

Capgemini Client Intelligence Center



Client Intelligence Center

Capgemini's Client Intelligence Center – a unique platform that provides one broad, deep view of your organization. Client Intelligence Center is the key to better decision making, improved profitability and brand protection at your fingertips.

Contemporary businesses with complex, multi-country operations walk a tightrope. They need to balance the maximization of profits and shareholder value with an efficient and cost-effective operation – all while protecting their corporate brand in an unsteady world of growing regulatory and ethical pressures.

Organizations that fail to implement the correct strategic tools are left to walk this tightrope blindfolded and can lose their balance quickly. Business functions charged with delivering individual business objectives often operate in self-contained isolation and fail to adequately share information with each other. The result? There is no centralized overview of organizational performance and decision-making is hindered by a lack of complete, accurate and current information.

Imagine the complete, actual state of your enterprise immediately at your fingertips...

Imagine you can act on the wealth of insights available to create business value...

Imagine you can continually manage your risk and improve your reputation...

Imagine you have it all online in front of you – available anytime, anywhere.

People matter, results count.



In order to execute their business strategy, business and technology execs need a business-focused, strategic, and pragmatic way to measure their finances and operations.”

Forrester Research Inc

“Drive Business Insight with Effective BI Strategy”,
November 25, 2014.



Client Intelligence Center offers our clients a breadth and depth of perspective of enterprise performance that they have never experienced before. It is a complete balanced scorecard of key enterprise measures that is at the CXO's fingertips. It is not only about transparency and compliance – more importantly, it is about the impact of the quick and appropriate decisions that can be made for the benefit of the business.”

Andrzej Hutniczak

Senior Vice President and Head of Product and Deal Structuring,
Capgemini

Client Intelligence Center is an integrated, standardized reporting platform that consolidates all relevant information. This creates an efficient control environment and improved visibility across all business units and functions.

Improving your vision – Why senior executives need the full picture

For your senior executives, the challenges mentioned above can manifest themselves through a lack of:

- Visibility across the enterprise
- Managed risk and reputation
- Standardized, integrated control environments
- Standard reporting platforms
- Visibility across entities and regions
- Tools to enable effective drill down for root cause analysis

CIC – The effect of active visualization on your business strategy

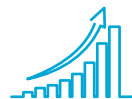
The Client Intelligence Center (CIC) platform developed by Capgemini addresses these typical organizational short-comings. It offers an end-to-end, real-time, high-tech, web-based solution.

This means that your business not only benefits from transparency provided with operational service measures but can reap the business benefits brought about by this transparency:



Top Line Growth

- Global platform to support top line growth through easy access to the information crucial for the decision making process
- Optimal decision making process based on the timely, accurate and complete information



Profitability

- Increased profitability through reduction in total cost of service resulting from increased adoption of GEM as well as better controlled efficiency and effectiveness of the process
- Increased profitability through the easy access to the root cause analysis in case of any issue identification



Working Capital

- Improved Working Capital through transparent presentation of the Insights 360 results on various levels of details depending on the needs



Risk & Reputation

- Reduced risk through the increased visibility across business units and creation of fully integrated control environment

How we do it

Capgemini's Client Intelligence Center provides a single global view for clients across delivery centers and services on engagements, increasing visibility, consistency and control in managing geographically dispersed delivery centers.

CIC is delivered through modular deployment:



Module 1: Command Center

The Command Center forms the physical nucleus of the Governance Model. It supports both reporting and communication with customer and internal service management processes. It is built on three components that work together to provide the client with deeper insight and knowledge of their BPO services:

- Service Reporting
- Quality Assurance
- Communication



Module 2: Control Center

The outcomes of Governance, Risk and Compliance services will be visualized in the Control Center to provide a snapshot of key performance indicators, along with the results of tests or audits performed. This ensures complete monitoring of risk and enables the client to boost market reputation.



Module 3: Insights 360

Insights 360 is a visualization platform where actionable insights provided by our analytics services enable key decision makers to attain the broadest view of the organization. With this wide view, they can drill down into more detailed analysis to determine root cause and actions to be taken in order to maximize the business value – whether this includes top-line growth, profitability or working capital improvement.



Capgemini's flexible, platform-based GEM methodology has all the aspects of progressive delivery covered"

HfS Blueprint Report

Why Capgemini?

Client Intelligence Center is the next generation of business command and control software. It is built upon decades of business improvement experience from across the Capgemini Group.

It is also a component of our Global Enterprise Model – Capgemini's renowned flexible, platform-based methodology for business transformation and benchmarking that delivers the right operating model for your organization.

Client Intelligence Center is the only tool of its kind that brings together a broad, deep and fully-visualized perspective of your enterprise-wide performance.

Client Intelligence Center is scalable, secure and modular.

Client Intelligence Center in numbers



About Capgemini

With more than 145,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Capgemini is a recognized global leader in the provision of Business Process Outsourcing (BPO) solutions and services. We collaborate with some of the world's largest multinational companies, helping them transform their business processes and accelerate business outcomes in the areas of Finance & Accounting, Supply Chain Management & Procurement, Customer Operations Management, and Human Resources. Capgemini leverages the strength of its proprietary Global Enterprise Model (GEM) to deliver powerful analytics-driven BPO solutions tailored to each client's individual needs. As part of Capgemini's Rightshore® delivery network, a team of over 16,700 BPO professionals provides services to more than 100 globally diverse clients in 38 languages, 24 hours a day, seven days a week. This is done from an integrated global network of delivery centers in Australia, Brazil, Canada, Chile, China, France, Germany, Guatemala, India, the Netherlands, Poland, Sweden and the United States.

Learn more about us at

www.capgemini.com/BPO

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