

Instinct 2.0

**Bridging the Gap between the Disparate Needs of
Organizations and End-Users**



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Today, organizations are looking to standardize their desktop environment to reduce total cost of ownership. End users are looking for a more customized desktop experience, which allows access to role-specific services, whenever and wherever they need. Bridging the gap between these conflicting needs is challenge enough. Add the barriers to entry of design, development and complex transformation with the huge potential cost and risk of mass deployment and the challenge becomes significant.

Capgemini has designed Instinct 2.0 to enable organizations to bridge this gap through a single desktop solution that can now meet the needs of both end users and organizations. Instinct 2.0 quickly transforms the desktop environment into a high performance, highly available and scalable platform.

Mass deployment of Custom Desktops

Capgemini has drawn on its experience to design and build a best-in-class desktop environment containing six core components. These six components contain more than 70 services in a single standardized service catalog.

Leveraging this catalog optimizes an organizations ability to standardize with its need to provide for differing end user requirements. It enables significant cost savings, maximizes support efficiencies and minimizes the desktop security surface. Choosing from Instinct 2.0 services also enables easy customization for end user requirements, resulting in increased productivity and enhanced user experience.

Capgemini has designed a new environment from these pre-built and tested core components, tied together with standardized, robust and scalable directory services in order to meet the standardized needs of organizations and the customized needs of end users. This environment is secured with data protection and backup services, and includes pervasive search and indexing capability.

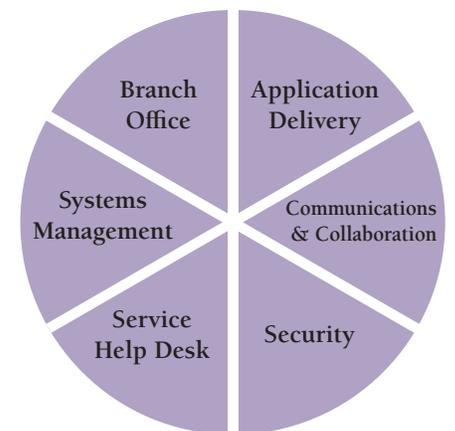
The Instinct 2.0 desktop architecture, Capgemini's Standard Operating Environment (SOE), is a pre-defined, layered and controlled build of standard hardware with core operating system and software, and optional role-based applications.

End user customization within the SOE happens incrementally, and broad work styles are defined based on criteria relevant to the organization. These work

styles are logical groupings of end users who share common requirements. They could be based on common information requirements (such as access to a finance suite of applications), physical requirements (such as the need to work from multiple locations), or simply based on device type. Enabling components are chosen from the standardized pre-built catalog of services and mapped to the work styles to create an image customized for end user requirements. User-specific applications are controlled through application virtualization or directory services with built-in self service and automated workflow capabilities.

Capgemini draws on its experience of complex integration and transition to migrate its clients to their new environment. By leveraging mass deployment capabilities, Capgemini ensures that deployment happens quickly – with low risk and minimal disruption – providing high availability and productivity.

In this way, a single desktop solution can now meet the previously conflicting requirements of organizations and end users.



Core Components

Key Benefits Include:

Application Delivery

Delivery to thick / thin / virtual clients with on demand delivery & self-service workflow, application virtualization, optional SaaS components.

- Performance & availability gains with application virtualization
- Speed to provision applications
- Automation / self-service cut costs of support
- Risk avoidance: protect your investment through packaging once with application virtualization
- Flexibility in client architectures

Messaging & Collaboration

Full standardized unified messaging suite with optional components & full support for mobile access. Virtual teaming / collaboration options.

- Cost avoidance in time & travel expenses
- Enhanced productivity
- Anywhere access

Security

Client, server, edge security including firewall, anti-virus, malware, patch management, file & keyword filtering. Identity & Access Management including policy-based management, directory services, single sign-on, VPN. Utilizing technologies from Microsoft, Quest, Kaspersky, Sophos, CA, Virus Buster, Norton

- Minimal surface window on standardized desktop reduces risk, complexity, cost
- Productivity gains from single sign-on
- Secure anywhere access
- Risk avoidance through holistic fully managed edge security

