Capgemini | MuleSoft

Transformative Managed Services

Transition to a MuleSoft cloud first integration platform as part of a Capgemini integration managed service

Building technical debt

As organisations embrace the digital transformation journey, they are focused on the systems and applications they need to put in place in order to support their organisation of the future.

CIOs and CTOs have built cloud first strategies to migrate their organisations from an on-premise legacy to a cloud-based vision of the future, often with a hybrid approach somewhere in between.

Whilst many organisations consider their data and integration strategy as part of their digital transformation, many feel that they will be fine with their traditional legacy integration platforms and so opt to keep what they have for now.

As the decision to use a cloud first integration platform is postponed, most CEO's don't realise that they are building technical debt in the organisation, which will make it more challenging, painful and potentially more costly to move from the platform in the future.
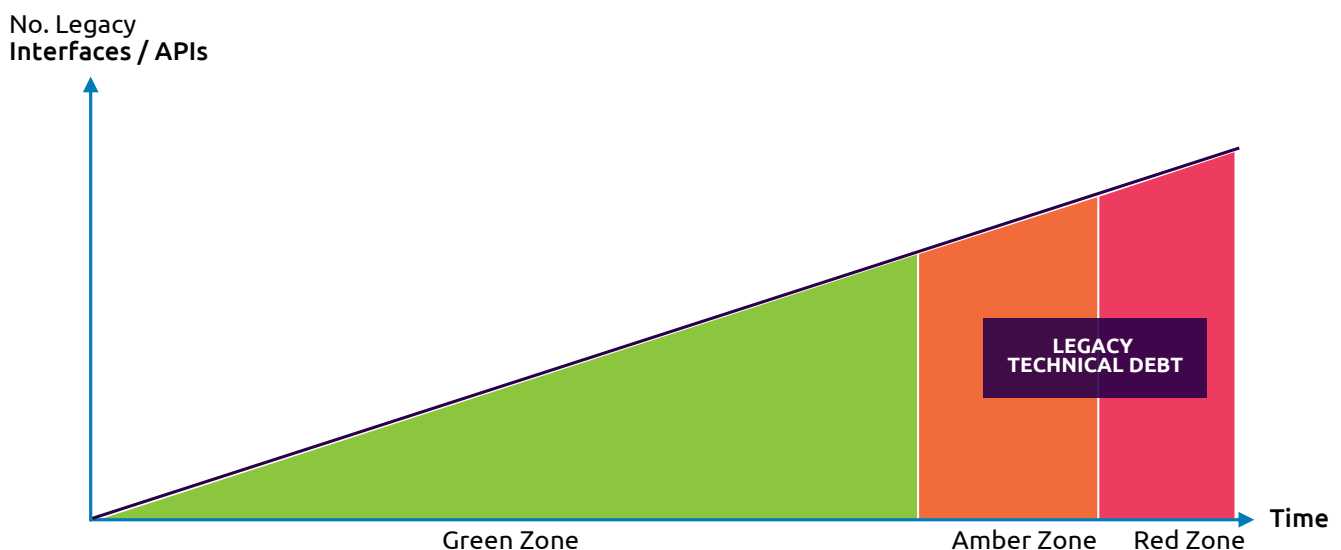
Integration is a complicated business

We understand that all businesses are dependent upon their integration platform to connect the key business systems that form the heart of their organisation. Once an organisation has built stable and performant interfaces there is a reluctance to make any changes, with the focus instead being on daily business operations. Why change something that's not broken, right?

A good philosophy for recently adopted integration platforms but the real challenge comes if the business needs to pivot or adapt to change. As more and more interfaces are added to the legacy integration platform it becomes increasingly more difficult to maintain. At some point we verge away from the comfort zone of an integration solution that is right for the business and we edge closer into the danger zone, where it becomes difficult to support the interfaces, the platform is no longer fit for purpose and upgrading becomes a real challenge.
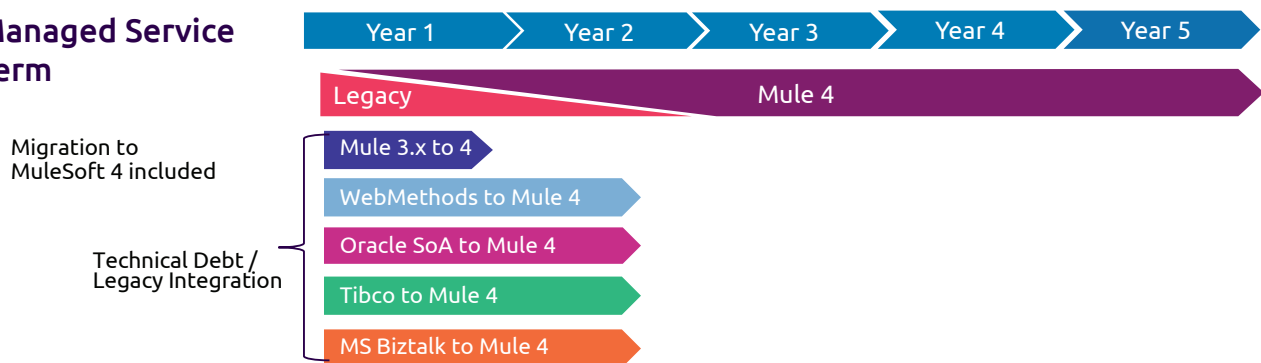
If not addressed at the right time, the technical debt will build, and it will require a significant capital project to get your business back on track.

