service integration and data-driven insights you need to improve fulfillment rates and get end users connected to their services anytime, anywhere, with any device.

Or they can give you plenty of advice about how to structure your transformation journey, but they can't help you build or implement anything.

Capgemini is the one partner that puts it all together:

end-to-end expertise and service offerings covering every facet of digital transformation, along with solid references from global enterprises in all industry segments, combined with a technology-agnostic, partnership-oriented approach that gives clients full access to the best solutions and guidance the industry has to offer—including the ability to assist clients with both the “what” and the “how” of achieving the business goals of digital transformation.

Capgemini puts together end-to-end technology-agnostic solutions, for specific business outcomes, in innovative ways.



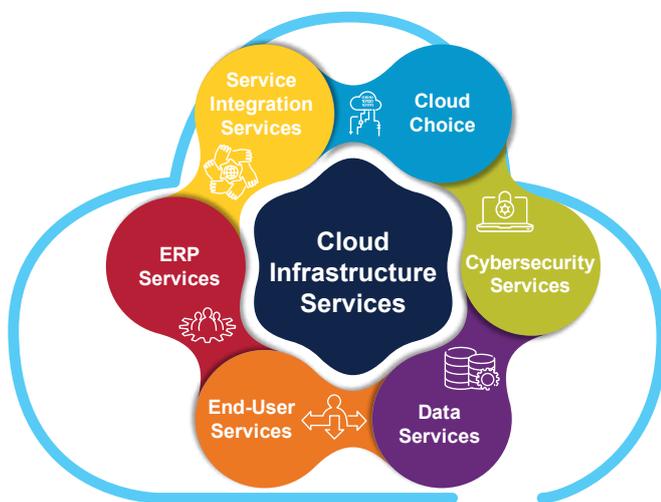
Draw from a comprehensive portfolio of capabilities.

Capgemini's portfolio of digital infrastructure services includes a full spectrum of Cloud Services, Cybersecurity Services, Digital Workplace Services, Service Integration offerings, and more—and all services are designed to work in combination with each other, not just separately.

We consider each engagement to be a digital transformation engagement, because we understand how projects evolve, impact other business initiatives, and create new opportunities.

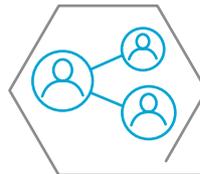
All transformation initiatives must connect to the overarching business objective, and therefore we begin each engagement with a deep and clear understanding of the specific business and financial outcomes you're driving toward.

Then we put together innovative, end-to-end solutions—harnessing our comprehensive portfolio, our global resources



Integrated Infrastructure Services for Digital Transformation

strengthened with local support, our deep technological and industry-specific expertise, our partner ecosystem, and our network of global production centers and secure operation centers (SOCs)—to achieve your desired outcomes.



The added value of interconnection

By integrating individual offerings and capabilities into holistic, comprehensive solutions, Capgemini is able to deliver a level of business value that is unprecedented. To cite just a few examples:



Not just cloud. **Cloud Choice for the hybrid enterprise.**

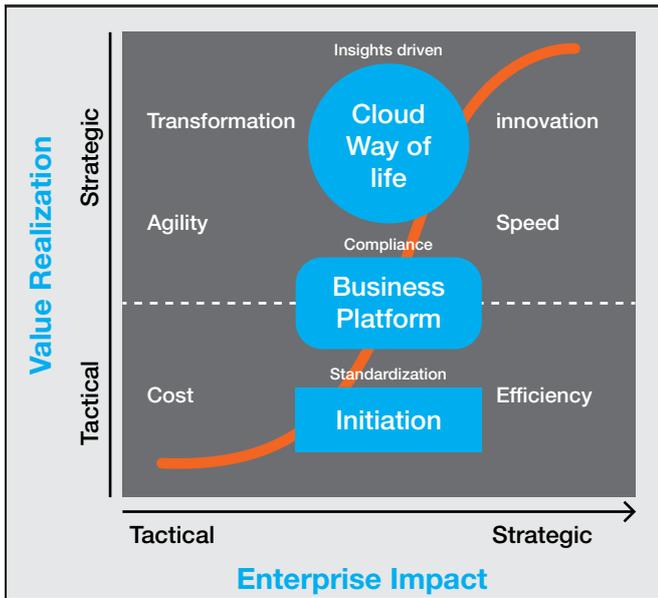
Cloud services are the centerpiece of Capgemini's capabilities because the cloud is the key to transforming business performance in this new era of the hybrid enterprise. Many companies are challenged to support both the creation of new and market-differentiating agile systems—and the management of the traditional systems that run their business. The cloud is central to solving both aspects of this challenge.