Service / Help Desk

Shift Left execution through leveraging extensive knowledge base, problem / incident / change management, self service (workflow / automation to authorize & deliver software, self service for common tasks: distribution lists, password issues). Utilizing technologies from Microsoft, Remedy, Primus, Quest, Courion, others

- Reduced cost through Shift left
- Faster mean time to repair
- Risk management through authorization / authentication control
- Single Point of Contact takes ownership, improves experience
- Multi-lingual capabilities

Systems Management

Discovery, Monitoring, Asset Management, remote control, diagnosis & fix, service management, SLA reporting. Utilizing technology from Intel, Microsoft, Remedy

- Cost savings from PC power management
- Cost savings through leveraging remote resource
- Pro-active system management increases availability, avoids cost & risk
- High performance and availability

Branch Office

Capgemini's Branch Office in a Box provides file & print services, authentication, network services, application deployment, TCP acceleration through a proven solution. Utilizing technologies from Microsoft, Packeteer

- Flexible/ fast provisioning of geographies, offices, end-users
- Cost reduction from server consolidation/ centralization with decreased management overhead
- Enhanced availability with auto fail over from data centers
- Productivity gains from high performance through caching/ acceleration
- Risk reduction from driving data back into secure data centers

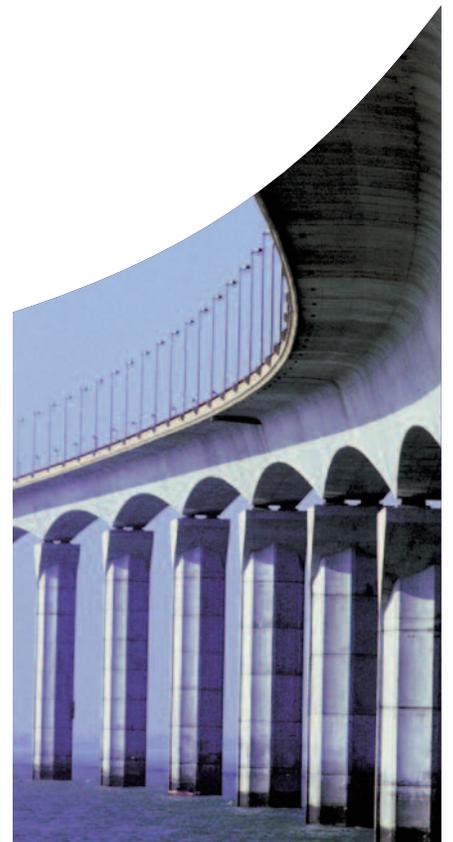
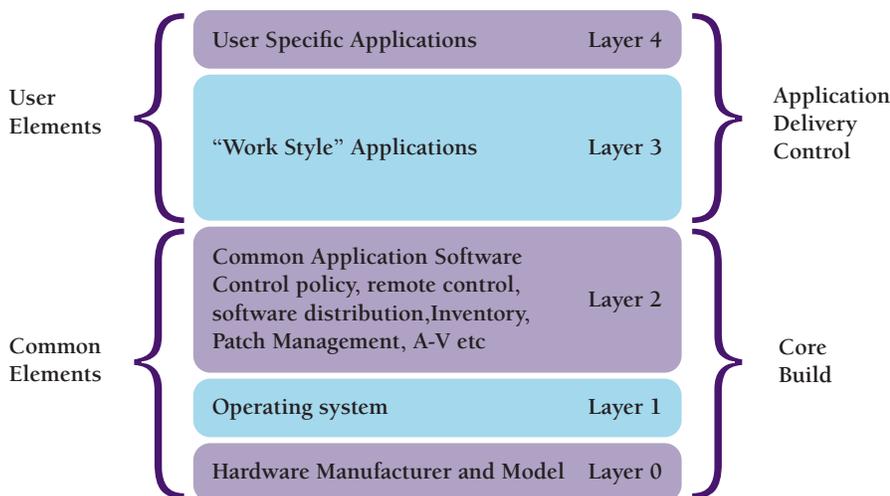
The cost advantage of reduced complexity and time to deployment

