

Leading Food and Beverage Manufacturer Benefits from Technical Upgrades Center

Using an optimal balance of onshore, near-shore and offshore locations, Capgemini helps global manufacturer handle the development and rollout of all SAP technical upgrades

The Situation

One of the world's largest consumer goods companies with operations spanning across Europe, the Americas and Asia-Pacific and carrying some of the world's best known global brands, faced a need to industrialize all its technical operations using SAP technology.

Historically, the client had undertaken this activity internally with ad hoc support from outside, freelance technical experts. While this approach had worked in the past, the company's current expansion and complex application landscape called for a more industrialized and outsourced approach. They were looking for a partner that could provide people with strong domain expertise, a global

delivery model that balanced multiple locations and could stay within budget.

The Solution

In late 2007, Capgemini signed a multi-year outsourcing contract to establish an offshore technology center for the client. The primary location is India, which houses the experts on SAP Basis Component (BC) solution sets. The team also includes Subject Matter Experts (SMEs) operating in multiple geographies - Europe (Paris), The Americas (East Coast) and Asia Pacific (Hyderabad, Mumbai, Bangalore) – but as one team. The objective is to cover all customer time zones. This approach allows the client's own staff to focus on core business activities.

“The staffing flexibility and high level of skills of the BC factory helped us to optimize the cost of SAP technical upgrades and installations without sacrificing the operational excellence of our team.”

Architecture and Technical
Services Director



The Result

The center carries out all SAP BC solution set technical enhancements for the client, regardless of the function or geography. It is composed of a core team complemented by SMEs in technological modules such as NRX, SNC, ICH or Portal. Installation of new systems sandboxes or migrations is also carried out by the factory. The first activity was a successful technical SAP BC upgrade in October, 2007.

Having seen the ability of Capgemini's teams to successfully carry out technical upgrades, the client recently decided to expand the scope of the center activities to include more complex research and development-oriented initiatives. Typically, this will involve the evaluation and testing of SAP's latest Business Suite 7 enhancement packs as well as functionalities developed by other solution vendors. A successful testing process often facilitates the buy-in process from key stakeholders before an enterprise-wide rollout.

How the client and Capgemini Worked Together

Before selecting Capgemini, the client carried out in-depth analysis of the team's technical know-how and expertise and gave high marks to Capgemini's flexible approach to ramp-up/down phases. The multi-year agreement is the cornerstone of the collaborative and one team approach between the two companies. It allows Capgemini's teams to scope the project milestones and demonstrate in advance our level of readiness to successfully carry out specific upgrades all the way from the install phase to go-live.

The client's own technical teams are periodically called upon by their business counterparts to initiate such technical projects. Once processed and prioritized, these requests are regularly communicated to Capgemini in the form of activity forecasts for the upcoming period. This crucial information is used to anticipate and

balance staffing needs among the multiple locations. Key indicators and metrics are agreed upon in a collaborative process with the client.

Managing production capacities and finding the right project sequencing is one of the keys to success in these activities. Another is the quality of the support provided by SAP itself when situations require assistance from the vendor. Capgemini's own SAP expertise combined with our strategic partnership with SAP provides another key differentiator in delivering successful projects.

Key benefits for the client include:

- Flexibility: The client can align its budget spending with its project activities. In addition, "pay per use" optimizes alignment with business priorities
- Cost optimization: By leveraging Rightshore®, Capgemini's global delivery model approach, the client

benefits from a high level of skill and expertise for an optimized cost

- Access to skills: The client has access to a very large pool of competence within Capgemini (including 8,500 SAP experts), allowing the right person to be available for the right task at the right moment... and in the right location
- Optimization of go-lives: Prior to launching the factory, each production go-live required the presence of the whole team working from a single location. Distributed Delivery (each team member delivering from his/her own location) now enables on-site as well as remote delivery, thus minimizing risks and optimizing efficiency.

As the client's need for ever-quicker, safer upgrades has grown, Capgemini's technical center has become an even more valuable asset in the quest to deliver continuously improving business services and expertise at an optimized cost.



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 more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and employs 90,000 people worldwide.

More information is available at www.capgemini.com

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Approved by
Global Commercial Manager, Client

Françoise Perez, Vice President,
Capgemini

Narayan Prasad, Engagement Director,
Capgemini

Didier Kieffer, Engagement Manager,
Capgemini