

# swiftBPM

## Fast forward your business process management initiatives with Capgemini's swiftBPM framework



As a Pegasystems Service Partner, Capgemini has tools and competencies in PegaRULES Process Commander® and related BPM frameworks. Together, Capgemini and Pegasystems leverage our experience to create repeatable, high-value BPM frameworks for our clients with a focus on risk management, compliance, account acquisitions and dispute management.

Competitive, regulatory and market forces have put pressure on financial services institutions to focus on agility and excellence. The commoditization of products and services has forced many banks, insurers and investment firms into pricing wars which result in reduced margins and little competitive differentiation. Companies need to improve customer responsiveness to fend off competition, while at the same time provide product innovation at a rapid pace. Depending on where your company is in the business process management (BPM) implementation lifecycle, you may be faced with these questions:

- What is the role of BPM in my company's strategy?
- Do we have an end-to-end view of business processes?

- How can we identify a pilot project to implement using the new business process management technology?
- Can we leverage investments in legacy applications using BPM?
- Are we accruing the expected ROI and benefits from a BPM implementation?

To meet business challenges, many financial institutions are investing in next-generation BPM platforms within a cohesive business and technology framework.

Capgemini developed our swiftBPM framework to help financial services institutions and insurance companies explore the interplay of key parameters to define a BPM strategy, streamline business processes, achieve operational efficiencies, enhance profitability and counter competition. Our swiftBPM framework uses real-world and proven processes and methodologies to quickly define, optimize, design, integrate, automate, and monitor business processes that support your goals and strategies. We collaborate with stakeholders in both areas—business and IT—to understand key drivers, objectives and pain points for your business. Using swiftBPM, Capgemini helps you uncover, unlock and develop the unique value of your bank, insurance company or investment firm.

We work with the world's leading financial services firms to quickly identify and deliver innovative products and services. Our partnerships with industry-leading vendors like Pegasystems let us deliver

customized BPM solutions which meet the unique needs of our clients. Capgemini's services help you lower costs, decrease time to market and gain predictability for your business applications by leveraging:

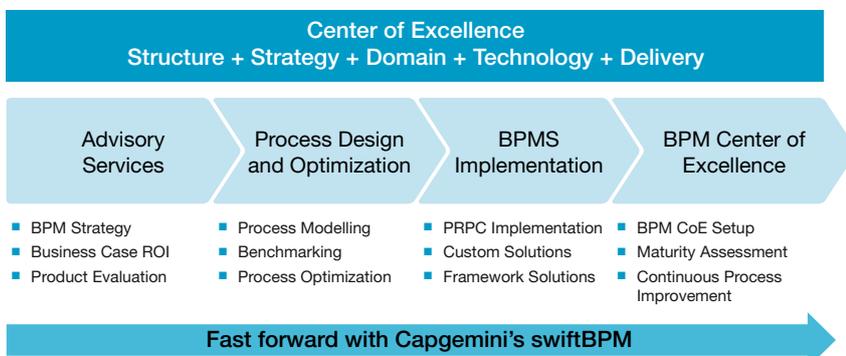
- Proven toolkits, methodologies and frameworks for rapid deployment, tailored to the financial services industry
- Banking, insurance and capital markets domain expertise to map processes and identify areas for improvement
- Specialization in PegaRULES Process Commander® (PRPC) applications to deliver end-to-end solutions
- World class technology expertise in mainframe, distributed systems, middleware and database applications
- Proven Rightshore® global delivery model which provides the right team at the right price

### Benefits of using swiftBPM

Using our swiftBPM framework, you can:

- Lower business costs and increase efficiency
- Improve customer service
- Increase adaptability, flexibility and nimbleness
- Lower costs for system development and support
- Reduce systems implementation risk
- Improve governance and compliance

## Capgemini's end-to-end offerings support your BPM initiatives



# BPM Services Tailored to Meet Your Needs

## Consulting

**Advisory Services:** In collaboration with your business and IT teams, we develop a BPM strategy, implementation roadmap and ROI matrix which are aligned with your company's business objectives.