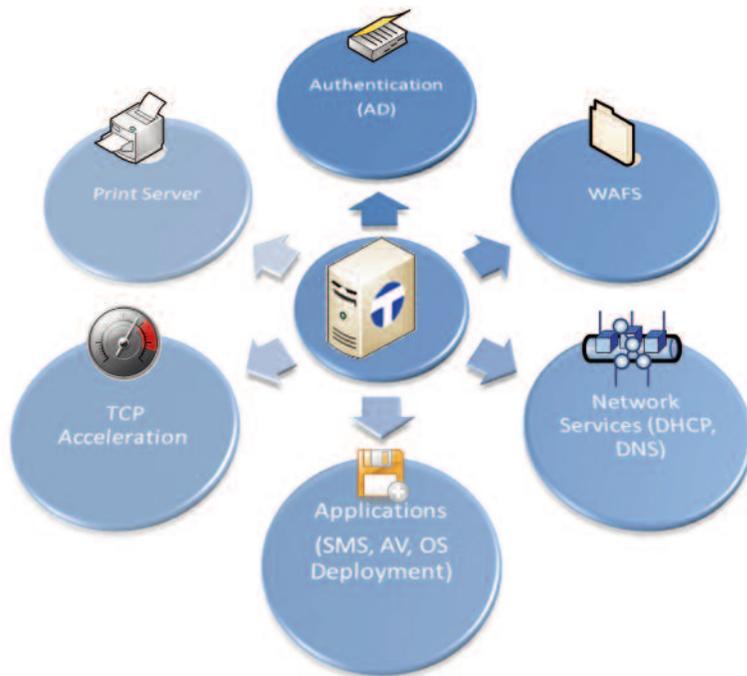
Capgemini has strong relationships with today’s most important desktop technology vendors who provide insights, influence and direct channels to engineers and delivery personnel. By packaging the latest desktop technologies with pre-built network, system and application integrations, clients are able to access leading desktop technology earlier than they could themselves.

Capgemini’s standardized catalog of pre-built service components dramatically shortens the time and

complexity of designing a new desktop environment, slashing project and integration costs and enabling much faster transformation. Because components like Capgemini’s Branch Office in a Box (BOB) can be implemented quickly, it can provide real business advantage.

Choosing from pre-built and standardized components means fast, simple design and deployment. It also means that the new environment is easier to manage and support. Not surprisingly, the resulting reduction in total cost of ownership of the desktop environment is significant.





Leverage a Global Delivery Network for Performance and Availability

Capgemini's global delivery network includes tens of thousands of servers pre-positioned with pre-assembled technology; 22,000 outsourcing employees; and the experience of more than one million desktop users supported across the globe. Leveraging this network provides massive economies of scale.

Capgemini's global network follows the Rightshore® approach. Rightshore is the ability to deliver in the right language and dialect, at the right time and from the right place, getting the balance between front office and back office right.

Rightshore reduces costs by leveraging the right skills from the right place to achieve massive economies of scale. With the ability to provision resources globally to optimize employee productivity, the Capgemini worldwide network ensures high performance and availability.

Capgemini also leverages its people, processes, extensive knowledge base, remote toolset and automation technologies in its Shift Left strategy. This leverage point can prevent many issues from occurring. And if issues do occur, it drives down the mean time to repair.

Instinct 2.0 uses proactive systems management, patch management and conflict management to prevent problems before they occur. Capgemini also uses self-healing system management

Details: Branch Office in a Box

Capgemini's Branch Office in a Box (BOB) means all branch office functions can be delivered by a single server, requiring dramatically less management and support overhead.

- Authentication locally – quick logon time
- File serving access – near LAN speed over the WAN with no need for local backups: all data is stored in the data center and accelerated and cached on the BOB server
- Automated failover – all services are delivered from the data center if the BOB fails
- Local Systems Management distribution point – all software and patches are cached locally, delivering updates to desktops fast
- Local printing through Active Directory published printers – easy to find and locate a printer, quick spooling of print jobs
- All network traffic is accelerated (including internet browsing)

