



Infrastructure to match your ambitions

Capgemini is tearing down the walls between solutions, services, and suppliers—so you can accelerate the business outcomes of transformation.



The future favors the connected.

Massive opportunities are emerging as networks, devices, and data continue to converge and connect. The Internet of Things (IoT), digital and cloud-based business models, mobile and social media innovations, and “fourth platform” capabilities such as autonomics and ambient computing open up multi-billion-dollar markets for all industries.

Do you have the right infrastructure in place to take advantage?

Most CIOs are now serving hybrid roles—they are engaged in the difficult balancing act between maintaining current infrastructure and adopting the disruptive digital technologies that can deliver new business advantages. Traditional IT typically cannot keep pace with the new demands for agility and innovation, and that is why the majority of enterprises have launched transformation initiatives. These efforts are aimed at aligning IT with new and fast-changing business priorities, and they typically enlist the help of trusted integration and technology partners to guide or facilitate their journeys.

The irony is that all too often, suppliers and solutions end up hindering true transformation. The influx of specialized products, services, and expertise often leads to “solution sprawl” that can leave IT more disjointed than ever.

For example, many companies purchase and implement groundbreaking products on a one-off basis and end up with piecemeal, siloed solutions that don’t work together. In other cases companies hire multiple specialists and best-of-breed vendors—and discover that these suppliers don’t work well together either. In still other cases departments and lines of business (LOBs) take matters into their own hands and implement solutions that don’t mesh with central IT’s infrastructure and don’t comply with IT or regulatory policies.

Capgemini has witnessed the evolution of this unfortunate reality and has responded in a unique and distinctly effective way.

Leveraging our global scale and our end-to-end infrastructure expertise, we have made it faster and simpler to implement **truly integrated, comprehensive, innovative solutions from multiple sources across the IT supply chain.**

Simply put, we are connecting solutions, services, and suppliers—so that you can move to more agile IT, accelerate your transformation journey, achieve your business objectives sooner, and position your enterprise to exploit the enormous opportunities and innovations of the connected age.

\$3.9 trillion economic impact from Internet of Things (IoT) by 2025, 90% of worldwide mobile data traffic delivered by cloud apps by 2019, 1 in 20 economic transactions initiated by autonomous software by 2022.

What is “infrastructure” today?

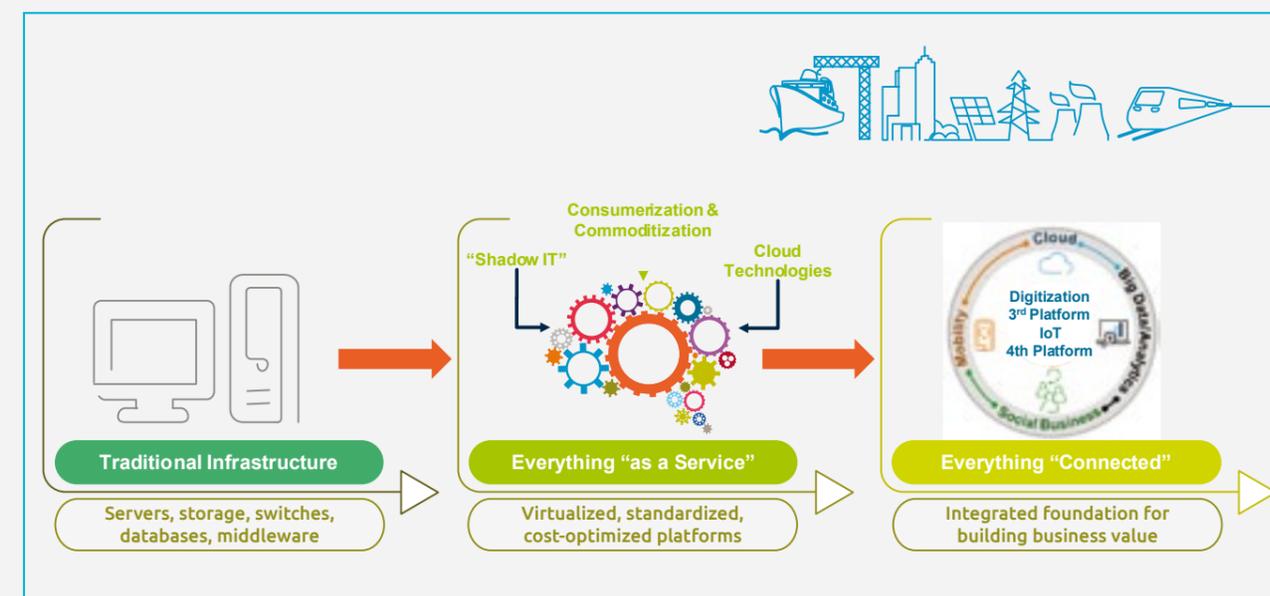
It was only a few years ago that infrastructure referred to physical systems such as servers, storage arrays, switches, routers, and other networked devices. With the advent of virtualization, the cloud, digitalization, and ubiquitous “as a service” offerings, the definition has broadened.

