

Accelerate Your Enterprise Management Tools Transformation

Achieve Service Excellence. Radically reduce the cost, risk, disruption and aggravation of migrating and upgrading your Enterprise Management toolset to the cloud.



Migration doesn't have to be so hard.

Ah, the allure of a new cloud-based Enterprise Management (EM) system. It's enough to keep IT and Business leaders awake at night. The easy access to data from all sources.

The multi-channel access to a broad range of services. The elevated employee and customer satisfaction scores and productivity levels. The nirvana of enterprise service excellence.

But then reality creeps in—a premonition that the actual migration process could keep you awake for very different reasons. The complexity of disentangling siloes of legacy systems and data. The anxiety over new security considerations. The unexpected impacts on employees and disruptions to critical processes. The dread of delays and cost overruns.

Capgemini offers you a way around this quandary: Let us handle your EM tools transformation. Take advantage of our expertise with both legacy EM systems and modern, cloud-based EM platforms to maximize the benefits of migration with minimal cost, risk, disruption, and delay.

Whether you are interested in implementing a new cloud-based EM system, moving your existing EM to the cloud, or migrating from one cloud-based system to another, Capgemini can manage the process quickly, confidently, and completely.

We'll minimize the disruption to employees and customers and the migration timeline—in many cases from months to days. And in the process, we'll deliver something you never expected from an EM system: peace of mind.

Your EM transformation accelerator.

Business leaders have learned that EM is a linchpin for digital transformation.

Simply put, transformation can only move ahead when employees can do their jobs, and customers can access services quickly and efficiently—and disruptions create delays for the entire transformation agenda.

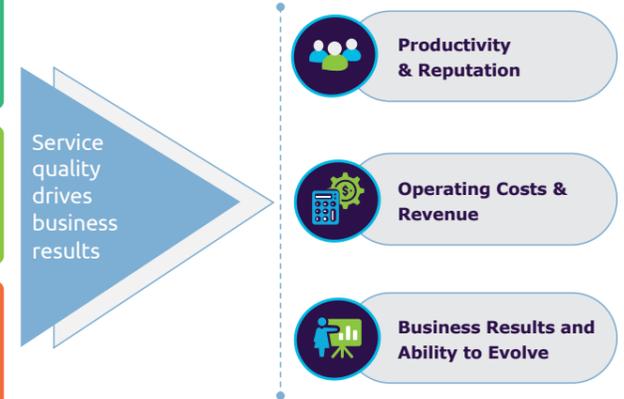
That is why the move to the digital workplace and cloud-based solutions have accelerated in recent years. Business and IT Leaders alike have expressed the importance of digital transformation to enhance customer journeys and provide service excellence across the enterprise:

Capgemini can accelerate your EM migration and upgrade efforts and get you to the benefits of a digital enterprise faster and more effectively. We are unique in our ability to expedite your implementation schedule for several reasons, including:

- Deep expertise with legacy and cloud-based EM:** We have an intimate knowledge of the EM world you're leaving and the new world of capabilities you're striving to adopt. That means we can help you avoid common mistakes and pitfalls while enabling you to maximize the benefits and value of the new world—in the shortest possible timeframe.
- Strong alliances with major EM vendors:** Capgemini maintains strategic alliances with the world's leading EM system vendors, including, ServiceNow, BMC/Remedy and others. We have considerable experience implementing, upgrading, and maintaining their systems, and we offer a level of best-practice knowledge and sector-specific expertise that even their professional services organizations cannot match.



1. Source: PwC, 2019.
 2. Source: Gartner Customer Experience Survey, 2019.
 3. Source: SWEOR, 2019.
 4. Source: ServiceNow, 2019.
 5. Source: PwC, 2019.
 6. Source: Forbes, 2018.



- **Standardized, proven methodology:** Capgemini has developed an industrialized methodology and Gold Build that accelerates migrations and upgrades for ServiceNow customers. We harness specialized tools and techniques to reduce the time and costs of migrations, and combine them with the right people and processes to deliver maximum value.

- **Advanced automation capabilities:** Our EM Tools Migration services help you automate key elements of migration processes, based on Capgemini's extensive experience with automation technologies and solutions. Clients can also leverage Capgemini's Automation Drive suite to help optimize IT process automation.

- **Solution accelerators:** Our approach to each engagement is focused on minimizing delivery timeframes, costs, and disruptions. We start with a detailed assessment to understand your business goals and technology constraints. Our automated project cost calculator quickly gives you an estimate based on your specific requirements. And we offer customized training toolkits to accelerate system orientation for end users.

