



# Go boldly.

## Cloud Infrastructure Services:

Harness the cloud to accelerate transformation, safely.



## Is your transformation journey on schedule?

Digital disruption has come to companies of all types and sizes, in every industry. But what separates those who are doing the “disrupting” and gaining new business advantages—from those who are being “disrupted” and falling behind?

It comes down to your ability to execute the transformation strategy you have conceived. Whether you are accelerating your move to cloud services, radically improving the user experience, creating transformative new capabilities and economies through service integration, or exploring innovative ways of working and collaborating, the success of your transformation agenda determines your ability to exploit the opportunities of the digital age.

Yet all too often, critical transformation initiatives are delayed, fall behind schedule, or fail outright. While 93% of enterprises are engaged in some form of digital transformation today,<sup>1</sup> only 18% of executives are confident they’ll achieve their transformation goals,<sup>2</sup> and 64% of business leaders say their transformation agenda is behind

schedule.<sup>3</sup> Only 21% of companies describe their transformation initiatives as complete and successful.<sup>4</sup>

What’s slowing so many transformation journeys down? In a word, disconnectedness. Digital transformation tends to fail when piecemeal projects and one-off products, services, and suppliers add excessive cost and complexity.

## A smarter, faster, safer, more integrated approach

Capgemini is the one partner that puts it all together so you can boldly accelerate your transformation journey—confidently. We tear down the walls that impede transformation: between services... between solutions... between suppliers... between processes... between deployment models... between operations centers... and so on. Our technology-agnostic, collaborative approach gives you access to the best solutions and guidance the industry has to offer, including the ability to assist with both the “what” and the “how” of achieving your digital transformation goals.

Capgemini’s portfolio of cloud-based services includes a full spectrum of End-User Services, Cloud/Data Services, Service Integration offerings, and Cybersecurity Services—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 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.

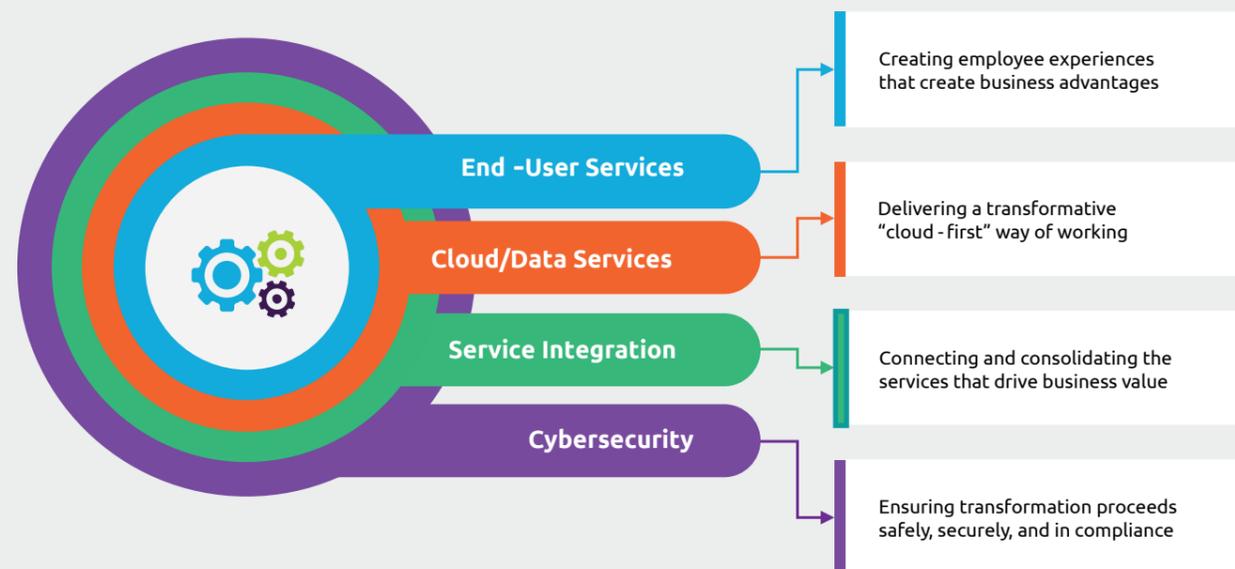
## Our cloud-based services. Your transformation journey. Better together.

Capgemini’s cloud 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 four core categories of infrastructure services:

### End User Services

Today’s employees and contractors have simple demands for business services: they want everything, right now! They want flexibility and a seamless, personalized experience with rock-solid security—every time, everywhere, from anywhere. And employers benefit greatly from giving it to them.

Capgemini brings a new level of choice and flexibility to



<sup>1</sup>Source: Capgemini study, 2017.

<sup>2</sup>Source: TechValidate, 2016.

<sup>3</sup>Source: Progress, 2016: “Are Businesses Really Digitally Transforming or Living in Digital Denial?”

