

Rightshore® global talent, one team

Getting the Balance Right in the Downturn

In today's challenging economic environment, businesses are seeking to reduce costs and enhance growth. They need business and IT solutions that promote innovation and transformation, while helping to create and sustain a competitive advantage. Businesses can achieve these goals with a scalable approach to global delivery and sourcing that combines quality, efficiency, talent and collaboration

Rightshore®, Capgemini's global delivery model, helps you add value

while using resources more effectively. It's a more advanced approach to global delivery and sourcing. We bring together our best talent from the right balance of onshore, nearshore and offshore locations and work with you as a unified team.

It's by getting this balance right that we are able to deliver an optimum solution that will help you reduce costs and enable you to focus on growth, innovation and sustainable competitive advantage.

"Capgemini's global delivery promotes a complete one team approach, seamlessly integrating the right level of resources with our resources, in the right country, at the right time an essential element in the continued international growth of Société Générale."

Yvon Puyou, Head of Core Banking,
Risk & Finance Global IT Projects, Société Générale



"It's a combination of the flexibility, the right competences, the blend of onshore and offshore resources, together with the cost savings, that make Rightshore® such an attractive proposition."

Stefan Fransson,
CIO Mölnlycke Health Care



Fig 1: 'Global Talent One Team' is our unique approach to working with clients

How does Rightshore® work in practise?

Over the past 40 years, Capgemini has developed into a truly global multi-cultural company. During this time, we have successfully delivered more than 500 projects using our Rightshore® approach. At the heart of our success is a multicultural workforce that brings together the brightest, most creative minds from around the world. Working together as one team, we can provide you with the skills, responsiveness and agility you need, where you need them (Fig 1).

We bring together global talent

It's the sheer breadth and depth of our knowledge and experience that enables us to understand our clients, the industries they operate in, and the specific business issues each one faces.

With over 86,000 people operating in more than 36 countries, Capgemini can provide services in the location that best meets your needs in terms of quality, innovation, cost and skills from a truly unique combination of people from our advisory, consulting, domain, technology, outsourcing and global delivery capabilities.

A key component of our global talent pool is our extensive Rightshore® Network which draws on the knowledge and abilities of 35,291

domain and sector experts on all continents (Fig 2). In order to meet client demands we have rapidly grown our presence in India. From just over 200 in 2001 we now have 20,000 people which represent over 20% of Capgemini's total number of employees. Capgemini centers operate 24/7 in accordance with the highest international standards.

Within this network we have dedicated global centres of excellence, providing us with leading edge sector-based and technological expertise – including retail centres in Kolkata, payments in Pune and telecoms in Bangalore; and package-based centres focused on SAP, Oracle, Java, Testing and Infrastructure and Applications Management.

We work together as One Team

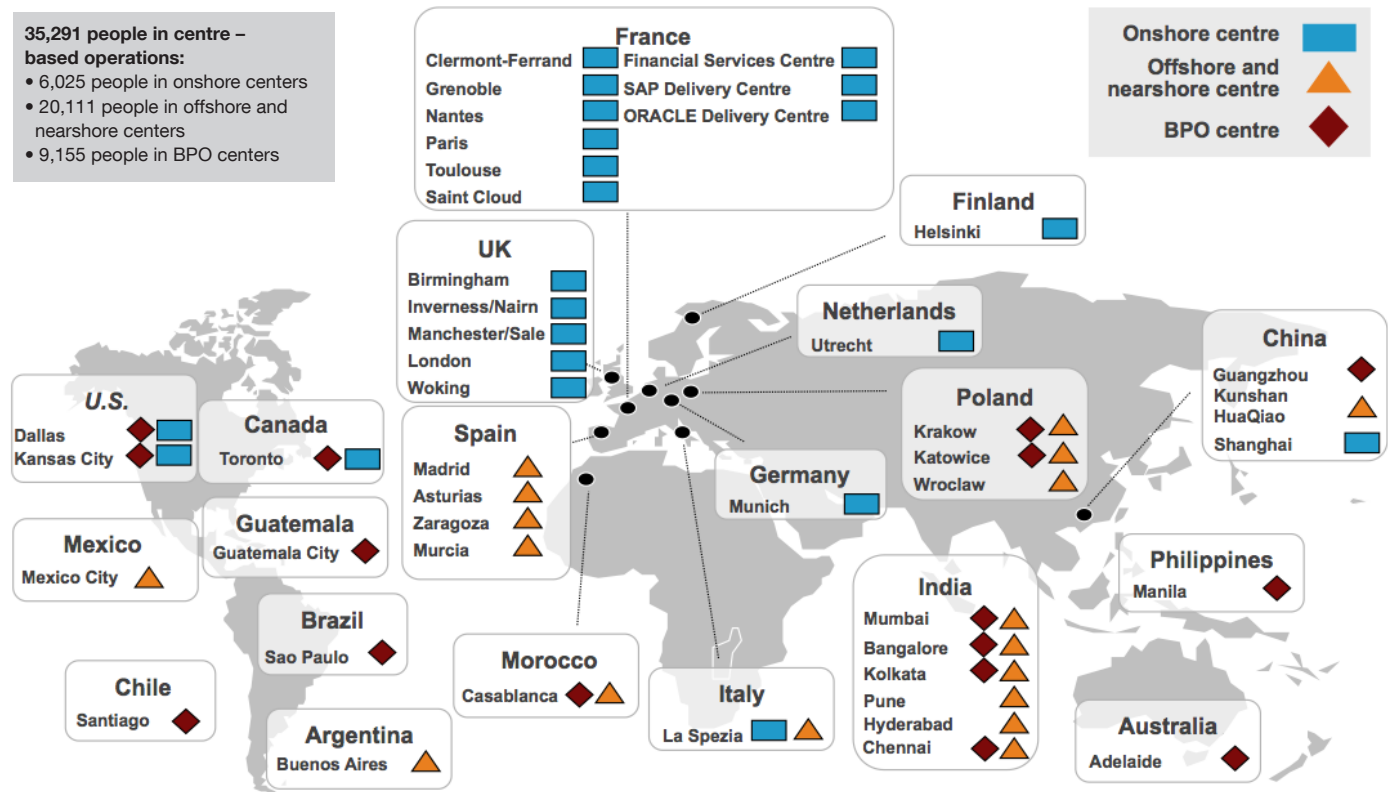
Our culture of collaborative working is coupled with global delivery capabilities to work seamlessly with our customers as one integrated team, regardless of nationality or location. We believe that this collaborative and agile working practice is unique to Capgemini and key to delivering solutions that go beyond just cost reduction to meet your core business needs. It allows us to ensure an optimal balance between client and Capgemini resources something that would not be possible without the Collaborative Business Experience™.

