

# Capgemini's next generation Application Management platform

## Capgemini's next generation **Application Management** platform

### Business Aware, Future Proof



Capgemini's next generation Application Management platform goes beyond the problem of just dealing with increased demands and fewer resources. It empowers your IT organization to innovate and add value to your business.

For most businesses, IT is considered a primary tool for improving service quality and productivity; application landscapes have likewise been growing for years. As new challenges and opportunities have emerged, so have businesses added new functionalities and applications to meet them. Legacy applications and technologies were typically left in place, occupying human resources and eating away at the budget. After years of unbridled growth, applications landscapes are now reaching a critical mass. And with the global economic slowdown, businesses are looking even closer at where their IT budget is going.

Traditionally, AM models provide for corrective and adaptive maintenance but little else. However, in the context of changing global scenario, IT needs to do more with less. AM needs to align with today's business needs, and drive innovation and transformation. The typical AM model fails to deliver.

Capgemini's next generation Application Management platform is not your typical AM model.

Capgemini's next generation Application Management platform moves away from an operational function to one that delivers business value. It keeps a sharp focus on the business processes leading to committed performance improvement. It ensures complete transparency providing real-time and on-demand insights into the state of the service. It is future-ready, having aspects of innovation already built in. And with superior industrialization and flexibility in staffing, pricing and delivery models, it reduces the cost of ownership of your application portfolio.

## **What is Capgemini's next generation Application Management platform?**

Throughout years of successfully delivering traditional Application Management services we have distilled a foundation of best practices. In response to the needs facing businesses today, we have now built upon this foundation a series of next generation elements. We offer you an "always on," future-proof service experience that focuses on your business processes and reduces the total cost of ownership of your application portfolio.

### **What sets Capgemini's offer apart?**

#### **Continuous Improvement Framework**

Our framework is a constantly evolving set of enablers with a proven track record of providing year-on-year productivity improvements, delivering operational cost savings and reducing TCO across the portfolio of applications.

#### **Business Process Focus Method**

During transition we map business processes to the applications we support. This ensures tight linkage between them, enabling us throughout the engagement to prioritize IT efficiency and effectiveness improvement actions based on business criticality and to demonstrate the improvement in business impact.

#### **Service Management as a Service (SMaaS)**

Mutualized across engagements, SMaaS delivers services of process management, ITIL-based tools management, as well as a service desk and service reporting.

#### **Real-Time Dashboards**

Capgemini's Real-Time Dashboards service provides an "always on" service experience with real-time access to operational and business dashboards and analytic tools. Accessible 24 hours a day, seven days a week from both desktop and mobile devices, the dashboards provide operational transparency and insight in AM service performance. They empower decision makers to take rapid action in response to changing circumstances and business priorities.

## Portfolio Management and Transformation

Capgemini's Portfolio Management and Transformation goes beyond the here-and-now and, through its sustainable framework, transforms your applications landscape to make it future-proof. It does this by combining our application renovation methodology with a structured approach to building and sharing crowdsourced innovation ideas. It also includes a highly industrialized assessment of the application portfolio, delivering rationalization design and business case as well as a pragmatic transformation roadmap to enable substantiated decisions about how to simplify, standardize and renew the portfolio.

## Digital Distributed Delivery (3D)

Capgemini's 3D is a set of applications enabling a client-centered continuous improvement operating model. Real-time visualization capabilities based on touch-screen technology facilitate communication between remotely located teams and provide a single global view to enhance the overall service experience.

## Technology Office

Led by an on-site, dedicated enterprise architect, Capgemini's Technology Office will work in close cooperation with you to drive innovation and transformation initiatives over the entire duration of the engagement.

## Industrialized Managed Service Center

Capgemini's Industrialized Managed Service Center brings together more than 700 trained service professionals in a "factory model" designed to accommodate the fluctuating service needs of your business. It delivers service at the highest level and at the same time reduces operational costs. The benefits usually only available on large engagements are now also available to smaller volume clients.

### Case Studies

*Through tools such as our Continuous Improvement Framework and Portfolio Transformation, Capgemini helped a large automotive company reduce incident volume by 32%, loading and processing time by 65%, month-end-sales cycle by 40% and the number of overall applications by 20%.*

*In an engagement with a financing company with more than 1.6 million customers with operations in multiple countries, Capgemini used Business Process Focus method and Real-Time Dashboards to reduce the statement execution process by 72% and execution time of a critical business process by 50%.*

## Why should you consider Capgemini's next generation Application Management platform?

Your business will move from SLAs focused purely on IT, to **service performance tightly linked to business impact**.

There will be a shift in focus from maintaining, "lights on" to making the application landscape **"future-proof"** through continuous optimization.

There is an **"always on" service experience**, providing you with personalized, real-time insight into your application portfolio and service delivery levels.

Enhanced components, which go beyond pure cost optimization to address other critical needs like business value, service management and portfolio optimization, will lead to an overall **reduction in TCO**.

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### About Capgemini

With 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.3 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.

Learn more about us at  
[www.capgemini.com](http://www.capgemini.com)

## About Capgemini's next generation Application Management platform

Capgemini's next generation Application Management platform, transforms the traditional AM offer to an extremely competitive one. It does this by moving it from a very operational function to one that delivers business value. Our new AM platform keeps a sharp focus on the business processes leading to committed performance improvement. It ensures complete transparency providing real-time and on-demand insights into the state of the service. It is future-ready, having aspects of innovation already built in. And with superior industrialization and flexibility in staffing, pricing and delivery models, it reduces the cost of ownership of application portfolio.