



ADMnext

Transforming Applications Management from a passive IT role into an active enabler of business growth in the digital age

Technology and customer expectations are evolving faster and faster – and it's crucial for you to move with them

Technology is evolving at an unprecedented rate. New social, local, and mobile solutions have accustomed consumers to higher and higher standards of innovation, service, and convenience, which they now demand in every aspect of their lives. However, the core expectations from IT – operational excellence and cost reduction – still haven't changed.

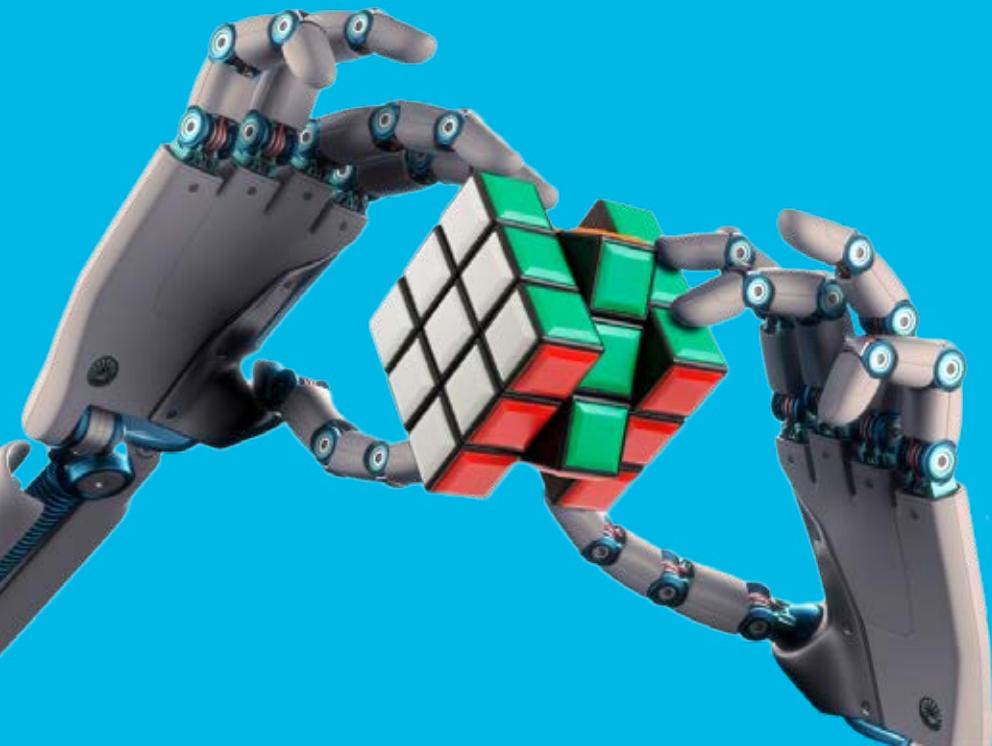
On the one hand, customers and business partners expect immediate responses and a high level of service, systems, skills, and applications that are available 24/7. While on the other, advancements such as cloud, virtualization and digital technologies such as artificial intelligence and virtual reality have provided the ability for IT environments to be more dynamic and fast-paced. However, these advancements bring new challenges, making it difficult for some firms to integrate them with legacy systems and eliminate technical debt, which is causing sluggishness and cost increases.

Many times, instead of rising to these challenges, the IT function has, inadvertently, evolved into a cumbersome and complex operation built on cost-oriented contracts that inhibit agility, flexibility, and innovation. Governance has also become a challenge – where fragmented responsibilities obstruct a holistic approach and often fail to take a business-centric view.

Enterprises are looking to service providers to help them build new business relationships based on complete flexibility, serving multiple options for both engagement and pricing models. They also expect explicit commitments on outcome-based performance indicators that match with targets to generate cash flows that can support their transformation efforts.

“Now more than ever, enterprises are looking to providers to support them in developing and managing high-value business applications.”