Yes, Capgemini assists clients with their transition to the cloud model, but more importantly we facilitate your efforts to exploit the full business value of the cloud—accelerating innovation, increasing the speed and quality of software delivery, hosting a broader array of mission-critical workloads, extracting business-relevant insights from massive volumes of data, transitioning to an all-digital workplace, increasing collaboration while strengthening security, the list goes on.

Equally important, we understand that there is more to harnessing the cloud than implementing new software or decommissioning hardware. It demands changes to the business itself—including governance, policies, roles, skills and responsibilities—and we have the expertise to assist clients with all facets of maximizing the value of the cloud model.

Capgemini's **Cloud Choice** portfolio of services delivers a cloud-first way of working for the enterprise. By combining advisory, applications and infrastructure services, Capgemini

enables clients to overcome the constraints that limit cloud adoption and transform from legacy to cloud technology. This increases our clients' capacity to absorb innovation, equipping them to adapt and stay relevant in today's fast-paced digital world.



Cloud Choice helps clients realize the full potential of Cloud--driving efficiencies and creating sustainable advantages through a cloud-first mentality.

We then expand the business value of our cloud competencies even further by combining cloud services with other infrastructure services. For example, we can integrate cloud migration services with cybersecurity services so that you can move workloads to the public cloud with strong defenses against malware, data loss, and other pervasive threats. Or we can combine cloud services with data center services and ERP services to allow you to consolidate on-premises platforms onto cloud-based Oracle Engineered Systems to run your ERP, reducing your CapEx. We can even manage this platform for you, either within your own firewall or within our data centre outsourcing service.

The net result is a dramatic expansion of choice in the way you harness the enormous opportunities and business value of the cloud model.



Not just digital service desk. Intelligent digital workplace.

Today's employees and contractors are asserting more control and demanding more choice in the way they access support. They want multi-channel, multi-device access to support services; they want fast resolution of their issues and requests; they want support that's tailored to their needs. Capgemini's My Experience portfolio of interrelated service offerings completely modernizes the service desk and workplace, helping to transform traditional end user IT into an outstanding business experience.

However, there is an opportunity to do more than radically improve the quality of end user's experience. Specifically, it is possible to use service desk data to drive improvement of business process support—to transform the traditional IT service desk into a source of high-quality digital services and business-relevant insights. By combining data services and service integration capabilities with its Intelligent Service Centre offering, Capgemini makes this possible.

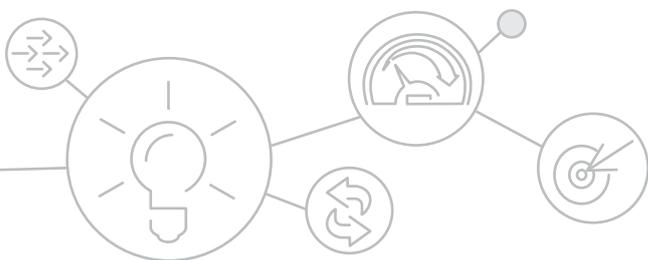
Supplemented by service integration, the Intelligence Service Centre allows you to harness big data and analytics to bring a business focus to the service desk. Your costs and risks decrease as technologies and suppliers are integrated and managed; support for business processes becomes repeatable and reliable; and service levels improve because they are benchmarked and monitored more consistently and effectively.



