

# Outsourcing production support for a trade rules application

When capital markets firms want to lower IT costs, often the first place to start is application management and production support. Managing and maintaining financial systems requires rigid controls and processes and experience with a wide variety of technologies and tools unique to the capital markets industry.

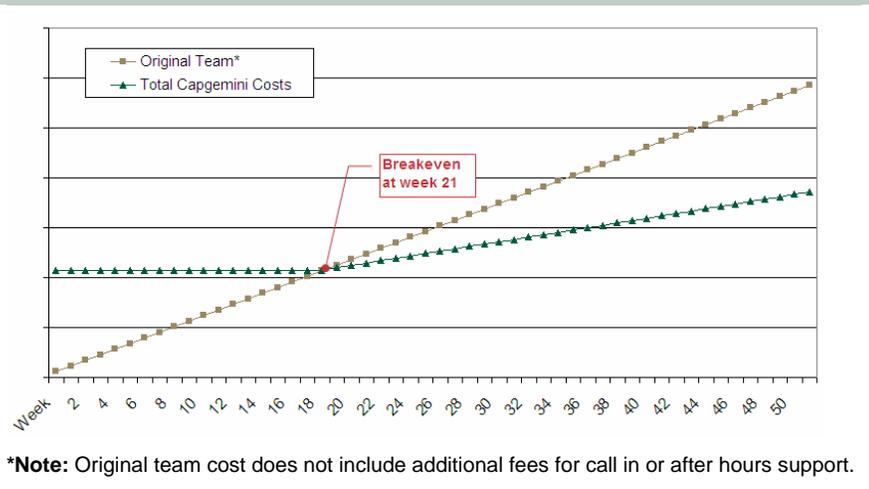
These tasks are well suited to being outsourced since most vendors have a high level of process maturity—usually assessed at CMM Level 5—and vast knowledge

repositories created from over 10 years working on systems for financial firms.

A leading London-based securities firm was facing issues managing a trade rules application. Support was provided by a contractor who worked a few days a week and was otherwise “on call.” This meant the firm was dependent on a single person for support of this critical application.



Year 1 costs including one time fee for knowledge transfer



Capgemini placed team members onsite for knowledge transfer and provided support from onsite during the early stages. We transitioned support to offshore as part of a structured knowledge transition process which includes documenting knowledge gained to help bring on new team members.

**The value**

Our approach to knowledge documentation and practices allowed our team to manage support for the trade rules and Uptix applications within a few short weeks. These activities set the foundation for our client’s strategy to lower application support costs across the enterprise while enhancing IT practices and lowering risks.

For more information, contact us at [capitalmarkets@capgemini.com](mailto:capitalmarkets@capgemini.com).

Besides the obvious risk factors, our client was also concerned about:

- No documentation for application and technical support;
- Inadequate production operation procedures and controls
- Limited software maintenance and updates;
- Insufficient contingency measures in the event of service disruptions

- Assessed current documentation to enable transition of support
- Created and implemented transition plan including knowledge transfer process
- Recommended and implemented procedures and controls
- Documented all knowledge acquired during the transfer phase

**Our Solution**

Capgemini analyzed and evaluated our client’s existing support activities and created a plan to outsource production support using our global delivery model. Key activities:

- Identified business risks from transitioning support and recommended risk mitigation strategies
- Analyzed application status and procedures for support



**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. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration

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