Infostructure Transformation Services

Enabling organizations to build a cloud strategy whilst accessing the early potential of new computing business models and cloud services

Moving beyond sustainable cost-reduction to create opportunities for differentiation

As the economy exits recession, organizations are considering their business and IT priorities. CIOs recognize the need to drive their underlying cost base to ever lower, more sustainable levels, and where appropriate create the opportunity for re-investment to enable growth. But investment in technology will be carefully scrutinized for its value for money, and with the multitude of new technology and service offers available, it is becoming increasingly difficult to make procurement comparisons.

Organizations will look for advice from partners that have real experience and can offer independent advice to help de-risk and accelerate their adoption of such opportunities.

The intent of Capgemini's new Infostructure Transformation Services (ITS) unit is to help organizations make sense of the options and choose the right technological path. ITS goes beyond optimizing an organization's infrastructure to address the fundamental design, build and running of its full informational structure—the infostructure—and thus enables it to access the full potential of Cloud Computing and Services.

The significance of Cloud

Cloud Computing is a technology-led, paradigm shift for the industry. Virtualization, the underpinning catalyst for the change, has led to radical improvements in compute, network and storage utilization. This, coupled with the development of new tools for provisioning new services, measuring and pricing consumption, plus secure access over the Internet, has fundamentally changed the IT business model. Cloud Computing provides organizations with the ability to quickly access variable compute power, and to turn fixed capital hardware investment into controllable, variable and transparent operational cost. Most importantly, this is closely aligned with the organizations own business performance and needs.

Helping organizations on their journey to the Cloud

Each organization's approach will be unique, dependent on its business model, its goals and existing legacies. There are three key enabling steps that all organizations should consider:

1. Consolidation and optimization of the physical infrastructure estate: Including people, processes and technology.

2. Increasing virtualization: This will further consolidate and enable greater agility and operational support models.

3. Entering the cloud: IT departments will initially drive for new computing cost models, whilst business functions will demand direct access to new services. This will begin to question the historic boundaries of IT, and in doing so move from traditional IT to Business Technology.

Cloud Services are borne out of this phenomenon. Niche providers of functionality can now access a technology platform for a low entry cost and make their services readily available to a global audience. Cloud services will redefine what we mean by an ecosystem, creating the notion of the "Enterprise Apps Store".

It is Capgemini's role to help clients build a roadmap to access the potential of cloud computing and services, to develop the business case for change and integrate the new offers into their legacy—providing a robust, secure, end-to-end service solution.

Capgemini's ITS focuses on four discrete offers. Each offer encapsulates our commercial, operational and technical experience into a consultative "point of view", this is supported by a "first step" to help clients create a roadmap and understand the potential, the gaps and the business case for change.

The four components are:

▪ **Data Center Optimization:** Involving the consolidation of the physical data center real estate, the modernization of servers and storage, and importantly the rationalization of the applications portfolio. Data center optimization appeals to organizations that have old facilities, which are perhaps full or ill-equipped to meet today's power requirements for modern hardware, and typically fall short of environmental expectations. Whilst often the result of inorganic growth, such situations leave companies with a multitude of technologies and processes, inefficiencies and ultimately the inability to respond quickly to business demand. Capgemini's experience suggests that typical projects reduce TCO costs by 25%, cut power costs by 50% and optimize space usage by 75%, with an increasingly important improvement in carbon footprint.

▪ **Virtualization:** Converting physical hardware into virtual machines, including servers, networks, storage and ultimately desktops. This radically improves utilization, speed of deployment and provisioning, and enables new support models. Virtualization appeals to any organization looking to improve its capacity whilst avoiding further capital expenditure. It is also of interest to organizations that have outsourced their storage and data estates, but perhaps are not enjoying the full benefits that virtualization could offer. Capgemini can on average cut the number of servers needed by 55%-75%, which would move the average utilization of a typical organizations IT estate from between 5%-30% to around 65%-85%.

▪ **Unified Communications and Collaboration (UCC):** Expanding on traditional Unified Messaging, UCC helps to accelerate the flow of information across all platforms and devices, uniting blended user groups across the enterprise for more efficient interaction. Increasingly, the focus is on bringing the social networking experience into the enterprise and maximizing the business value of every relationship—be it employee, partner or customer. UCC appeals to organizations looking to reduce costs through process improvement; to high-growth organizations and those penetrating new markets; or to those organizations that need to collaborate intimately with other organizations or consumers. In addition, UCC is of interest to those organizations that are operating beyond the traditional boundaries of IT, such as smart-metering businesses or energy companies, and those who are using increasingly sophisticated machine-to-machine technologies for data transfer and automation. We often see up to 50% cost reduction in core areas.

▪ **Cloud Computing and Services:** Enabling enterprises to scale their technology capacity through Public, Private and Hybrid cloud models, and access and assemble niche services through the evolving 'Enterprise Apps Store'. Cloud computing is especially relevant for organizations that may have a business model subject to significant demand fluctuation—for example in the retail and pharmaceutical industries; cloud services are ideal in a highly commoditized business model that needs constant refreshing and differentiation, yet requires a cost-effective way to continually innovate.