In Capgemini’s view, infrastructure is the platform on which applications reside. That means it is the foundation for developing and delivering push-button, secure end-user services; it is the enabling technology for transforming raw data into business-relevant insights; it is the raw material for exploring emerging technologies. In short, it is the bedrock on which business value and competitive differentiation are built.

As such, infrastructure must not only accommodate the immediate demands of the organization in terms of performance, availability, scalability, capacity, and so on—it must also facilitate rather than impede the adoption of new and emerging technologies.

For example, infrastructure must deliver **access to data** in order to accelerate **time to insight**, which is time it takes to transform information into business-relevant intelligence. To do this, it must connect distributed data over networks, compute intensive workload data, store expanding data volumes, and secure data integrity.

In short, today’s infrastructure must empower the CIO to act as Chief Information Officer and Chief Innovation Officer with equal proficiency.



Connecting infrastructure to opportunity.

Why is infrastructure more critical than ever to the success of the enterprise? Because it is the linchpin between your ability to identify opportunities and your ability to capitalize upon them. And there has never been a time when emerging technologies presented greater opportunities for creating business value and competitive advantage. To cite just a few examples:

- 3rd Platform:** Gartner’s moniker for the combination of social media, mobility, analytics, and cloud technologies is redefining the way people work, live, play, and understand their world. It opens up huge opportunities—for those with the infrastructure in place to take advantage. IDC predicted that worldwide ICT (information and communications technology) spending would grow to more than \$3.8 trillion in 2015, and that nearly all of this spending growth would be focused on 3rd Platform technologies. The cloud market alone will grow to \$200 billion by 2020, according to IBM, and cloud apps will account for 90% of worldwide mobile data traffic by 2019.
- Internet of Things:** Analysts predict that anywhere from 20 billion to 50 billion devices will be connected to the Internet by 2020. IDC predicts IoT data will account for 10 percent of the world’s data by 2020. Yet only 1% of the devices that could be connected are actually connected today, according to Cisco. Capgemini believes that the opportunities of the IoT are even larger than those of the 3rd Platform—but today’s enterprises are just dipping their toes in the water. From beds that use sensors to track and analyze your sleep patterns to help you sleep better, to intelligent communications among machines and industrial systems, to advanced healthcare monitoring platforms, the IoT is clearly a multi-trillion-dollar opportunity.
- Digital Business:** Digitalization, the use of digital technologies change a business model, is more than a fad—it is the catalyst for many of the transformation initiatives that large enterprises are engaged in. According to Gartner: “It’s hard to overstate the coming impact of digital business... [it] demands a whole new level of excellence and competency in architecture, applications, and infrastructure.”
- 4th Platform:** The next generation of opportunities for enterprise CIOs will come from the “4th Platform” of computing in the form of automation, autonomies, and ambient computing solutions developed as IT systems become intelligent and agile. Whereas previous systems would need to be re-programmed for each new task, we are now seeing the emergence of machine intelligence using algorithms. This is freeing up skilled staff to work on non-routine and creative activities. CIOs will also be marshaling a movement toward cognitive computing. Cognitive systems, with the ability to spot patterns and understand trends like a human (but on a massive scale), will soon be anticipating business problems and solving them proactively.