Not just service integration. Comprehensive service integration.

The value of service integration lies in the ability to bring together separately contracted and supplied IT service providers to ensure they consistently work together to deliver business benefits. However, all too often the reality is that as companies expand their base of suppliers and solutions, they find that they do not work together effectively. The result is inconsistent service quality, sub-par business results, and stalled or even failed transformation initiatives.

Capgemini is the one partner that can deliver service integration solutions that are truly comprehensive. We integrate all aspects of the environment—operations, projects, performance, and planning—so that your enterprise can bring consistency to service delivery, manage the complexities of multi-sourcing, convert data into intelligence that drives business process improvement, and accelerate digital transformation.





Not just access management. Integrated, cloud-based Identity-as-a-Service (IDaaS)

Access management is an increasingly urgent priority for enterprises—because both the incidence of unauthorized access to corporate resources and the penalties for compliance violations are on the rise.

Most service providers offer solutions that are technology-focused and piecemeal or siloed. That is why traditional identity and access management IAM projects are notorious for excessive costs, delays, and high failure rates. Capgemini delivers a comprehensive, integrated, cloud-based IDaaS solution that accounts not only for access management but the full spectrum of IAM requirements, including Identity Governance & Administration (IGA), Access Management (AM), and Privileged Access Management (PAM) modules as needed to meet your specific requirements.

This solution integrates well not only with additional cybersecurity capabilities, but also with other infrastructure services to expand the business value. It also offers a very high level of flexibility: Capgemini can deploy and manage the solution for you—on your premises or ours—over any time period you specify, via the cloud or through your private data center.

Most importantly, Capgemini’s IDaaS offering empowers you to take advantage of new opportunities while it solves existing challenges. With IDaaS, you can embrace rather than resist BYOD. You can cut the costs of end-user licensing and apply that budget to strategic initiatives. You can increase both the productivity and job satisfaction of your workforce. And you can stop worrying about compliance audits and focus on creating and delivering innovative new services.



Our services, your transformation journey. Better together.

Capgemini’s infrastructure services provide individual value for digital transformation—and exceptional added value when they’re combined. Together they create a wealth of options, delivered by a unified, integrated Capgemini. Our portfolio includes six core categories of infrastructure services:



Cloud Services

Capgemini’s Cloud Choice portfolio of cloud services empowers our clients to make cloud the primary way of delivering and consuming IT within their business. This means turning “cloud first” from an intent to a reality—making it possible for clients to innovate, perform well in a digital world, and outperform competitors.

Example Offerings:

- *“Advise”* services create a strategy for achieving the business outcomes each client is seeking. They raise your efficiency and agility using the cloud.
- *“Align”* services use the cloud to transform your application portfolio and the workloads that benefit the most from using the cloud model.
- *“Animate”* services provision the platforms that deliver the performance, economics, and security required. Capgemini can then orchestrate those platforms to work together within the overall enterprise architecture.
 - *Dedicated Private Cloud services* design, architect and build a dedicated private cloud either on-premise, or hosted in a Capgemini datacenter.
 - *Public Cloud Managed Services* are enterprise-grade managed services that enable you to move business-critical applications to the leading platforms as part of your hybrid cloud strategy.



- *Capgemini-hosted Multi-Tenant Private Cloud* services are refined, catalogued, and competitively priced. Hosted securely in Capgemini data centers, their availability exceeds that of most public cloud services, and is underpinned by robust SLAs.



Cybersecurity Services

Capgemini guides clients securely through every phase of their digital transformation. We help you maximize protection across all critical areas of digital identity and users, applications, endpoints, and infrastructure. The result: our services put security at the core of your digital transformation strategy and cover new vulnerabilities as they emerge.