In addition, we offer capabilities and credentials that neither EM vendors nor competitive service integration providers can match, including:

- **Mission-critical system experience:** Our track record in managing mission critical systems enable you to quickly and confidently achieve productivity gains, security, and resilience.

- **Global delivery and scalability:** Our Rightshore® methodology, combined with Capgemini and industry best practices, puts the right resource, at the right location, at the right time, leading to reduced implementation costs.

- **Accelerating innovation, not just transformation:** We offer resources that help you explore new innovations and the art of the possible—so you can transform your business, not just your EM system. For example, Capgemini's global Applied Innovation Exchange (AIE) facilities allow you to discover and evaluate innovations within your specific industry.

- **Experience with cloud-age integration:** We have pioneered services across single and multi-vendor environments and offer advanced capabilities in aggregated and orchestrated services.

EMTT Service Offerings

EM Tools Migration

Move from your existing EM system to a different EM system using Capgemini's proven methodology. Capgemini provides a comprehensive migration solution including consulting, design, implementation and project management.

EM Tools Upgrade

Upgrade your existing EM system to higher versions. Capgemini offers consulting, design, implementation and project management services leveraging its vast experience in upgrades.

EM Tools DigiOps (Digital Operations)

Not only can Capgemini transform your EM tools landscape, we can also provide Business as Usual (BAU) run, maintenance and minor enhancement services, leveraging our DigiOps industrialised managed services.

Migration and upgrade methodologies: a closer look.

Capgemini's standardized methodology leverages specialized techniques and third-party tools across four phases to reduce the time and costs of migrations. The phases include:

- **Planning:** We work with your team to understand the current state of the system. We analyze the system in areas such as business workflow customizations, integrations, reporting, foundational and transactional data, etc., to confirm that decisions meet the requirements of the

future target system as well as meeting the appropriate business needs. As a result of the planning phase the team defines the exact solution to be implemented.

- **Preparation:** The system design and customization are carried out per the solution defined in the planning phase. The designed system is tested prior to implementation to ensure all the pre-migration conditions are met and the system is working as expected.

- **Implementation:** The actual migration and switch-over to the new system is carried out within an agreed business outage window. A number of activities are performed to ensure that the actual live cutover period during the outage window is kept to a minimum.

- **Post-Migration:** After cutover, Capgemini executes final sanity-test cycles, decommissions legacy systems, switches on upgrades or customized new features, ensures that stakeholder communications and training programs are on track, and submits a completion report documenting activities and lessons learned.

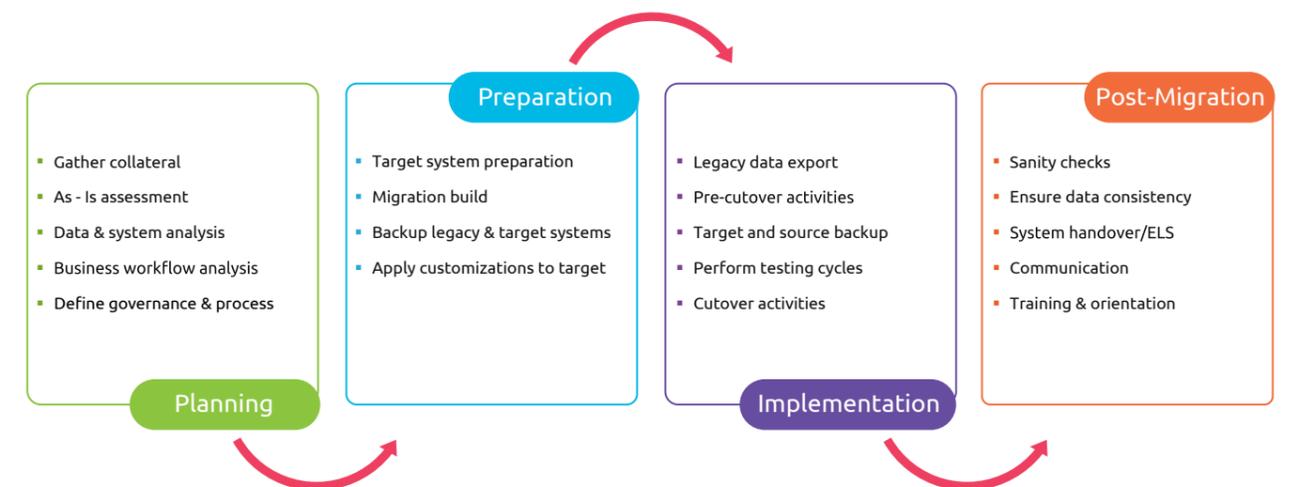


Figure 1: The four phases of the EM Tools Migration methodology.