Tearing down the walls that impede transformation.

There is no shortage of vendors and suppliers eager to assist you in exploiting the opportunities of the connected age. However, the traditional model employed by service providers is anything but connected.

Traditional service offerings tend to be separate, detached entities aimed at solving specific challenges, most often from a technical perspective:

In the traditional model, each service is a silo—designed and implemented independently of other services. And often the suppliers who deliver these specialized services are also disconnected. One partner creates a service management strategy; another initiates an IT service desk upgrade project; still another captures and analyzes end-user data to improve business processes. But they don’t collaborate with each other; often they’re wilfully unaware of what other service providers are delivering. The result is a jumble of disconnected services, solutions, and suppliers.

-  Looking to move workloads to the public cloud?
-  Here’s our hybrid infrastructure service.
-  Want stronger security for mobile devices?
-  Consider our mobile malware analysis service.
-  Need application services to extract more value from your ERP solution?
-  Sorry, that’s a different organization; you’ll need to contract with them separately.



Capgemini’s Cloud Infrastructure Services Portfolio: Connectedness on a whole new scale.

Capgemini has responded with an innovative approach to designing and delivering Cloud Infrastructure Services—one that focuses on removing barriers and connecting resources to increase the speed, agility, and cost efficiency of transformation initiatives.

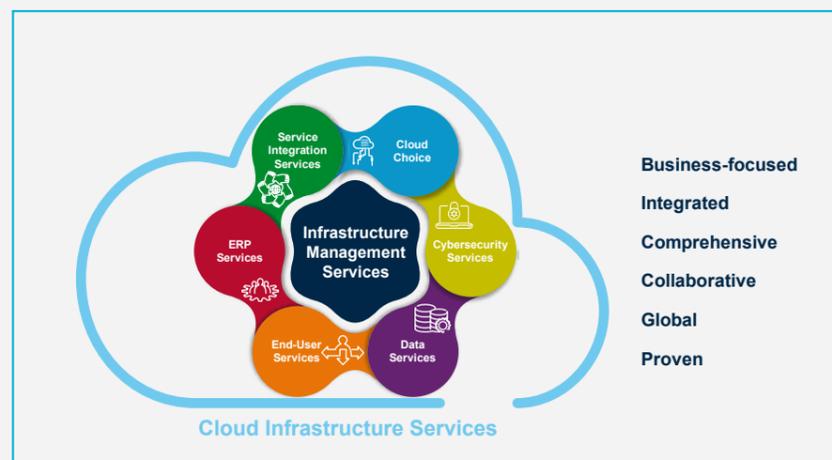
We start with your business goals. Each engagement begins by delving deeply into the business outcomes you’re driving toward. Then we put together innovative, end-to-end solutions—harnessing our global resources, our deep technological and industry-specific expertise, and our partner ecosystem—to achieve your desired outcomes.

Capgemini's model helps you deliver new value and differentiation by:

- Embracing a bimodal IT services approach that supports both the creation of innovative and market-differentiating agile systems and the management of the traditional systems.
- Managing the integration and connectivity between data, hardware, and software across both the traditional and agile IT estates, ensuring they work together seamlessly so that they can be shared, managed, combined and collaborations can take place.
- Providing a single, accessible anywhere gateway to agile architectures, platforms and practices that centralize storage, compute and analytics into scalable, integrated services, consumed via a pay-as-you-go model.
- Encompassing cloud and non-cloud technology, old and new ways of working, and evolving business processes and relationships to help clients adapt to a hybrid world.

Specifically, Capgemini's model integrates all of the elements that are required to deliver on your business objectives, including:

- **Digital Infrastructure Services:** Our portfolio includes a full spectrum of Cloud Services, Cybersecurity Services, Data Services, End User Services, ERP Services, and Service Integration—and those services work in combination with each other, not just separately.