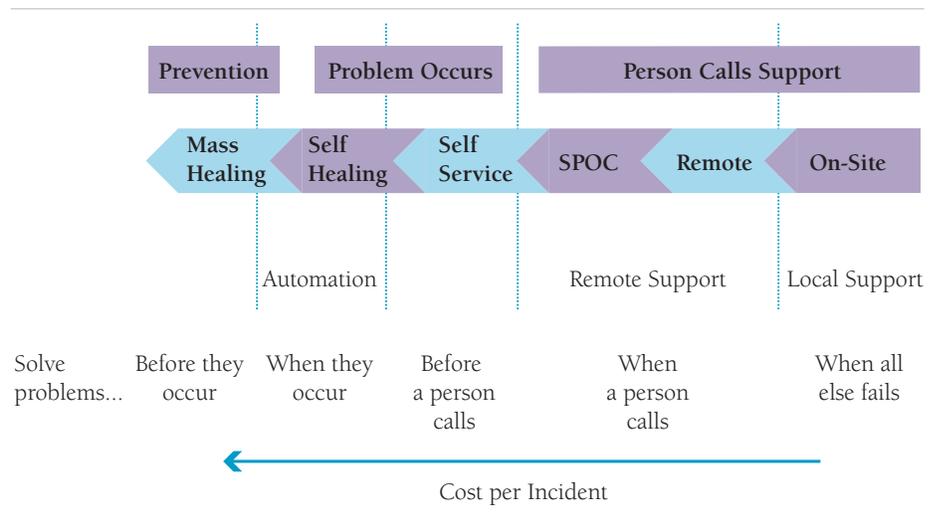
Branch Office in a Box is a core component of Instinct 2.0. It was originally developed for internal use at Capgemini and has since been repeated at a number of client sites. It offers significant improvements to availability and productivity in a branch office environment through WAN and TCP acceleration and automated failover. Data is centralized in the data center, improving security and simplifying management. Branch office infrastructure is simplified and consolidated to reduce the cost of hardware and support.

Branch Office in a Box gives rapid, flexible provisioning of new offices, geographies and users.

technologies and built-in self-diagnosis capabilities to prevent problems.

Self-service and Capgemini problem resolution knowledge management are delivered through a combination of technologies presented in a self-service portal. Options include workflow and automation for delivery of authorized software; self service for common tasks such as distribution lists and password issues; and self service problem resolution through publishing of Capgemini's knowledge base. Remote support is handled through a single point of contact fully empowered to take ownership and fix issues. Capgemini resolves 90% of all incidents that can be fixed remotely at this point of contact. Local support can take place on-site either through physical requirement to resolve or by another choice of the client.

Capgemini's market leading Shift-left strategy, in combination with the Rightshore® model, delivers a transformed desktop environment that is highly available with significantly reduced operational costs. As a result, end users can access what they want, when they want it, wherever they are stationed with fewer issues and a faster mean time to repair. This drives optimal productivity without compromise on cost.

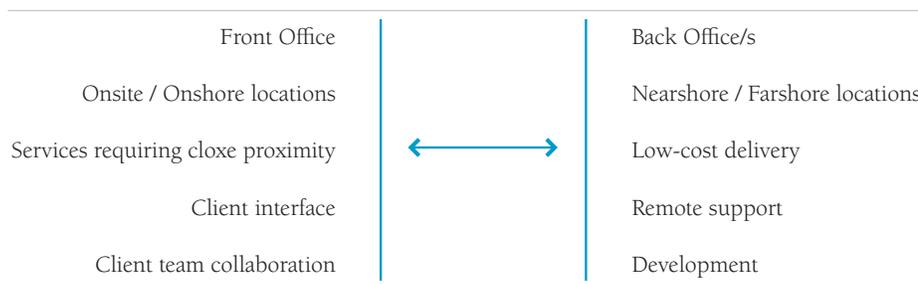


Why Choose Instinct 2.0 from Capgemini?

Capgemini is a leader in the desktop services market, currently supporting over one million end users worldwide. Instinct 2.0 continues a rich tradition of delivering innovative services. It bridges the gap between the disparate needs of organizations and end users by offering a choice of pre-built, standardized services that can be customized for end users. It provides mass deployment of custom desktops, enabling rapid transformation. The result is a flexible and scalable desktop environment with a far lower total cost of ownership.

Capgemini's desktop service is supported by a very large global network, 40 years of integration experience and advanced systems management capabilities. This massive scale ensures high availability and productivity.

To get these benefits now, visit www.capgemini.com/instinct_2.0/ or call your local Capgemini office.





About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and collaboration-focused

methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology and thrive through the power of collaboration.

Capgemini reported 2007 global revenues of EUR 8.7 billion and employs over 82,000 people worldwide.

More information about our services, offices and research is available at www.capgemini.com.