**Product Evaluation:** The most important first step of a BPM initiative is the selection of appropriate technology. We use a proven toolkit to perform detailed reviews and assessments to recommend appropriate technologies such as BPM suites, business rules engines, document management solutions and workflow solutions.

**Process Design and Optimization:** Capgemini identifies the areas where BPM can provide the most benefits to your bank, insurance company or investment firm. We design end-to-end business processes using a top down approach and leverage key metrics.

## Implementation

**PegaRULES Process Commander® (PRPC) Product Implementation:** Capgemini has strong expertise and competencies on PRPC and related frameworks. Our RUP product implementation methodology—which is compliant with Pegasystems methodology—helps us successfully deploy PRPC to meet your needs.

**Customized Solutions:** We know that in BPM, one size doesn't fit all—sometimes you need a customized BPM solution to address the unique needs of financial services firms. Capgemini delivers both point and end-to-end BPM solutions which are tailor-made for your organization, using our expertise at delivering innovative solutions for banks, insurers and investment firms.

**Framework-based Solutions:** Building on our strong financial services experience, Capgemini offers reusable frameworks to address common financial services business process issues such as dispute management for credit card processing, underwriting for insurance and exceptions management to support straight-through processing.

## Center of Excellence

**Center of Excellence (COE) Setup:** With our deep domain expertise and experience running large multi-year multi-project BPM programs, Capgemini is uniquely positioned to help clients with blueprinting, building, operating and transitioning a COE which can serve as a hub for specialized knowledge, expertise and experience, working as a service provider to your larger organization.

**BPMS Implementation Assessment:** Our maturity assessment uncovers the full value of your BPMS implementations by identifying ways to improve system performance, enhance user experience, and manage upgrade or migration options.

Capgemini's yearly reports provide insight into the financial services industry



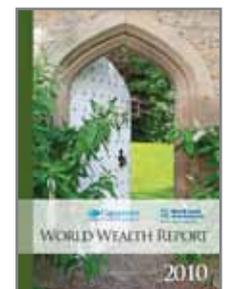
World Insurance Report



World Retail Banking Report



World Payments Report



World Wealth Report

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**Innovative Solutions:  
Capgemini's swiftBPM  
Framework**

Whether you are looking to improve operational efficiencies, increase top-line growth or restructure your organization to become more agile, Capgemini can help you deliver business value using our swiftBPM framework. swiftBPM is a unique blend of methodology, expertise and experience that unlocks the full potential of your company and delivers quantifiable business value in all areas from strategic consulting to technology enablement.

IN PRACTICE	
Solution	Description
System reengineering for one of the world's largest financial services organizations	Capgemini helped our client move to a paperless environment for home and personal loan processing by reengineering the benefits management system. Our solution uses Kofax, Ascent Capture, FileNet and PRPC to bring together electronic document management, workflow and business rules engine.
Next generation policy quote and processing system for a Fortune 10 insurance company	Using PRPC, Capgemini built and deployed a policy quote and processing system for independent auto agents which helped our client migrate from a thick client application to a web-based thin client designed to serve a base of 100,000 users.
Front office modernization for one of the world's leading investment banks	For a credit quotations approval management process, Capgemini modernized the front office system across various business lines using PRPC. We revamped loan origination and credit portfolio management processes and implemented a dynamic workflow to help our client minimize turnaround on approvals, improve risk management and adhere to regulations.

For more information, contact us at [financialservices@capgemini.com](mailto:financialservices@capgemini.com)



**About Capgemini and the Collaborative Business Experience**

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies.

Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™.

The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients.

Present in 40 countries, Capgemini reported 2010 global revenues of EUR 8.7 billion and employs around 110,000 people worldwide.

Capgemini's Global Financial Services Business Unit brings deep industry experience, innovative service offerings and next generation global delivery to serve the financial services industry.

With a network of 17,000 professionals serving over 900 clients worldwide, Capgemini collaborates with leading banks, insurers and capital market companies to deliver business and IT solutions and thought leadership which create tangible value.

For more information please visit [www.capgemini.com/financialservices](http://www.capgemini.com/financialservices)