Example Offerings:

- *Cloud security:* The Capgemini approach to cloud security enables organizations to safely adopt cloud services onto their estate. It provides a risk based architecture approach that allows them to balance the value add of using cloud infrastructure and applications against the costs of securing those services and hence, their business data, to their specific requirements.
- *Managed Security Services* help to protect and monitor an organization's assets and data across data centers, cloud services and (mobile) devices, based on recognized security standards and industry best practice. This bundled offer of services includes asset protection, end user security, border security, cryptographic services and threat analytics and response. Services can be consumed both individually and as a fully integrated packaged offer.
- *Cyber Attack Simulation* offers an end-to-end approach, from reconnaissance, vulnerability discovery, simulated attack execution, reporting, and remediation assistance. Capgemini uses a broad array of technologies and tools covering a full spectrum of vulnerability categories. Capgemini's attack simulation platform is rigorously kept up to date on the latest attack methods and crime tools, based on ongoing research and agile development. What hackers know today, we use tomorrow.
- *IAM FastTrack* is the unique Capgemini approach to assessing and implementing IAM. Its offers organizations a quick start to their IAM project, delivering concrete results within six weeks. The outputs include a business case and road map for implementation based on facts instead of assumptions, and the possibility to seamlessly onboard Capgemini's IDaaS run service.
- *IDaaS:* Identity as a Service (IDaaS) is a pay-per-use, scalable and modular service offering that uses best-of-breed technologies in a comprehensive solution design

covering all aspects of Identity Access Management (see previous page).

- *Managed SOC:* Capgemini's response to enterprises' rapidly evolving security requirements is a progressive range of end-to-end managed services based on the proven Security Operations Center (SOC) model to enable fast and flexible deployment. Backed by industry-leading SIEM technology from IBM, intelligence-driven Managed SOC brings advanced data analysis to enterprise security. It enables security threats of all types to be identified early and counteracted swiftly, decreasing cost and disruption to the business.
- *Penetration Testing & Phishing Vulnerability Management:* Our end-to-end approach—from information gathering and reconnaissance to scanning, vulnerability discovery, analysis, reporting, and remediation assistance—uses a broad array of technologies and tools covering a full spectrum of vulnerability categories.



Data Services

Capgemini Data Services help increase the speed and agility of transformation initiatives by empowering you to create an efficient and reliable project and delivery organization, run by teams of highly skilled and engaged employees. Capgemini is uniquely capable of delivering flexible operating models that provide a platform for growth and competitive differentiation.

Example Offerings:

- *Data Center Transformation* services provide full-scale support across the entire process—from strategy and planning to execution and implementation—including business case and benefit tracking, procurement services relating to building new data centers or co-location alternatives, planning tools, and experienced teams for project execution.
- *Data Center Consolidation and Optimization* services help clients deal with common challenges such as growth issues, mergers & acquisitions, cost restructuring, technology refresh, risk mitigation, legislative and compliance requirements, and more.
- *Remote Infrastructure Management* services provide comprehensive, expert, integrated infrastructure management. Our Infrastructure Management Operations Center (IMOC) control room displays the health and status of your infrastructure and networks, and we provide 24/7 operational monitoring, first-line support to address problem escalation, second-line support, base-level technical support, automation, and client liaison services.

- *IT Separation services* help clients split an entity within an organization from a parent entity, and help establish the new entity with its own identity. For the separated entity IT Separation is a challenging project, but also an opportunity to transform IT, in terms of more efficient use of IT resources and lower costs of IT operations.
- *Storage Resource Optimization (SRO) service* is a repeatable, rapid deployment, optimization service that provides detailed insight into the enterprise's application storage infrastructure to highlight opportunities for CapEx and OpEx efficiencies.



Digital Workplace Services

Today's end-user services must focus on increasing end-user satisfaction and improving user-related business processes. Our Digital Workplace Services provide complete, end-to-end, integrated suite of services aimed at meeting the requirements of the new generation of users.