No. Legacy
Interfaces / APIs

LEGACY
TECHNICAL DEBT

Green Zone

Amber Zone

Red Zone

Time

Capgemini Migration Solution

Managed Service Term

Year 1	Year 2	Year 3	Year 4	Year 5

Legacy → Mule 4

Migration to MuleSoft 4 included

- Mule 3.x to 4

Technical Debt / Legacy Integration

- WebMethods to Mule 4
- Oracle SoA to Mule 4
- Tibco to Mule 4
- MS Biztalk to Mule 4

Integration Managed Service

Over the 5 year term, Capgemini's Transformative Managed Service will completely change your integration technology landascape. From day 1, Capgemini will manage your existing integration platform and all your live integrations that are critical to the daily running of your business. We can support all of the leading legacy integration platforms and we will provide you with a robust, world class, 5 year integration support service that will give you the peace of mind your business needs to operate effectively each day.

As part of this service, we will migrate you from your legacy integration platform to the strategic, cloud first platform of MuleSoft 4 during the term of the managed service.

Firstly, we will design and enable a MuleSoft 4 platform that is right for your operational API needs. We will analyse your existing interfaces and plan with you for the redesign and refactoring of your interfaces into a set of new and rearchitected Mule 4 APIs.

Then, we will work with you on the right timing and the staged implementation approach to minimize business risk, reduce business disruption, maximise system efficiency and maintain SLA uptime.

We'll implement your new Mule 4 APIs in stages, focused on transforming key business processes and ensuring your business is fully transitioned to a cloud first integration platform within the term of the managed service.
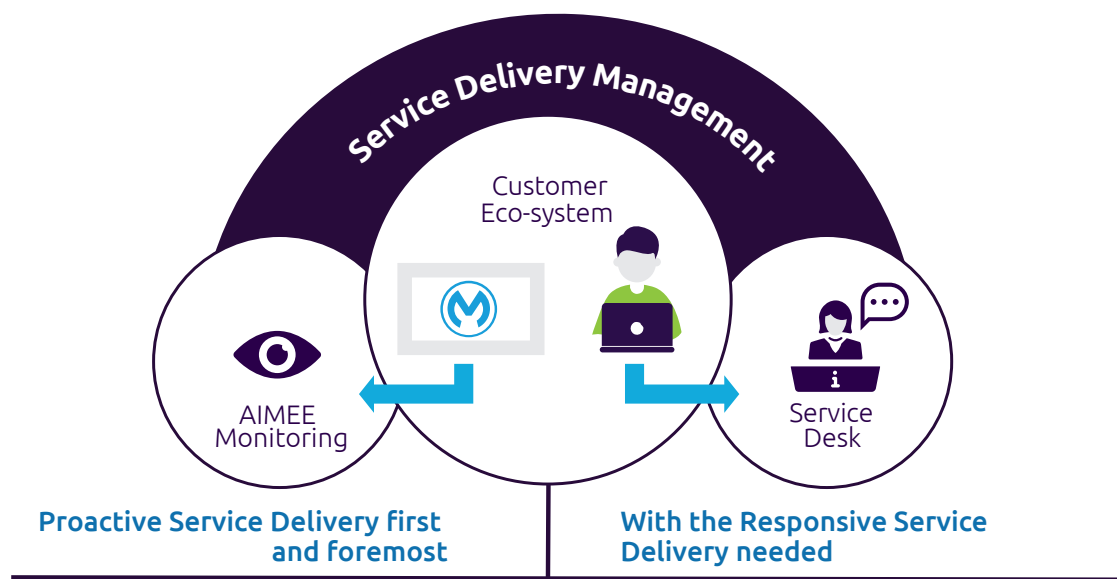
Capgemini Engineered Platform

We will architect, design and build your MuleSoft platform to support your digital transformation journey, whether you plan on migrating fully to the cloud from day one or if you prefer a hybrid approach over several years.

You will benefit by leveraging the re-use of a Capgemini engineered MuleSoft platform to support the migration of your production legacy interfaces and any new interfaces you need to support your digital transformation program of work.

Our 100% certified MuleSoft engineers will be there to provide you with the advice, guidance and support your project teams need as you adapt your business to new ways of working.

We help you get the best performance out of your API's, help you maximise API reuse and ensure that you capitalize on your investment in the MuleSoft platform.

Managed Services

Service Delivery Management

Customer Eco-system

AIMEE Monitoring

Service Desk

Proactive Service Delivery first and foremost

With the Responsive Service Delivery needed

MuleSoft Managed Service

Firstly, we currently provide a range of premium managed services to a well-known list of clients across the APAC region. Servicing our clients via our Centre of Excellence and dedicated local teams.

We offer 8x5, 12x5 or 24x7 with level 1, 2 and 3 support packages as part of an adaptive or tailored service. We operate within an ITIL framework and we have a comprehensive, enterprise standard, service level agreement designed to keep your business operating even in the most challenging of circumstances.

We dedicate a service manager to every client to act as your single point of contact, providing you with continuous support always.

We have a flexible service catalogue that provides you with practical services such as incident support, change requests and minor enhancements.

Finally, our service offering is scalable, and we are happy to adjust our service to suit the needs and outcomes of your business.

We provide all of this as part of a capped monthly fee, giving you peace of mind and predictable costs.

Adding value

We see managed services as more than an insurance policy for your business, it's an investment that enhances the outcomes you deliver to your organisation.

Our combined Managed Service + Legacy Integration Transition leverages the Capgemini integration expertise to provide an innovative approach to the digital transformation of your integration platform.

Our approach to Transformational Managed Services will help maximise your return on investment of your MuleSoft platform. We have hundreds of local and regional integration experts with real world experience of architecting, designing, building and supporting your interfaces and APIs.

We can help make sure your transition to a cloud first platform is as seamless as possible for your business.

Contact Us

For more information on how we can help you transform your business, please reach out using the details below.

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About
Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group 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. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion.

Learn more about us at

www.capgemini.com

People matter, results count.