Capgemini's Infostructure Transformation Services: Our capability and differentiation

Dedicated ITS teams are deployed in each of our major geographies across the disciplines of Capgemini Consulting, Technology Services, Outsourcing Services and Sogeti. They are augmented through access to a group of 6,000 certified architects and engineers, and more than 7,200 staff in the Global Infrastructure Outsourcing practice, including expertise in core enabling technologies such as identity and access management, service management, services orientated architecture, security and compliance. These teams utilize both industry accepted methodologies such as ITIL and self-developed tools such as TMap®.

Capgemini's ITS credibility is built on our reputation for being both progressive and practical:

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Progressive:

- Capgemini's organizational DNA is based on a global services architecture/engineering team with deep technical skills and experience;

- Capgemini has a proven record of engaging early with market-leading providers, and when coupled with our technology-neutral stance, gives us an early, objective view of new technologies and the best adoption path;

- Capgemini believes in decentralized innovation, in which new thinking emerges at the edge of the business, is shared through communities and keeps the organization fresh;

- Capgemini's experience as technology integrators and the in-depth perspective of our industry consultants enable us to guide organizations through technology disruption and new business models.

Practical:

- Inspiring operational confidence: Whilst some of the technologies Capgemini ITS delivers are relatively new, they are often already part of our transformational outsourcing offer and therefore thoroughly scoped, tested and ready for the enterprise;

- Solution provision: While many operators in the market are struggling to adapt to the world of integrating services, Capgemini has always been a solution-oriented organization. Our philosophy and mindset is based on the ability to re-use and adapt solutions and services to our clients;

- Capgemini has learnt how to work with niche service providers. Our close relationship with Intel Venture Capital, and the development of our Rapid Design and Visualization (RDV) and RAIN (Rapid Innovation) processes, enables Capgemini to bring to market the high-tech offers of localized niche service providers, which it has helped to develop and engineer for use in large enterprise organizations. Capgemini has started to develop the notion of the 'Enterprise Apps Store' for key sectors.

> **"The fact that over a weekend we successfully moved huge amounts of data and 17 IT systems with 300 interfaces is a fantastic achievement."**
>
> Mark Hall, IT Director HMRC

> **"This process has clearly set out the direction we now need to take. As a result of the advice we have received from Sogeti, we can be confident that we will achieve all of the improvements that are needed, enhancing rather than risking staff productivity."**
>
> Cees van den Borne
> IT Operations Supervisor, Ricoh

ITS: PROVEN IMPROVEMENT TO FLEXIBILITY AND COSTS

All of Capgemini ITS services are constantly put into the field and have proven records of success.

HMRC

HM Revenue & Customs programme to replace ageing data center facilities started by moving their tax credits services to a new facility, without disruption to vital payments for over 6 million UK families. Just 24 hours after migration to secure resilient infrastructure 400 miles away, the move was declared a complete success. HMRC worked with Capgemini, its IT services partner, to manage the transformation which was one of the most complex ever undertaken in the UK, involving changes to over 75% of HMRC's systems and updated interfaces to other Government departments and external bodies like the Bank of England.

Major Fashion Retailer

Capgemini supported a prestigious retail brand's move to Amazon Web Services cloud platform. A combined effort by an onshore team and our Cloud Center of Excellence in India designed, configured and implemented the required solution for the client. Benefits include faster speed to market: shorter development cycles, scalability and significant cost reduction. The client's Global Architect said, "This is the most successful Web launch I have ever been involved with."

Health and Beauty Products Manufacturer

Capgemini provided a spot-on assessment to save millions of dollars in hardware for its client and provide storage management at low cost. Specific recommendations were made for server consolidation as the first stage in a plan that reduced the company's non-prime landscape at a 2:1 ratio, giving the company the additional processing power it needed in a very cost effective way.

Ricoh

Sogeti helped Ricoh to benefit from reduced IT costs, simplified IT and increased flexibility after a successful virtualization optimization assessment. The rapid IT audit from Sogeti cut straight through to the heart of the problem by proposing a remote access strategy with virtualization to drive out infrastructure costs, centralise administration and boost user productivity.

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About Capgemini and Sogeti

The Capgemini Group is one of the world's foremost providers of consulting, technology and outsourcing services, enabling its clients to transform and perform through the use of technologies. Present in over 30 countries, the Capgemini Group reported 2009 global revenues of EUR 8.4 billion and employs over 90,000 people worldwide. Sogeti, its wholly-owned subsidiary, is a leading provider of local professional services, bringing together more than 20,000 professionals in 15 countries and is present in over 200 locations in Europe, the US and India.

Together, Capgemini and Sogeti have developed innovative, business-driven quality assurance (QA) and testing services, combining best-in-breed testing methodologies (TMap® and TPI®) and the global delivery model, Rightshore®, to help organizations achieve their testing and QA goals. Capgemini and Sogeti have one of the largest dedicated testing practices in the world, with over 6,400 test professionals and a further 11,000 application specialists, notably through a common center of excellence with testing specialists developed in India.