<sup>4</sup>Forrester: “The Sorry State of Digital Transformation,” May 2018.

end-user support, engagement, and interactions. Our end-user services are about the entire experience of how work gets done. They cover everyone and everything employees interact with—whenever, wherever, however employees do their jobs—within their individual workspaces, in the office and surrounding facilities, with colleagues and customers.

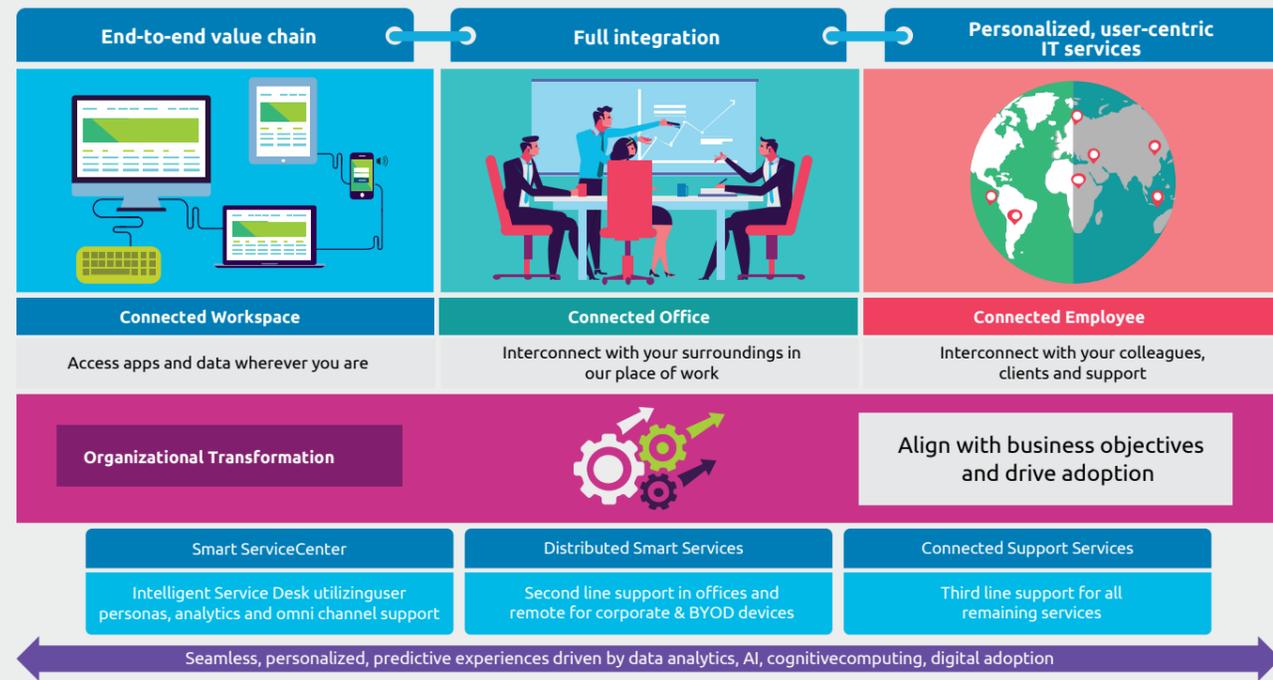
The core offering is called the **Connected Employee Experience**, and its elements can be delivered individually or integrated together to meet your specific requirements. The Connected Workspace, Connected Office, and Connected Employee offerings complement and add value to each other, creating an end-to-end value chain bringing advantages to users, IT, and the business.

- **Connected Office:** Delivers dramatic improvements to the employee experience within the office environment. For example, *Smart Conference Room* solutions recognize attendees, start Skype conference calls based on the presence of the people, adjust the lighting and temperature if needed, report on room utilization, facilitate easy access to multimedia equipment, share the meeting recording and allow easy booking and cancellation of meeting rooms. *Smart Facilities* solutions let employees check availability of desks and meeting rooms at any time and in any office location, automatically check in, view seat maps, locate colleagues who are late, and efficiently manage utilization and capacity of office space. And the *Connected Office App* integrates multiple capabilities,

- **Workplace and Mobility strategy, assessment, and deployment services:** Capgemini can assist you with defining the strategy, desired user experience, technology and partner roadmaps, maturity level and readiness for multiple aspects of your employee workspace, mobility, and application mobility initiatives.
- **Windows 10, Office 365, Skype for Business Migration:** Capgemini will help you migrate to Microsoft Windows 10, Office 365, or Skype for Business quickly and efficiently, with minimal disruption to IT or end users—in a way that keeps the big picture in mind: connecting you to your strategic objectives and business priorities.

Data Center Operations. We 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.

