

Business Intelligence Service Center (BISC)

A Capgemini Rightshore® Solution to deliver low-cost, high-reliability Business Intelligence for your organization

The Information Opportunity

In a fast-moving environment, better management of business information can help you differentiate, become more efficient, seek greater knowledge of clients, exploit opportunities and become a modern 'Intelligent Enterprise'.

But organizations face a major challenge: the sheer volume of information. Managing and interpreting this information, while extracting useful intelligence, is becoming harder. Organizations face the possibility of drowning in data, while thirsting for knowledge.

So Business Intelligence (BI) must no longer be tackled as a one-off project but a continuous, systematic and controlled program. BI strategies must connect individual programs and identify a roadmap for change. This roadmap should be backed up by clear initiatives at every stage.

Organizations face a paradox. They have limited budget and resources to provide consistent, rigorous BI. However offshoring is often considered to be impractical because BI development is highly iterative, and requires a high degree of interaction within the business.

The Solution

Capgemini's Business Intelligence Service Center (BISC) has been developed to deliver low-cost, high-performance BI development and support for major global clients.

By using a mix of on- and offshore skills through our Rightshore® approach and specific methods, tools and best practice, Capgemini is able to help organizations provide timely operational data, make it accessible and deliver it quickly and with insight.

How it Works

Capgemini seeks to enable the 'Intelligent Organization' through three clear steps to create industrialized and predictable BI:

1. Develop a coherent information strategy. The goal is for the organization to understand the business outcomes they seek through better intelligence, and link these to a clear 'information roadmap';
2. Embed a Business Intelligence Competency Center (BICC) approach. This pushes the information strategy into the business, promoting the skills and processes needed to develop true BI;
3. The final step is to put in place a BISC. This creates a scalable support structure for BI, and ensures that strategies are followed clearly across the whole enterprise.

Realizing the Benefits

A BISC allows you to do more with less. It enables organizations to industrialize BI delivery, so they can service more requests, deliver faster—and ensure higher customer satisfaction.

This approach provides a fully industrialized enterprise BI development process, enabling organizations to standardize every part of development from demand planning through to testing. This joined-up approach secures better end-user buy-in and support for the BI off-shoring initiative.

We start by assessing your BI development processes and landscape, recommending any changes that are needed.

We then set up a dedicated BISC for your organization using our template process components. The core process templates include:

- Demand Management
- Estimation Models
- Resource Management
- Innovation Adoption
- Delivery Methodology
- Configuration and Release Management
- Warranty Support

Making it Happen

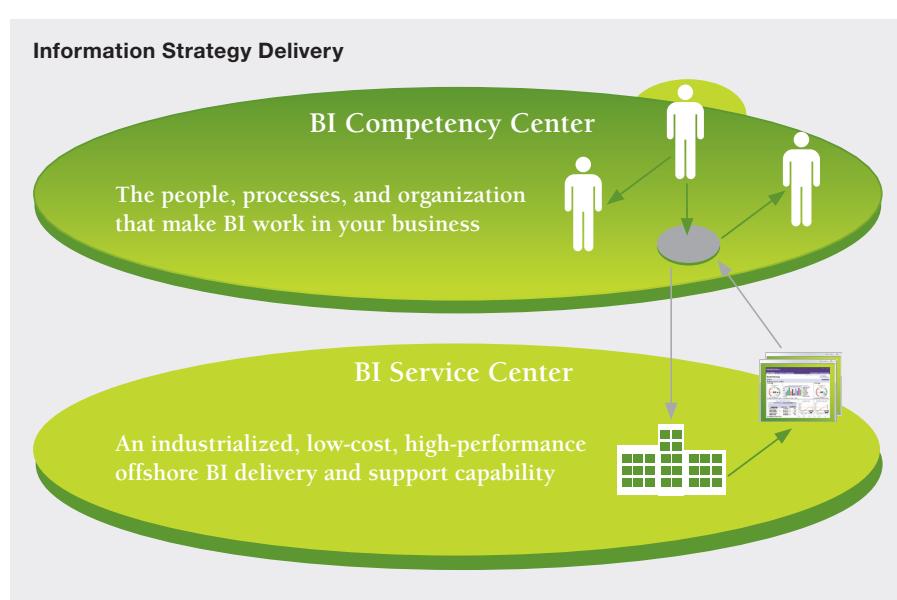
In order to transition smoothly and quickly, we have created a range of technology accelerators for setting up, transitioning to and running a BI Service Center. One example is Rapid Design Visualization (RDV), Capgemini's proprietary framework for executing BI projects to minimize rework. Our practitioners use RDV to help visualize outputs and get user agreement.

Other accelerators to help consistent development and complete delivery of BI across the organization include Industry KPI libraries and MDM frameworks, as well as our sector-focused Information Quality and Governance framework.

We also put in place project management frameworks and metrics for continuous improvement and a well-defined Rightshore® organization structure.

Experience the Power of BISC

Many Fortune 500 organizations benefit from Capgemini's BISC offering. By moving to a BISC model, companies can more easily extract the real intelligence from their business information. Through innovative strategies and rigorous BI processes such as BISC, Capgemini is helping world-leading organizations to become the 'Intelligent Enterprises' of tomorrow.



Find out more about our Business Intelligence Service Center visit: www.capgemini.com/bim or email: bim@capgemini.com