The Capgemini EM Tools Upgrade methodology follows a similar four-stage progression, delivering fast and efficient EM upgrades in the shortest possible timeframes and at the lowest possible cost. The methodology is summarized in the diagram below.

- Minimal disruption for employees, customers and EM processes
- Improved employee satisfaction and productivity
- Enhanced customer service quality

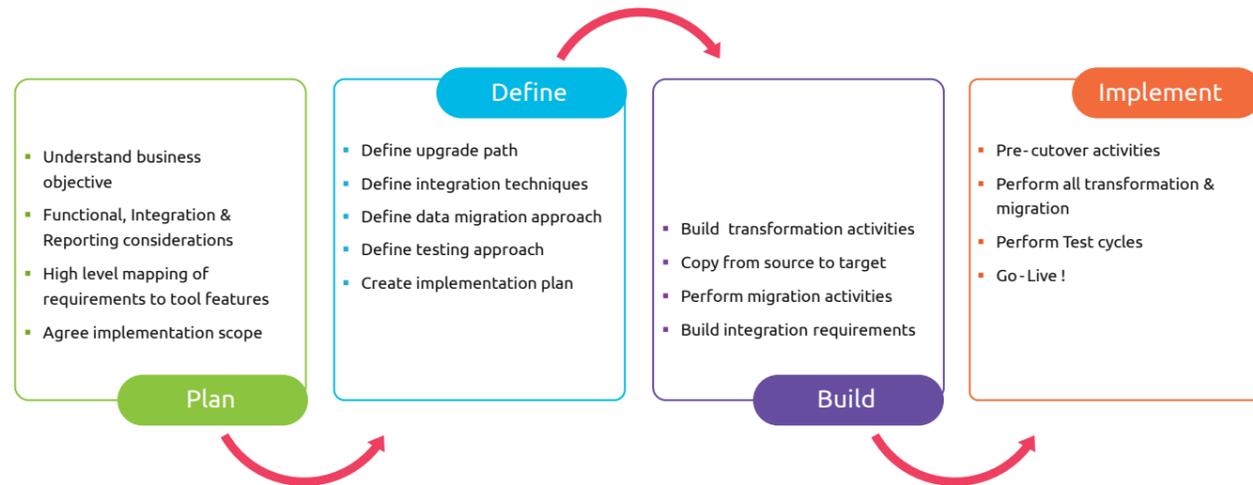


Figure 2: A high-level view of the EM Tools Upgrade methodology.

Leading Manufacturer

- 10,000 end-users, 400 ITIL users 4 successful upgrades conducted
- Integrated SaaS EM tools with Identity/access manager for SSO
- Automation of ticket assignment

Healthcare Enterprise

- 500,000 end users migrated across 6 environments
- 4 complex integrations performed to the new system
- CMDB migration: 30,000 CIs migrated in record time

Global IT Service Provider

- One of the largest EM upgrades in the world
- Migrated over 250 customers from legacy systems to full multi-tenant system
- Completed within 6 months
- 53% reduction in EM tools environments via consolidation
- Over 50% reduction in upgrade costs

Connect with Capgemini.

The benefits of modern cloud-based EM systems beckon—and the transformation doesn't have to be so difficult, expensive, time-consuming, and disruptive. Contact Capgemini today for additional details about our EM Tools Transformation services, or to arrange a demonstration.

The business value adds up.

What truly sets Capgemini's EM Tools Transformation offerings apart is that we're focused on business objectives, business priorities, and business values that are at the heart service excellence. The result is tangible benefits that exceed business expectations, including:

- Shorter project duration with lower cost and risk due to our industrialized methodology
- Faster, more efficient migration processes through our gold build and automation accelerators
- Minimal downtime for business services

Real customers, real results

Government Agency

- 68 million records migrated in <10 hrs (standard tooling method takes 3 months)
- 50% reduction in overall project days
- 65% reduction in project management & data migration effort
- 94% reduction in change freeze ration



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 almost 220,000 team members in more than 40 countries. The Group reported 2019 global revenues of EUR 14.1 billion.

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