

Controlled Migration

Stay open for business while you build a new way of working

Controlled Migration is a step-by-step method to transform your application landscape based on your existing portfolio by leveraging functionality offered by business process management systems. It helps you align services to specific business needs through a reusable generic approach while staying open for business during construction.

The success of a financial services institution is largely determined by the ability to adapt. The dynamic nature of the financial markets and the fierce competition demand continuous change and innovation. Only those institutions that succeed in rapidly responding to change will survive and thrive.

The challenge faced by Information and Communication Technology (ICT) departments is to continuously provide flexible support for all of these changes in the form of suitable applications that ensure the firm can stay at the top of its game.

And this is no easy matter. While the rate of change is constantly increasing, the ability of the application landscape to adapt diminishes due to inconsistencies, obsolescence and complexity. ICT departments are failing to maintain the standard of services which has a negative impact on the competitive strength of the bank, insurer or investment firm.

Insight is required to adopt an integrated approach towards tackling and modernizing this type of application landscape.

Controlled migration lets you...

- Take small, measured steps to migrate
- Stay open during construction
- Build on Best Practices
- Migrate to open standards
- Remain open to technological innovation
- Shift focus from application to business components
- Utilize both methods & technology
- Gain re-usable, flexible components

Everything is connected: customer demand, organizational strategy, operational processes, architecture or infrastructure. It's clear that change is needed, but how do you implement the new architecture? Where should your firm start? Capgemini has developed a highly effective solution to this problem building on our experience migrating core processes for the world's largest banks, insurance companies and capital markets firms. We call our solution Controlled Migration.

What is Controlled Migration?

Controlled Migration is a step-by-step, managed approach towards achieving a successful application landscape for the future. Capgemini helps financial institutions move from an environment of application silos to SOA-enabled, BPM-based agile enterprise applications.

Our measured, thoughtful and forward-thinking approach unlocks knowledge through a controlled modernization of your existing

application portfolio, which brings down the structural costs for your information and communications technology. Our experience across a wide range of migrations means that we understand more than most that this type of transition must not be underestimated. It is essential that migrations are carried out in a careful, controlled and step-by-step manner to ensure that the situation remains manageable. Controlled migration lets you keep 'open for business' with no disruptions: you retain total control and your institution continues to operate successfully.

Built on a proven foundation of clear insight and vision

A successful migration process starts with a clear insight into the management of the dynamic application landscape. Where are your problem areas? Are there applications that attract a large number of complaints from end users? Do the applications still tie in well with one another? In order to answer these types of questions, our first step is to work collaboratively with your ICT and business stakeholders to get consensus and clarity on the current situation. During this phase, we analyze the applications in your portfolio and clarify your company's goals since building the right application landscape begins with a clear strategy.

Once the current situation is clear and the goals are set, we work with you to implement our phased, controlled approach to achieve a revamped, flexible landscape. Since any application migration initiative impacts a variety of business users across various divisions or business units, we have proven practices to help gain buy in and support from stakeholders, providing effective and realistic change, communications and expectations management. Managing expectations and communication is a critical success factor for Controlled Migration.

Rebuilding today's architecture to support tomorrow's services



PegaRULES Process Commander® Business Process Management System

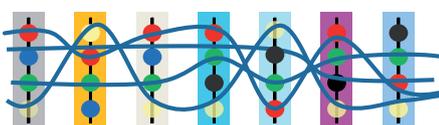
- Flexible, layered, modern architecture
- Enhanced reusability
- More manageable application landscape
- Faster time to market
- Better business and IT alignment