- **Apps Integration in the Cloud:** Capgemini can assist you with designing and building cloud-native apps, DevOps deployment, SaaS app implementation and other core elements.
- **Cloud Managed Services:** We provide expert consulting on public and private cloud management, cloud infrastructure management, data-lake-as-a-service, and many other options.



**Connected Employee Experience** offerings deliver end-user transformation that aligns with business objectives.

**Example Offerings:**

- **Connected Workspace:** Gives employees fast, convenient access to the resources and services they need, when and how they need them. Employees can use virtually any device for work—company-issued or personal—with enterprise-grade security. An all-in-one catalog of IT services provides a single gateway to corporate applications, cloud services, self-help support services, reporting, social collaboration capabilities, and more. And with extensive use of automation, AI, machine learning and other cognitive computing capabilities, the self-service portal creates context-aware experiences that get employees the information and support they need—instantly and securely.

adding more value to the solution and providing seamless access to the services/features above, significantly improving the employee experience.

- **Connected Employee:** Transforms your employees' service experience, remote and local support, and collaboration capabilities. The services cover multiple elements including *Smart Services, Digital Adoption, Cognitive Solutions, and Social & Collaboration Services*. They make extensive use of intelligence, analytics, machine learning, cognitive computing, chat bots, voice bots, and gamification to predict and respond to employee needs. This significantly improves the end user experience and encourages more and better collaboration across teams.

**Cloud/Data Services**

Capgemini's portfolio of Cloud Services empowers you to make the cloud your primary way of delivering and consuming IT within your 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.

In addition, 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.

**Example Offerings:**

- **Cloud Consulting Services** help you create a strategy for achieving the business outcomes you are seeking. They raise your efficiency and agility using the cloud, transform your application portfolio and the workloads that benefit the most from using the cloud model, and 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.
- **Capgemini Cloud Platform** brings together the right technology, processes and culture to help organizations of every size leverage the efficiency and agility of cloud. It is a portfolio of cloud services and accelerators in a single cloud management platform. It is designed to support the crucial stages of every cloud journey, from build and migration, to managing application and infrastructure services in the new cloud environment, supported by extensive automation. It offers a trusted route to migrating traditional datacenters to the cloud and to developing innovative cloud-native solutions that drive digital transformation.
- **App Migration to the Cloud** services are available to facilitate public cloud configuration, cloud operating model, cloud migration, cloud management, and other key migration elements.
- **Data Center Transformation** services enable you to safely transform, relocate, and/or consolidate your

**Service Integration offerings**

- Capgemini brings a comprehensive approach to **service integration** and service management, 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 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 Management:** Capgemini ensures that your IT services are effective, efficient, and aligned to your business objectives. We offer expertise and capabilities in many specific areas including Regulatory, Risk & Compliance, Enterprise Planning & Programs, Service Management & Delivery, Service Performance Management, Agency Relationship Management, and Contracts & Commercial Management.
- **Service Management Tools Transformation:** We assist you with the management of separately contracted and supplied IT services to ensure they consistently work together.

**Cybersecurity Services**

Our services put security at the core of your digital transformation strategy and cover new vulnerabilities as they emerge. Capgemini offers a wide range of **cybersecurity advisory, cybersecurity protection, and cybersecurity supervision services** to help you manage threats and risks while maintaining end-user satisfaction and regulatory compliance.

### Cybersecurity Advisory Services - Example Offerings:

- **Cyberattack Simulation:** A Cyberattack Simulation exercise exposes both known and unknown vulnerabilities by putting enterprise defenses under the same duress as in the real and evolving threat landscape. Leveraging our Security Operations Center Lab, our proven methodologies span multiple technologies and security control areas, from physical security to personnel and procedural security controls, to system and application-level penetration.
- **Cybersecurity Consulting:** These services provide insights into your security posture with assessments of your sensitive data, critical infrastructures, and applications. We work with you to define and implement the right strategy, target operating model, and GRC structure, and ensure your security design and operations fully supports your strategic objectives and business continuity.
- **IAM FastTrack:** Identity Access Management (IAM) seamlessly connects HR systems, non-payroll administration, and the IT environment, enabling the management of identities, their access rights, and even their physical assets, in a holistic approach.
- **GDPR Assessment:** Capgemini provides assistance with data protection management, reporting and accountability requirements, and more in support of your GDPR compliance efforts.

### Cybersecurity Protection Services -- Example Offerings:

- **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 (IAM).
- **Application Security Testing:** Supporting thousands of desktop, mobile, or cloud applications, we test the security of any application, from anywhere. This service provides a simple and fast way to transform your application security testing and reduce the risk of introducing new ways of working. We can launch your application security initiative in as little as one day and turn around results in less than a week.
- **Cloud Security:** Capgemini helps you operate securely in the cloud by assessing Cloud Service Provider (CSP) security using industry-standard approaches, revising or creating a cloud security architecture, and developing a cloud security compliance roadmap.

