

Book of **Solving**

Solving Challenges.

Delivering Value.



People matter, results count.

Content

Introduction	3
Service Integration	5
Intelligent Service Centre	6
My Workspace	7
Cloud Services	8
Cybersecurity	9
IT Separation	10

Introduction



Paul Bramwell
Head of Sales
Infrastructure Services
Northern Europe

Infrastructure is highly complex and brings many challenges, including choices about whether and how to use cloud versus hosting alternatives, and the best way to manage multiple vendors. Then there are choices about providing mobile access, cybersecurity, end-user management.

The challenges are endless but Capgemini has the services and expertise to solve them: services that drive value through scalable and secure infrastructure solutions balancing flexibility and cost considerations against support for innovation and future planning.

This Book of Solving gives just a few examples of Capgemini's services for solving infrastructure challenges by providing an understanding of the breadth and depth of our service portfolio. Please also refer to our Book of Value where we give some examples of clients that we've helped to solve infrastructure challenges and deliver value.

I hope you'll get in touch to discuss how we can help solve your infrastructure challenges.

Paul Bramwell
Head of Sales, Infrastructure Services Northern Europe





Service Integration

Overview

Service Integration is the coordination and management of discrete IT service elements into a single service that delivers clear, defined and measurable business benefits. As service integrator, Capgemini provides a service layer to which individual service providers connect. This approach optimises the value of IT through:

- Consolidated coordination and monitoring of best-of-breed suppliers for enhanced overall service quality and control.
- Centralised continuous improvement for institutionalising innovation.
- A modular solution that makes it simpler to invest or divest.

Challenges solved

Service Integration interests organisations that face any of the following challenges:

- Costs are escalating, unmanaged and not transparent.
- Projects and processes are out of control and not measurable, and targets are missed.
- Managing IT suppliers is difficult and haphazard.
- Infrastructure costs are high in relation to industry benchmarks.
- Lack of flexibility and visibility makes it hard to respond proactively to business changes.
- Performance data fails to provide value and management information, so user perception of IT services is poor.

Value delivered

This offer helps turn your IT into a respected, profit-enabling innovator. You'll be able to exploit best-of-breed solutions and gain the next level of productivity and quality, achieving consistent IT service from a globalised multisourcing model. You'll enjoy reduced operating costs and risk with improved control, flexibility and responsiveness.



Intelligent Service Centre

Overview

Intelligent Service Centre (ISC) is a new service model based on lean, systems thinking, organisational development and statistics disciplines combined with our Rightshore® Continual Service Improvement approach. ISC makes the service desk into an intelligent business advisor, not only within IT structures but also within the customer business. With the service desk driving end-to-end improvements based on identification of business needs, overall IT costs significantly decrease, while user satisfaction and productivity increase.

Challenges solved

ISC can help solve the following challenges:

- SLAs are being met yet end-users are dissatisfied with the service.
- The IT environment is complex and hard to manage.
- It's hard to measure and demonstrate the value IT provides to the business.
- The organisation wants more quality for a lower price.
- Service from IT suppliers is not meeting expectations.

Value delivered

ISC captures and analyses information about how user tickets affect key business processes and activities in order to understand end-to-end IT process performance. This makes it possible to recommend improvements that will transform the service desk's operational model and potentially the IT ecosystem, enabling users to work more effectively and raising the performance of the business value chain. This service can lead to improvements in user satisfaction of up to 15%, incident volume reductions of up to 30%, and increases of up to 40% in contact automation.



My Workspace

Overview

My Workspace is a next-generation End-User Computing (EUC) platform that helps organisations equip employees with a flexible, agile and orchestrated environment where they can access applications, data, support and information on any device, anywhere and anytime. It also facilitates Bring Your Own Device (BYOD) and Corporately Owned Privately Enabled (COPE) devices. Based on Citrix technologies, the service follows an architectural blueprint with preconfigured interfaces to deliver outstanding hosted workspaces.

Challenges solved

My Workspace addresses the following business issues:

- Consumerisation of IT means that employees expect an excellent user experience. To attract and retain the “digital generation”, organisations must meet these expectations.
- Employees need to work from any location, on any device, yet IT must maintain compliance, secure apps and data, and reduce costs.
- CIOs must deal with ongoing cost pressures, while transforming their IT estates to meet the developing needs of the business.

Value delivered

My Workspace improves user experience with an intuitive interface, an app store and the ability to use tablets and smartphones consistently and safely regardless of the specific device. The desktop environment is separated from the hardware, enabling a move towards virtualisation. Modular architecture allows replacement or removal of components to tailor the solution while maintaining a standardised platform. A flexible subscription-based pricing model helps to reduce both CAPEX and OPEX. Self-service portals and other “shift left” features further reduce costs. Up to 30% TCO reduction is achievable.