- **The “what” and the “how”:** Capgemini can provide expert advice and assistance in both what needs to be implemented to achieve your business goals and how to actually build and deploy it. We are a single source for comprehensive, end-to-end solutions that incorporate multiple solutions, services, and suppliers.
- **Traditional and transitional IT:** More than 80% of a typical IT budget is allocated to keeping the lights on, even in the most forward-looking enterprises. Capgemini understands that maintaining legacy IT capabilities will remain the top priority as transformation efforts move forward, and we design our service offerings to accommodate the requirements of both traditional and transitional IT. For example, our Service Integration offerings are grounded in deep technical and operational expertise—guided by lessons learned over many years of experience with a variety of tools, technologies, and processes—so they enable IT to stay in control even as aggressive transformation initiatives move forward.

In the end, this empowers the business to extract more value from services and suppliers that work together.

- **Global production centers:** With almost 180,000 people in over 40 countries, we are one of the world's foremost providers of consulting, technology, and outsourcing services, and Capgemini maintains an extensive network of delivery centers. Rightshore, Capgemini's global delivery model, brings together our best talent from the right balance of onshore, nearshore and offshore locations to deliver the optimum solution for each client's specific business goals.
- **Service and supplier integration:** Capgemini is a recognized world leader in Service Integration because Capgemini is the one partner that can truly deliver holistic Service Integration solutions. Capgemini brings together separately contracted and supplied IT services and integrates all aspects of the environment—operations, projects, performance, and planning—so that your enterprise can tame the complexities of multi-sourcing and accelerate business transformation.
- **Expert, collaborative teams:** Our uniquely collaborative approach and collaborative tools help you overcome resistance to change. Channeling the expertise of thousands of global professionals and our leading technology partners, we put the right tools in the hands of your teams.

Comprehensive Cloud Infrastructure Services Portfolio

Capgemini's portfolio of Cloud Infrastructure Services includes a wealth of individual options delivered by six interconnected, collaborative groups. The core categories of Cloud Infrastructure Services include:

Service Integration

Capgemini brings a comprehensive approach to service integration, focusing on business results delivered through our uniquely collaborative engagement style. We enable universal adherence to a single operating model, so clients have one version of the truth, one service catalog, one performance report, one financial summary—one integrated service. Core elements of our offerings include:

- **Service Integration Blueprint:** Covers all of the policies, processes, and procedures that need to be followed to implement Service Integration, configured for the client's specific needs and requirements.
- **Service Integration Platform:** A standardized, packaged, integrated tooling architecture and specific best-of-breed tools to implement the service integration blueprint.
- **Service Integration expertise and capabilities** in specific areas including Regulatory, Risk & Compliance, Enterprise Planning & Programs, Service Management & Delivery, Service Performance Management, Agency Relationship Management, and Contracts & Commercial Management.

Cloud Choice

Forward-looking CIOs see the cloud as not just another platform option, but the platform for business growth. Capgemini's Cloud Choice portfolio of cloud services help clients transition to this new world where the cloud is the first choice for deploying services, exploring new business models, and delivering superior business outcomes. Cloud Choice is an integrated end-to-end set of cloud services designed to accelerate cloud enablement strategies. Cloud Choice offers a full spectrum of service options to match each client's level of "cloud-readiness." Three categories of services are available:

- **"Advise"** services create a strategy for achieving the business outcomes each client is seeking. They raise your efficiency and agility using the cloud.
- **"Align"** services use the cloud to transform your application portfolio and the workloads that benefit the most from using the cloud model.
- **"Animate"** services provision the platforms that deliver the performance, economics, and security required. Capgemini can then orchestrate those platforms to work together within the overall enterprise architecture.

Cybersecurity

Cybersecurity is an increasingly complex, multifaceted, and daunting challenge for today's enterprises. Capgemini has the comprehensive expertise and service offerings to guide you securely through every phase of your digital transformation. We help you maximize protection across all critical areas of digital identity and users, applications, endpoints, and infrastructure. The result: our services put security at the core of your digital transformation strategy and cover new vulnerabilities as they emerge.