### Cybersecurity Supervisory Services -- Example Offerings:

- **Strategic and Operational Consulting:** Based on the proven Security Operations Center (SOC) model, we deliver a range of end-to-end managed services to meet

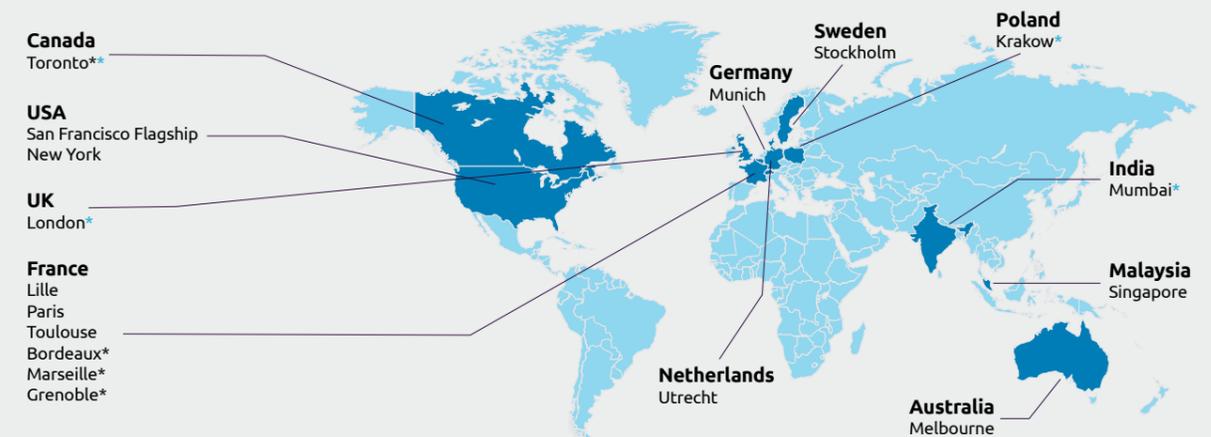
rapidly evolving security challenges. Our intelligence-driven Multi-tenant Managed SOC brings advanced data analysis to enterprise security, enabling you to swiftly identify and counteract threats at reduced cost and with minimal disruption.

- **Security Management Services:** Capgemini provides an on-site security manager to oversee Capgemini's and other suppliers' security management systems, enabling us to manage your security risk.

## Capgemini: One trusted source, many business advantages.

Capgemini has proven its expertise at hundreds of successful client engagements worldwide, and we are uniquely qualified to help your enterprise chart its own course to digital transformation—and move ahead with confidence. Our advantages include:

- **Comprehensive capabilities, flexible engagements.** We have considerable expertise with strategy, assessment, and deployment of every facet of transformation initiatives, we offer both project-based consulting and managed services, and you can start anywhere and move ahead at your own pace.
- **Industrialized approach.** Our methodologies are structured, consistent, based on industry best practices, and proven at many of the largest enterprises on the planet. This level of rigor enables you to address multiple aspects of optimizing your business processes and your sourcing strategies. We can help you consolidate infrastructure, vendors, and workstreams to cut costs and eliminate waste.
- **Transformation without mind-bending complexity.** Capgemini has the experience, expertise, tools, technologies, and industry best practices to get you to your destination quickly and efficiently. We've done this before—and we want you to benefit from our years of experience.
- **Sector-specific expertise.** We have served enterprises of all types and sizes in virtually every industry, including financial services, healthcare, energy & utilities, manufacturing, retail, government, technology, education, transportation, and more—and we will gladly show you references from your industry.
- **Business and strategic perspective.** We bring a business perspective and strategic, "digital-first" approach to all client engagements. We focus on business value, not just technical acumen.



\*Applied Innovation Discover

\* The Connected Employee Experience Showcase Lab

The Applied Innovation Exchange is Capgemini's global platform designed to enable you to discover relevant innovations and to experiment with them within your specific industry.

- **Strong, independent partners.** 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.
- **Support for 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.
- **Constant stream of innovation.** Capgemini engagements give you access to the Applied Innovation Exchange (AIE), a global platform that enables clients to discover, experiment, contextualize and apply the most relevant innovations. The Exchanges offer deep sector expertise to enable you to apply these innovations to your specific business context. They provide exposure and access to the portfolio companies of selected venture capital and private equity partners, while enabling the immersion in and application of the vast sources of innovation Capgemini has access to.

Applied Innovation Exchange is Capgemini's global platform designed to enable you to discover relevant innovations and to experiment with them within your specific industry.

## Take the next bold step.

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

- **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.

**So move forward, boldly.** Contact Capgemini today for details about our comprehensive, integrated portfolio of cloud-based infrastructure services. We have a unique ability to get everything working together—and deliver capabilities that match your digital transformation ambitions.



## About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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### People matter, results count.

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