Jamie Snowdon
Chief Data Officer, HFS Research



Introducing ADMnext: Business and IT working together – Uninterrupted

Capgemini's ADMnext is a business-centric, applications development and maintenance (ADM) services portfolio that is dynamic and flexible to suit today's IT requirements. ADMnext strives for an uninterrupted drive to business excellence – the result of which is non-stop business services and tangible business outcomes like:

- Accelerated digital transformation
- Faster time-to-market
- Better end-user experience
- Increased competitiveness
- Substantial cost savings

Our ADMnext approach to business innovation and transformation is achieved through the application of three pillars of transformation:

What we do	The benefits we deliver	The way we do it
 Provide a business-focused and customer-centric perspective	A holistic approach and view of business and IT services within a multi-party ecosystem	Strong services integration and business value chain approach with actionable business insights
 Support your business with innovation	Bringing value to your business through the exploration of new technologies, innovation and known business issues or concerns	Explore innovation network and ecosystem, and leverage ready-to-use, proven solutions and approaches from ideation to deployment
 Implement a multi-speed operating model	Increase the value of investment on new platforms and enable agility towards the business	Take advantage of out-of-the-box features on Cloud platforms, cultivate a product team culture, upskill people, embrace Agile and DevOps relevantly
 Continuous modernization	Reduce landscape complexity and technical debt, increase agility and Digital readiness	Continuous portfolio management and tools, landscape modernization, adapting new platforms (IaaS/PaaS/SaaS) and evolving monolithic systems into a pluggable context
 Implement automation across services areas	Automate ADM processes and business functions with the aim to detect before occurrence, self-heal, eliminate repeated tasks, and error-prone areas	A customized AI, CI, and NLP solution that takes current context and tools into account
 Provide a cost-effective and operationally efficient landscape	Fix the basics – unleash every leeway for cost structure optimization, productivity, and operational efficiencies	Avoiding knowledge loss with delivery model optimization and mechanisms like LEAN

ADMnext broadens the perspective of services and scope coverage to provide a wide palette of solutions that help to deliver value to your business.



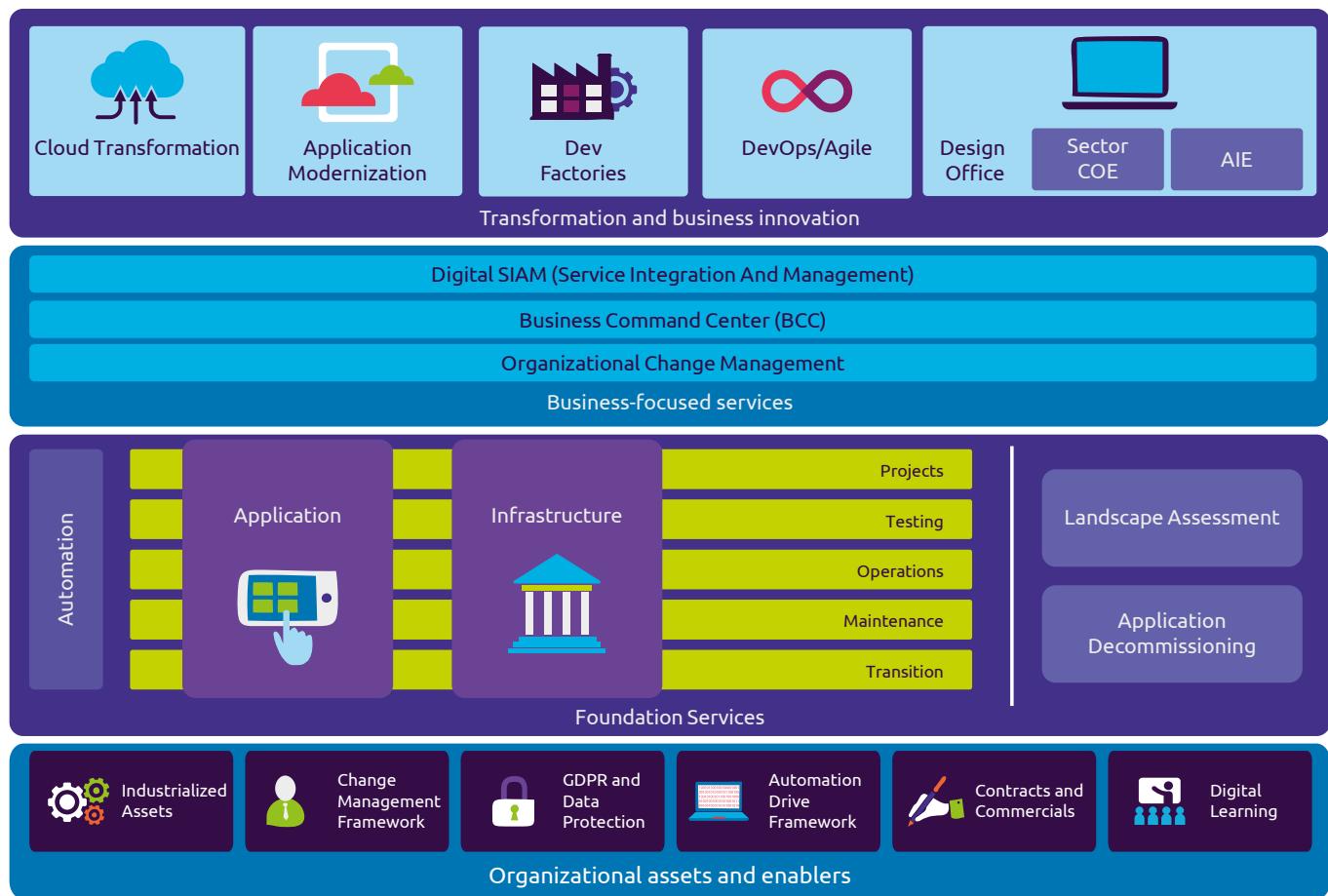
How we do it – Business-focused services built on foundational services and enablers

