Capgemini
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Global Pharmaceutical Company Focused on Growth Through a Global, Integrated IT Delivery Model

The company has one of the largest and most complex SharePoint implementations in the world

> "Our relationship with this pharmaceutical company is strong because we have focused, first and foremost, on providing outstanding service to the client, and on our ability to implement effective solutions aligned to their business needs."
>
> Leon Cohen,
> Principal, Outsourcing Services

The Situation

This global pharmaceutical company, the tenth largest in the world, had goals to cut enterprise-wide costs and speed up development of new medicines. This company needed to have a global collaborative solution to improve service to its business units and increase flexibility and responsiveness.

The company decided to utilize Capgemini for its SharePoint Outsourcing Service Delivery project, largely due to prior history of excellent service and a cohesive client relationship.

The Solution

Capgemini's relationship with this pharmaceutical company began in 2004, when initially asked to prove the value of the Rightshore® delivery model. This proof of the model was instrumental in gaining the client's trust and winning a contract for new business.

The scope of the work includes specialized web applications, workflow and pathfinders, integration with live Communication server, integration

> "Capgemini not only supported our intricate implementation of SharePoint, they were also able to provide support for some very complex issues related to the software itself. The technical skills, best practices and employee commitment of the account team are the main reasons for our ongoing successful relationship."
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> Director, Network,
> Workplace and Intranet

with SAP and custom applications such as people search / business card. The Capgemini Operations Team manages the migration of software through the development, quality assurance and production environments and delivers these services in accordance with ITIL processes.

The Result

This company receives support 24/7 with a global support team that is comprised of 90% offshore staff and a front-office team based in North America. This company has one of the largest and most complex SharePoint implementations in the world, with its intranet currently housing 51,000 MySites. The Capgemini team has met or exceeded SLA/KPI established contractual obligations for the past two years, with a 90-100% customer satisfaction rating.

The global Capgemini Operations Team manages the migration of changes through the development, quality assurance and production environments demonstrating a consistent track record of 100% accuracy throughout the process, allowing the client to maintain strict adherence to high standards for quality control and Federal Drug Administration and other governmental regulations. This high degree of accuracy provided by Capgemini allows the client to maintain its position as industry leader.

In addition, Capgemini has worked through SharePoint issues, providing added value both to the client and the software manufacturer. In some specific situations, Capgemini was able to analyze the software code and provide notes to the software manufacturer to initiate a code change.

During 2009, Capgemini successfully implemented an upgrade of SharePoint Enterprise Edition. The added functionality of this upgrade included

SharePoint Administration and reporting tools such as Metalogix Migration Manager, Quest - Recovery Manager and Site Administrator. During the transition, Capgemini incorporated lessons learned from each phase to improve the subsequent phases. This proactive approach provided a win-win for Capgemini and the client by reducing the outage window and eliminating potential issues in advance, preventing millions of dollars in production losses, as any outage would affect the client's manufacturing abilities worldwide.

How We Work Together

The proof of this strong relationship is evidenced through Capgemini's client satisfaction rating, which increased 12% last year and has continued to improve year over year. Capgemini has built a qualified and experienced pool of resources with extensive client business, technical and organizational knowledge. The Capgemini team collaborates with the client teams responsible for "cross-IT" services, such as Change Authorization/Change Management, Incident, Problem, Configuration, Asset, Capacity, Inventory and Disaster Recovery.

Capgemini has continued to provide the right combination of flexible services, the right competencies, and the balance of onshore and offshore resources to bring cost-effective solutions to this

client. In addition, Capgemini has performed cross-functional training with the Operational Team, which benefits the client through increased knowledge and builds a cohesive relationship between the client and the operational team. As a result of Capgemini's trend analysis, innovative and proactive service improvement plans were provided to the client's management. In addition, Capgemini has provided consultative solutions for the client for issues such as Custom Templates, Business Area Site Provisioning, SharePoint Solution Design and architecture.

The pharmaceutical company's Chief Information Officer comments on the partnership as follows:

"*Each time Capgemini comes to meet with us, we don't get the feeling that you're trying to sell us something but instead, bringing added value and expert information on technology, advisor community, or industry experts*".