Rightshore® Benefits

We draw on our global resources, cost-efficient processes and extensive experience in diverse geographies, disciplines and industries to deliver:

- **Cost reductions:** Save up to 40% on IT costs and improve your bottom line by leveraging the right balance of locations.
- **Growth:** Implement solutions that increase productivity and help you expand your business.
- **Streamlined processes:** Improve productivity and reduce operating costs by implementing agile, efficient processes.
- **Innovation:** Free your energies from IT and focus on innovating and transforming your business.
- **Competitive advantage:** Stay ahead of the curve with solutions that employ the latest technology to improve quality in delivery.

Fig 2: Our extensive centre network



Collaborative Business Experience™

The core of our Rightshore® approach is the Collaborative Business Experience™ – Capgemini's unique way of working with you. Collaboration is in our genes; it is part of our DNA. We are committed to client participation in every phase of the solution. You can engage with our project team in a totally interactive way. We provide a One Team approach that includes our team members working together with you seamlessly, irrespective of location. We make this happen through the use of various communication and project management tools.

Global Distributed Delivery Framework

All activities are unified using our Global Distributed Delivery Framework. It is a standardized set of unified processes, best practices and collaborative tools developed over many years of experience. It can be applied to all client delivery projects, irrespective of geography and culture. It enables complex work to be delivered at lower cost, reduced risk and higher predictability of expected results.

“We were impressed by the quality and professionalism of Capgemini's Mumbai operations and reassured by their combination of a UK team on our doorstep with highly cost effective support from India. Costs have already been reduced and quality boosted through working with Capgemini and we look forward to both these trends continuing and accelerating under the new arrangements.”

Pete Trainer, IT Director, Matalan

“The goal was to implement a solution that was both stable and scalable to support the future strategic vision of tedrive in a short period of time. With SAP as the platform and Capgemini as our implementation partner, we achieved this goal with significantly lower project costs.”

Satish Kannan, Chief Information Officer, tedrive Group

“The Capgemini solution gives us a platform on which to deliver better customer service at lower cost. It represents a major step forward in the technology that we are using to handle claims, opening up a whole range of new possibilities in the services that we offer to our customers from within our claims network.”

Jon Dye,
Director, Claims at Allianz Insurance

“Ask anyone who has outsourced their IT services and systems. Integrating and managing a portfolio of suppliers leaves the door open to a whole host of problems. As a single-source provider with a highly integrated suite of services, Capgemini offers the accountability and clarity necessary to deliver superior results.”

Don Whittington,
CIO, Domino Foods, Inc.

We deliver the optimum solution

Each client is different and every business or IT project has its own unique set of priorities. For some, it may be time-to-market or optimizing capital. For others it may be streamlining processes or the need for innovation. But for most companies, especially in today's market, we know there will also be an underlying need for cost efficiency.

Our Rightshore® approach enables us to address your specific need for cost reduction as well as focus on growth, innovation, and sustainable competitive advantage. We find the right balance between client and Capgemini resources and identify the ideal mix of onshore, nearshore and offshore talent to deliver the best solution for your business.

This approach means you will be able to increase productivity, predictability and speed and, at the same time, reduce cost, risk and the workload on your teams.

Why choose Capgemini's Rightshore®?

Through Rightshore® you get:

- A partner who knows your business and your culture.
- Access to a truly global talent pool
- A collaborative approach
- Flexibility and agility
- Ability to address cost and focus on growth and innovation
- Improvements in revenue assurance
- Improved quality and reliability
- Transparency

With Rightshore®, we can help you to free your energies to transform your business in the economic downturn.

You can find out more about Rightshore® approach visit us at www.capgemini.com/collaboration/rightshore/ or you can email us at rightshore@capgemini.com



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 36 countries, Capgemini reported 2007 global revenues of EUR 8.7 billion and employs over 88,000 people worldwide.

More information is available at www.capgemini.com