Data Services

The new mantra for CIOs is "accelerate." Capgemini Data Services help increase the speed and agility of transformation initiatives by empowering clients to create an efficient and reliable project and delivery organization, run by teams of highly skilled and engaged employees. Our vision is to deliver IT as a utility to improve operational excellence, efficiency, and flexibility—and to enable innovation to generate new competitive advantages.

Our differentiation is that we deliver change faster. Data Services is uniquely capable of delivering flexible operating models that no longer tie clients into long-term outsourcing contracts but instead provide a platform for growth and competitive differentiation.

End-User Services

As clients transition to all-digital IT, the end user is attaining a new level of power and control. That means today's end-user services must focus on increasing the end-user experience and improving user-centric business processes. Capgemini's End-User Services are one of the industry's most complete, end-to-end, integrated suite of services aimed at meeting the requirements of the new generation of users.

The **My Experience** portfolio enables clients to transform IT into an outstanding business experience for the end user by building a seamless, user-centric, connected workplace that meets the needs of connected users, IT, and the business.

ERP

As clients continue upgrading and expanding their use of ERP solutions, Capgemini's ERP services provide the expertise its clients are looking for to exceed market-based service levels around availability, reliability, performance, and responsiveness. Highlights of our solutions include:

- ERP hosting and technical support services—all focused on business outcomes.
- The full stack of managed services for SAP Basis or Oracle Logical DBA.
- SAP HANA hosting services, so you can get the most out of HANA right now.
- Services to exploit the value of Oracle Engineered Systems.

We're a certified SAP Hosting Partner and a Certified SAP National Implementation Partner, and we have extremely strong partnerships with SAP and Oracle, so you can take full advantage of their innovations.

Automation: Accelerating your Transformation Journey

Infrastructure automation is the key to accelerating the cadence of IT processes and IT service delivery, reducing complexity, and driving operational improvements. It helps eliminate errors and outages, and it enables IT to optimize labor allocation and resource capacity and consumption across the entire IT supply chain.

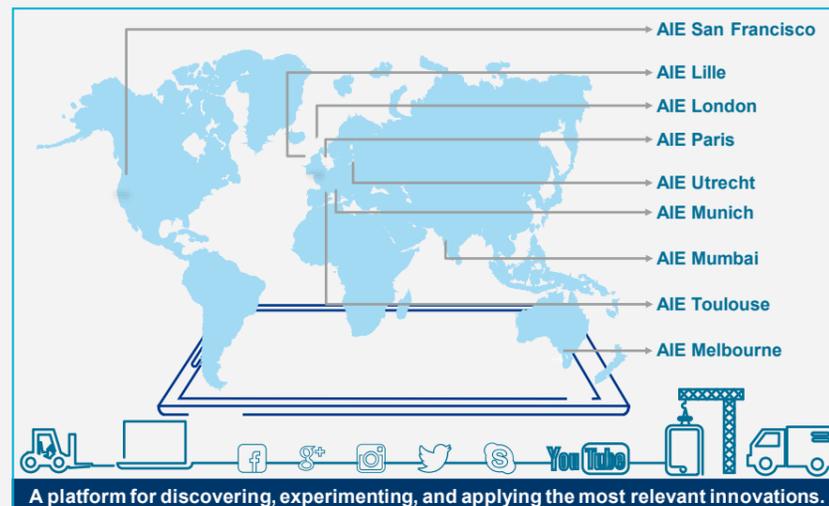
Most IT departments have been implementing automation gradually and incrementally for years, yet very few have achieved a level of maturity that allows them to take advantage of advanced automation capabilities such as service orchestration, cognitive autonomies, and artificial intelligence (AI). As a result they are missing an opportunity to achieve the full business value of automation.

Cloud Infrastructure Services Automation offerings provide an end-to-end, seamless way to harness the full value of infrastructure automation today and tomorrow, so clients can increase efficiency, cut costs, improve quality, explore new opportunities, and accelerate digital transformation in a controlled way. And Automation resources are built into core Infrastructure Services, facilitating every step of your automation journey—from run book automation, to process automation, to advanced capabilities—with no prerequisites, regardless of your current automation maturity level.

