



IT Transformation Services

Managing for Permanent Volatility

In an ever-changing, permanently volatile business environment, the best way to achieve profitable growth and sustainable competitive advantage is by building the capacity to respond. How do you build this capacity? Through information technology.

IT spending is often the largest capital investment made by a financial services firm as technology has become imbedded in the fabric of almost every enterprise. The most responsive financial institutions are able to plan and manage IT with superior flexibility, speed and responsive, while shifting to a more variable IT cost model.

At Capgemini, we believe the best way for financial firms to build and institutionalize a responsive IT capacity is through transformation of key processes, tools and resources used for planning and managing IT. Without this type of transformation, organizations may not recognize sustainable business value from their IT investments. In our experience, organizations with IT capabilities that are better aligned, very agile and more cost effective produce significantly better business results.



Our IT Transformation Approach

Capgemini offers a suite of capabilities and services around IT transformation which are designed to help you reshape the management and planning of your IT investments to increase business value and make IT more adaptive. Capgemini's IT transformation capabilities include:

- Assess the current IT environment and develop an improvement plan
- Identify opportunities to reduce the cost of IT
- Build and manage IT strategies
- Develop, deploy and manage enterprise IT architecture
- Transform the IT process and organization
- Develop IT portfolio management

We can tailor our offerings to your specific situation or bundle them together into a time-boxed service.

In Search of IT Excellence

Many financial services firms can benefit from an initial assessment using our IT Excellence Service. The IT Excellence Service focuses on a broad assessment of your IT environment including service levels, customer satisfaction and cost issues. This service helps us identify opportunities and develop recommendations across three areas:

- **IT-enabled revenue and growth opportunities:** IT deploys products and services which permit business units to generate revenue growth.
- **IT-enabled business productivity:** IT delivers solutions and new technology faster and/or with less effort to accelerate cost savings in the business.
- **IT organizational productivity and cost savings:** IT operates more effectively by better leveraging alliances and vendors to save internal IT costs.

Evaluating the IT Investment

When cost is your primary issue, Capgemini provides services to help identify cost savings and reduction opportunities for financial services firms. Our approach focuses on cutting overall IT costs by identifying:

- improvements in systems development and maintenance;
- greater operational efficiencies;
- application and infrastructure ownership; and
- project cost prioritization.

We identify quick hits you can accomplish tomorrow plus mid- and long-term solutions to achieve your goal, whether it's substantial budget reduction or the redirection of savings elsewhere. Capgemini's approach lets you realize savings at all points along the timeline so your firm can increase or decrease a commitment to cost improvement throughout the process.

Capgemini offers a suite of solutions focused on those areas of an IT organization that yield the greatest savings: application and infrastructure ownership, IT operation, systems development and maintenance, and networks and telecommunications. These solutions can be bundled as needed or delivered separately.

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



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and collaboration-

focused methods and tools. Capgemini utilizes a global delivery model called Rightshore® which aims to offer the right resources in the right location at competitive cost, helping businesses thrive through the power of collaboration.

Capgemini employs approximately 92,000 people worldwide and reported 2008 global revenues of 8.7 billion euros.

More information about our services, offices and research is available at www.capgemini.com.