Example Offerings:

The **My Experience** portfolio enables clients to transform IT into an outstanding business experience for the end user by building a seamless, user-centric, connected workplace that meets the needs of users, IT, and the business. Capgemini will drive the implementation of the new services via an Adoption Change Manager with proven tools and processes to ensure that the new services deliver on their promise to users. The My Experience portfolio includes:

- **My Workspace**, which provides a single portal through which individual users can access any IT service, from any device, at any time, from anywhere. It delivers the holistic user experience of a software-defined workplace to all devices and it connects to applications and data both on premises and in the cloud.
- **My Support**, a series of offerings that bring a new level of choice and flexibility to user-centric support. Each of the offerings complements and adds value to the other offerings. My Support options include:
 - **Digital Service Centre:** Capgemini's price-competitive management offering provides service desk capabilities and a single point of entry to all IT services. It focuses on a variety of digital and virtual communication channels for IT Incidents, automated service request fulfillment and password reset, and it is available through multiple channels, from any device.
 - **Intelligent Service Centre:** Adds business process support to the capabilities of the Digital Service Centre, enabling powerful, sophisticated analytics

to drive continuous improvement of both the service desk operational model and the entire IT ecosystem. Capgemini assigns a specific role, the Business Value Manager, to achieve business results.

- **Distributed Smart Services:** On-site support when and where it's needed, via knowledgeable staff using globally consistent processes, tools, and methodologies to support IT services at virtually any location around the globe.
- *The Work-Style Assessment* process combines market-leading end-user computing (EUC) analytics tools with our real-world experience to continuously improve the end-user computing landscape within your enterprise.
- *Transformational migration* projects for end user technologies, such as Office 365 and Windows 10.



ERP Services

Capgemini's ERP services provide the expertise clients are looking for to exceed market-based service levels around availability, reliability, performance, and responsiveness. We're a certified SAP Hosting Partner and a Certified SAP National Implementation Partner, and we have extremely strong partnerships with SAP and Oracle so you can take full advantage of their innovations.

Example Offerings:

- *ERP hosting and technical support services*—all focused on business outcomes, including the full stack of managed services for SAP Basis or Oracle Logical DBA.
- *Oracle Run*, our run and host service for Oracle, is a cloud-based hosting solution for Oracle applications and database with cost effectiveness and flexibility of an IaaS cloud. It's a flexible, transparent and predictable solution that helps reduce TCO through a pay-as-you-use model.
- *SAP HANA hosting services* enable you to get the most out of HANA, SAP's in-memory platform that combines an ACID-compliant database with advanced data processing, application services, and flexible data integration services.
- *Oracle Engineered Systems services:* We can consolidate clients' platforms onto Oracle Engineered Systems, reducing the amount of hardware and software for which customers need to pay. We manage this platform for them either within your own firewall or from within our own data centre outsourcing.



Service Integration

Capgemini brings a comprehensive approach to service integration, focusing on business results delivered through our uniquely collaborative engagement style. We enable universal adherence to a single operating model, so clients have one version of the truth, one service catalog, one performance report, one financial summary—one integrated service.

Example Offerings:

- *Service Maturity Assessment:* Defines gaps in existing operations compared to Capgemini's Service Integration Blueprint, with recommendations for improvement, a concrete list of actions, and a high-level transformation plan.
- *Service Integration Blueprint:* Covers all of the policies, processes, and procedures that need to be followed to implement service integration, configured for the client's specific needs and requirements.
- *Service Integration Platform:* A standardized, packaged, integrated tooling architecture and specific best-of-breed tools to implement the service integration blueprint.
- *Service Integration Managed Service,* with expertise and capabilities in specific areas including Regulatory, Risk & Compliance, Enterprise Planning & Programs, Service Management & Delivery, Service Performance Management, Agency Relationship Management, and Contracts & Commercial Management.