ADMnext is a comprehensive portfolio of automation-enabled services. Our business-focused services deliver value and insight through a unified view of IT and business using Digital-SIAM (Service Integration and Management) on top of our Business Command Center. These services are underpinned by our Foundational services such as landscape assessment, applications and infrastructure management, maintenance, testing, and operational support.

To drive forward change, our Insight-driven transformation support is provided with the help of our Cloud transformation approach, multi-speed models, application modernization, and Design Office offerings.

All of this is underpinned by a comprehensive library of organizational assets and enablers that serve to ensure quality delivery.

ADMnext is a holistic approach to services with a high business and transformation focus



“Capgemini’s strength is its application development and integration capabilities based on a strong portfolio of proprietary tools and longstanding technology partnerships. Capgemini’s ability to anticipate and react to the way applications are being consumed by enterprise clients is impressive.”²

ISG (Information Services Group)



Why Capgemini? Why ADMnext?

At Capgemini, we pride ourselves on our collaborative engagement style. This means working closely with all business and technical stakeholders to deliver superior results.

ADMnext focuses on your business priorities – not just your IT capabilities or development processes. This focus is supported by flexible pricing that is based on business outcomes.

With more than 200,000 professionals in over 40 countries, we bring a rich and diverse culture. Our breadth and depth of services and expertise cover all aspects of ADM in order to fuel your continuous evolution. We provide local access to ADM talent on a global scale, an opportunity to share knowledge, and a vast accumulation of best-practice expertise in multiple areas of ADM.

Furthermore, we have proven sector expertise and best-practice knowledge in virtually every vertical industry, and an integrated ADM portfolio that covers every market segment on a global scale.

Finally, for easy business case and return-on-investment discussions, we offer flexible engagement models and tailored pricing based on specific milestones or KPIs.

But the real proof of our capabilities lies with the results we deliver to our clients. We've achieved demonstrable business results here, which include:

- **21% reduction in tickets from FMA in three years**
- **1,000+ solutions for common issues and use of standard operating procedures**
- **25% reduction in backlog of incidents and changes**
- **2,000+ successful transitions to date**
- **8-week practical action plan with targeted, short-term savings scheme**
- **45% reduction in inbound call volume**

1. HFS Research Ltd., "HFS Top 10 Application Development and Management Services 2018," Jamie Snowdon Ollie O'Donoghue, 14 December, 2018

2. Next-Gen Application Development & Maintenance (ADM) Services, Europe 2019 – Quadrant Report, ISG (Information Services Group), August, 2018

People matter, results count.



We see our ADMnext engagements as an opportunity to build a long-term relationship with our customers by supporting them in their transformation journey as a Trusted Advisor. Our approach is end-to-end, encompasses all layers of the stack, and is aimed at elevating customer experience and uplifting business value – all while demonstrating our cost effectiveness, transformational abilities, and agility."

Gopalakrishnan Krishnamurthi (GK)
Group Offer Leader for ADMnext Portfolio

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 over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.

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