Applied Innovation Exchange: Bringing Innovation to your Business

Capgemini has introduced the Applied Innovation Exchange (AIE) a global platform designed to enable our enterprise clients to discover, experiment, contextualize and apply the most relevant innovations.

One of the core components of the AIE is the cohesive network of Exchange spaces designed to provide an immersive and transformative environment for the exploration, discovery, testing and application of innovation. Each Exchange provides a structured and secure environment to enable you to understand and apply emerging technologies. Also, the Exchanges offer deep sector expertise to enable you to apply these innovations to your specific business context. These Exchanges provide exposure and access to the portfolio companies of selected venture capital and private equity partners, while enabling the immersion in and application of the vast sources of industry-specific innovation Capgemini has access to.



The Applied Innovation Exchange is Capgemini's global platform designed to enable you to discover relevant innovations; to contextualize and experiment with them within your specific industry. It enables you to proactively plan for the various technology and business shifts which are confronting you on a daily basis.

Summary: Unique advantages of Capgemini's innovative approach.

The net result of our focus on connecting services, solutions, and suppliers is a whole new level of choice for clients:

- **You can select individual services** for immediate needs without the concern that they will create new siloes or incompatibilities later.
- **You can choose combinations of services** without having to deal with complexities.
- **You can opt for a blend of solutions and services from multiple suppliers** without having to negotiate and manage multiple separate contracts.
- **You can choose on-premises deployment or cloud-based models** for many service offerings, giving you a new range of options for optimizing costs or accelerating your cloud roadmap.
- **You can specify the level of control you want**, turning over the keys to whichever IT services you wish, for as long as you wish, and resume control at your own pace, according to your business priorities.
- You can more easily adapt to take advantage of new service offerings as they become available, because you have access to the innovations of Capgemini and all of our partners.

These new dimensions of choice in turn lead to significant business advantages, including:

- **The ability to accelerate transformation.** By removing many of the complexities of selecting and managing multiple solutions and services from multiple providers, Capgemini allows your business, IT, and digital transformation strategies to move ahead rapidly.
- **The ability to cut costs and risk while improving service quality.** Costs come down as technologies and suppliers are more effectively aggregated, integrated, and managed; risk declines because processes become repeatable and reliable; and service levels improve because they are benchmarked and monitored more consistently and effectively.
- **The ability to explore new options without compromising existing capabilities.** By extracting cost, complexity, and delay from transformation initiatives, Capgemini makes it easier for the CIO and IT management to find the budget needed to explore new technologies and solutions that deliver new business value.
- **The ability to balance between traditional and transitional IT.** Capgemini's integrated Cloud Infrastructure Services portfolio gives you the agility to move traditional IT assets and capabilities into new realms at your own pace, without making expensive or risky trade-offs in terms of new vs. legacy systems, deployment options, and technology choices.
- **The ability to design and implement the optimal solution.** Capgemini can provide both the advisory services and the actual development and deployment of infrastructure to match your goals.
- **The ability to repatriate shadow IT projects.** Capgemini's approach provides a compelling reason for individual business units, lines of business, or merged/acquired entities to stop circumventing IT for needed services. With the ability to deliver high-quality services and act as a true service broker, the IT department is able to meet end-user needs and become a strategic ally to the business.

Connect with Capgemini and explore the opportunities.

Many people are under the impression that infrastructure is becoming commoditized in the connected age. Nothing could be further from the truth. While the physical components of infrastructure may be commodity items, the strategic importance of infrastructure as the platform for achieving business outcomes and competitive advantages has never been greater.

Our advice: Don't settle for piecemeal, one-off services from multiple providers. Take a closer look at Capgemini's comprehensive, integrated portfolio of Cloud Infrastructure Services. We have a unique ability to get everything working together—and deliver infrastructure that matches your ambitions.

For further information please contact:

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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 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

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People matter, results count.

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