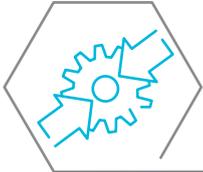
Key advantages of the Capgemini approach

Our approach to digital transformation differs from that of competitors in several significant ways:

- **We view the cloud as a strategic foundation, not a destination.** This is an important distinction because we assist clients not only in migrating to the cloud but also in extracting the full value and opportunities from the cloud.

We can help you integrate the efficiencies and economies of the cloud into a wide range of business initiatives as you transition to a hybrid enterprise.

- **We collaborate rather than compete with solution providers.** Capgemini is renowned for the breadth and depth of its partner ecosystem, and for its technology-agnostic approach to infrastructure services. The list of our hardware and software partners reads like the Who's Who guide to digital technology.
- **We deliver the “what” AND the “how.”** Capgemini can provide expert advice and assistance in what needs to be implemented to achieve your business goals and how to actually build and deploy it—and we can implement and manage it for you. We are a single source for comprehensive, end-to-end solutions that incorporate multiple solutions, services, and suppliers.
- **We support both traditional and transitional IT:** Capgemini understands that maintaining legacy IT capabilities will remain the top priority as transformation efforts move forward, and we design our service offerings to accommodate the requirements of both traditional and transitional IT.
- **We give you access to expert, collaborative teams:** Our uniquely collaborative approach and collaborative tools help you overcome resistance to change. Channeling the expertise of thousands of global professionals and our leading technology partners, we put the right tools in the hands of your teams.
- **We help you innovate.** Capgemini's innovation model helps you deliver new value and differentiation by embracing a bimodal IT services approach that supports both the creation of innovative and market-differentiating agile systems and the management of the traditional systems. We help you manage the integration and connectivity between data, hardware, and software across both the traditional and agile IT estates, ensuring they work together seamlessly so that they can be shared, managed, combined and collaborations can take place.



Summary: The advantages of integration.

Our focus on connecting services, solutions, and suppliers delivers a whole new level of choice for clients:

- **You can select individual services** for immediate needs without the concern that they will create new siloes or incompatibilities later.
- **You can choose combinations of services** without having to deal with organizational red tape.
- **You can opt for a blend of solutions and services from multiple suppliers** without having to negotiate and manage multiple separate contracts.
- **You can choose on-premises deployment or cloud-based models** for many service offerings, giving you a new range of cost optimization options.
- **You can specify the level of control you want**, turning over the keys to whichever IT services you wish, for as long as you wish, and resume control at your own pace, according to your business priorities.
- **You can more easily adapt to take advantage of new service offerings** as they become available, because you have access to the innovations of Capgemini and all of our partners.

These new dimensions of choice in turn lead to significant business advantages, including:

- **The ability to accelerate transformation.** By removing the complexities of selecting and managing multiple solutions and services from multiple providers, Capgemini allows your business, IT, and digital transformation strategies to move ahead rapidly.

- **The ability to cut costs and risk while improving service quality.** Costs come down as technologies and suppliers are more effectively aggregated, integrated, and managed; risk declines because processes become repeatable and reliable; and service levels improve because they are benchmarked and monitored more consistently and effectively.
- **The ability to explore new options without compromising existing capabilities.** By extracting cost, complexity, and delay from transformation initiatives, Capgemini makes it easier to find the budget needed to explore new technologies and solutions that deliver new business value.
- **The ability to balance between traditional and transitional IT.** You have the agility to move traditional IT assets and capabilities into new realms at your own pace, without making expensive or risky trade-offs in terms of new vs. legacy systems, deployment options, and technology choices.
- **The ability to design and implement the optimal solution.** Capgemini can provide both the advisory services and the actual development and deployment of infrastructure to match your goals.



Connect with Capgemini.

Contact Capgemini today for details about our comprehensive, integrated portfolio of infrastructure services. We have a unique ability to get everything working together—and deliver infrastructure that matches your ambitions.







For further information please contact:

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About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion.

Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

www.capgemini.com