An incremental ROI driven process with a big outcome

- Lower costs
- Increased agility
- Increased transparency



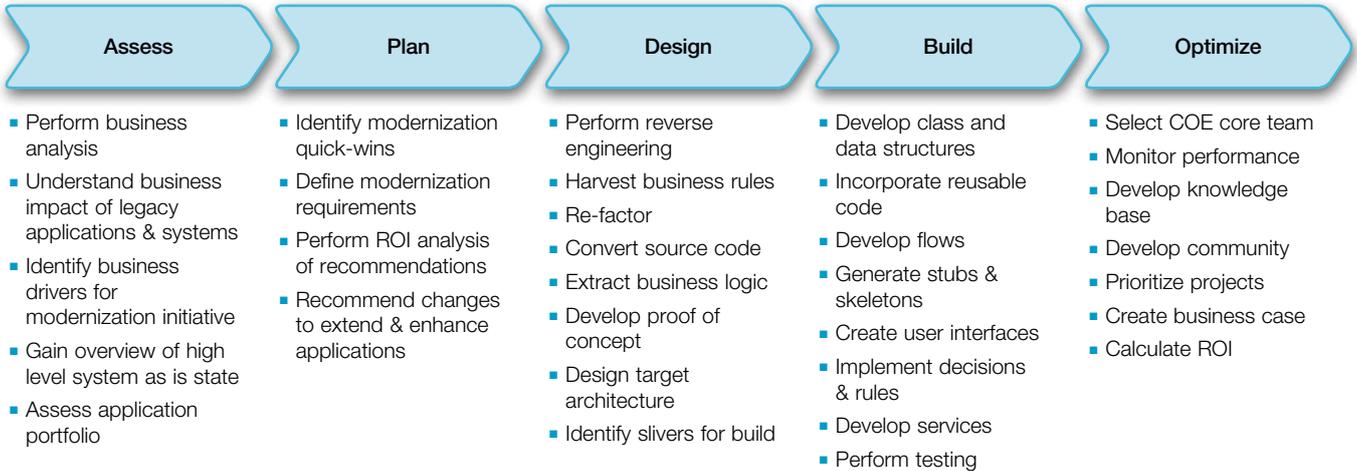
Controlled Migration



Legacy Application Landscape

- Rigid, complex, aging, proprietary
- Duplicated functionality
- Functional silos
- Spaghetti code
- Time consuming changes

Fast forward your legacy transformation with Capgemini's step-by-step approach to Controlled Migration



Capgemini's Controlled Migration Accelerators

- Integrated Architecture Framework (IAF)
- Technical Analysis Tools: Data, Code, Interface, Infrastructure
- Effort Estimation Tool: GREAT & SLIM
- Business Rules Harvesting: Reverse Engineering Toolkit
- Application Portfolio Rationalization Toolkit
- Accelerated Solution Environments (ASE)
- Controlled Migration Methodology
- Multi-channel Integration Framework
- Custom versus Pega SmartBPM Build Evaluation Framework
- Capgemini's PegaRULES Process Commander® Testing Toolkit

By keeping these factors under control, we succeed in building a strong bridge between ICT and business users to help your firm achieve controlled growth in line with changes: both now and in the future. Through careful planning, our approach lets you build on previous investments by retaining effective components. The entire process remains continuous and fully under control, from A to Z. This means that you can keep normal operations during the migration. Even during very complex migrations, Capgemini has successfully supported our clients so they are open for business as usual.

Controlled Migration: We keep your knowledge in control

In practice, Controlled Migration is a structured approach that provides you with a flexible system for establishing your knowledge and making this available in a continuously changing world. When your institution has an

application landscape that is able to respond in a constant and adaptable manner to new market demand, your business operations can get more effective support and reduce administrative expenses.

Controlled Migration helps you:

- Increase in your firm's competitive strength by providing a flexible, transparent application landscape
- Migrate to a flexible environment with lower disruption to operations than traditional migration methods
- Respond quickly to changing circumstances and market demands
- Minimize the usual risks associated with application migrations
- Reduce structural ICT costs
- Provide user-friendly applications that more closely match your firm's business and needs

5 Ways Controlled Migration Helps Your Firm

- Optimize the use of your current assets; don't just toss them aside.
- Lower your cost base with a flexible, modern architecture that is easier and less expensive to maintain.
- Move to a market-driven application portfolio which lets you react faster to market changes.
- Align IT fully with business with a clear focus on business needs.
- Efficiently support multi-distribution channels and automated online processing.



Accelerated Solutions Environment

We believe the best way to respond to challenging times is through high-performance group creativity and collaboration. For over 15 years, our Accelerated Solutions Environment (ASE) has helped leading banks and insurance companies harness collaboration to accelerate decision making.

For instance, Capgemini helped a leading global insurer create a claims strategy and transformation roadmap during a three day strategy session that included 40 participants from all across the organization. By getting the right people together in the right environment, we can help jump start the controlled migration process and set the path forward.

Capgemini has held over 3000 events for more than 600 clients and 40% of all clients return for multiple events. We've helped 55% of the Fortune 100 Top Global Companies and 44% of Business Week's Top 100 Global Brands collaborate for success.

For more information, contact us at financialservices@capgemini.com

IN PRACTICE: Rapidly achieving business value using an iterative approach to claims transformation

Our client, a leading North American insurer, wanted to reduce operational expenses and improve the customer experience for the first notice of loss (FNOL) process.

The legacy systems handling the functionality lacked flexibility and agility to respond to changing business needs. In addition, the insurer was dependent on manual interventions which relied heavily on the knowledge of experienced employees. With acquisitions planned as part of the company's growth strategy, the insurer wanted to plan for future integrations to the system.

The Results

Capgemini is delivering an agnostic FNOL front end across lines of business and business units in a staged manner using PegaRULES Process Commander® BPMS technology. The system is expected to achieve operational savings that are 2x the original plan.



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies.

Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™.

The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients.

Present in 40 countries, Capgemini reported 2010 global revenues of EUR 8.7 billion and employs around 110,000 people worldwide.

Capgemini's Global Financial Services Business Unit brings deep industry experience, innovative service offerings and next generation global delivery to serve the financial services industry.

With a network of 17,000 professionals serving over 900 clients worldwide, Capgemini collaborates with leading banks, insurers and capital market companies to deliver business and IT solutions and thought leadership which create tangible value.

For more information please visit www.capgemini.com/financialservices