Cloud Services

Overview

We help clients plan their cloud strategy using a framework tailored to meet individual requirements. By bringing together a range of public and private services to deliver agility, scalability, simplicity and speed to market we can deliver a future view of your business in the cloud. Our business-focused recommendations will help to ensure you make the right choices when moving business workloads to a cloud platform, based not just on financial reasoning but data compliance, security and other factors crucial to your business.

Challenges solved

Cloud is a true driver to business change and fundamental to the success of business in the digital era, but how do you decide whether to use a public cloud, a private cloud or a combination? What should you move to the cloud, when, how and to where? The cloud marketplace is crowded and fragmented which makes it even harder to understand the options, their viability and value-add for your business.

Value delivered

Capgemini's understanding and experience of cloud services and cloud providers is coupled with our proven assessment approach based on understanding your particular business context, issues and requirements. By making the right cloud choices with our help, you'll not only reduce costs but also get better at innovation, digitally transforming and developing new business services rapidly with lower investment in IT.

Capgemini will help you on your cloud journey through its assessment service, to brokering the most appropriate public cloud provider, provisioning private cloud services in local Capgemini data centres, migrating your workloads to the cloud platform, all underpinned by our world class security and service management capability.



Cybersecurity

Overview

Capgemini's Cybersecurity Consulting and Transformation service helps you understand the scope of the cybersecurity challenge that you face, and then design and execute a transformation roadmap that is cost-effective and based on business-oriented risk management. We evaluate your position and lead you through threat and vulnerability assessments. We then help you formulate, agree and implement a transformation programme based on clear strategy.

Challenges solved

In cybersecurity, the pace of change is relentless, with the press constantly reminding us of the penalties for not keeping ahead of potential attackers. Organisations contemplating the adoption of new technologies such as social, mobility, analytics, cloud and internet of things (SMACT) know that these changes introduce additional risks to sensitive data and other assets. Assurance of third parties regarding risk and compliance is also a frequent challenge. Under new EU legislation, organisations are obliged to perform Privacy Impact Assessments or face substantial fines.

Value delivered

This systematic approach brings you confidence in your cybersecurity transformation journey and wider business transformation and helps you protect your organisation's brand and reputation. You'll be able to accelerate digital transformations by identifying and quantifying unacceptable risks. You'll proactively define your risk appetite at board level, so that you can ensure your security controls reflect it. That means you can capitalise on the opportunities of SMACT while protecting critical assets from cyber attack.



IT Separation

Overview

This service helps split an entity within an organisation from a parent, and establish the new entity with its own identity and IT capabilities. Capgemini can help in a number of ways, such as undertaking the consultancy work for planning for the separation initiative, setting up and operating the Programme Management Office, carrying out project-related work necessitated by the separation, and providing outsourced IT services if required. We can also help the new entity make the most of the opportunity to transform IT, achieving more efficient use of IT resources and lower costs of IT operations.

Challenges solved

The challenge is to separate out IT for an entity from its former parent company – a complex undertaking in itself. Often, too, the timelines and budgets are aggressive and inflexible, for example because of regulatory requirements. In addition:

- There may be complex and/or non-standard technology, with legacy and bespoke applications as well as packages.
- Business as usual has to be maintained during the transition period.
- Buyers and sellers may have different and sometimes conflicting agendas, as can third-party suppliers.

Value delivered

The Capgemini offer starts by securing the separation in a cost-efficient way, but also allows for a subsequent transformation, so that the client benefits fully from the opportunities presented by separation. We can carry out separation work effectively thanks to our experience and our proven toolset, multidisciplinary approach, expertise in ecosystem management, collaborative way of working and pragmatic problem-solving approach.



PLATFORM
FINANCE COMMUNICATION
NETWORK WEBSITE DATABASE
COLLABORATION APPLICATION MONITORING
REALTIME IDENTITY OBJECT STORAGE
COMPUTE CONTENT BLOG STORAGE
INFRASTRUCTURE

Innovation
Branding
System
Marketing
Analysis
User
Success
Management

For more details contact:

Sunil Parekh

Head of Business Development | Infrastructure Services
(Northern Europe)
Tel: +44 870 904 5807
Email: sunil.parekh@capgemini.com

Lorraine Graves

Head of Marketing | Infrastructure Services
(Northern Europe)
Tel: +44 870 904 5538
Email: lorraine.graves@capgemini.com



About Capgemini

With more than 145,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 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 organisation, 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.uk.capgemini.com