

Application Portfolio Strategy

Realigning resources with strategic goals:
A step on our application roadmap.

Application Portfolio Strategy provides a business-driven framework for all IT decisions. It audits the current IT estate and “heatmaps” the business to understand the business value of IT. On this basis, it constructs tailored application roadmaps for each line of business to drive the estate towards its goals. This gives business visibility into how to manage the IT estate to deliver business advantage and the right measures and contractual models to ensure success.

“Capgemini [...] consultants were able to achieve terrific rapport with Matalan staff at all levels while challenging accepted convention and proposing stimulating and innovative new ideas of their own. The net result is a very significant boost to our capabilities in key areas such as customer service and flexibility of response.”

Nick Beighton,
Change Management Director
and Chief Information Officer, Matalan

Based on various estimates, an average of 40% of total IT spending brings no return to their organizations. Why? There are numerous underlying strategic and structural problems, magnified also during project execution. Just to mention a few: there is a duplication of initiatives across lines of business; the installed applications and the architecture do not fit the business model; and hardware is decentralized and underutilized. As a consequence, projects have to be re-worked because of requirement misalignment and resource skill sets do not meet changing needs. Capgemini's Applications Portfolio Strategy comprises a comprehensive solution to all the above problems.



Why Capgemini's Application Portfolio Strategy?

On-time and seamless implementation

Under the Child Trust Fund Act 2004, UK's HM Revenue & Customs (HMRC) had to have the Child Trust Fund (CTF) ready and operational by April 2005, which involved migrating vast amount of data, rigorous system testing, and multiple stakeholders. Capgemini worked with stakeholders to review the infrastructure in place and to create a clear plan for CTF and for the supporting IT system, and developed a step-by-step timeline, with project milestones and an evolving solution endorsed by all parties. Everything took place exactly as planned, with the issue of vouchers to parents or guardians of new-born babies and to the backlog of 1.7 million children born between the qualifying date and the go-live date. On-time delivery to budget met unqualified praise from government ministers, HMRC and the public. The system continues to function smoothly, interfacing well with the general public and other HMRC entities.

Collaborative approach with minimum risk

A leading UK retailer decided to replace its existing earlier-generation electronic point-of-sale (EPOS) system because it was too slow and inflexible, difficult to maintain, did not interface readily with other supply-chain elements, and could not accommodate new add-on technology. Capgemini was asked to help review existing infrastructure and develop a new system. Capgemini decided to involve in-store staff at all levels of the project, ensuring that the resulting system, and the underlying business processes, would be easily workable and fully effective in practice. The retailer was concerned about risk. A "virtual store" was constructed so the new system could be safely tested under as realistic an offsite situation as possible. The final system became the first large-scale Linux EPOS system to be deployed in UK retail, and one based on open source software. It has given the retailer the ability to accommodate modern retail technology, spot trends quickly and respond to them, and rapidly change the focus of the business or of any individual store. It is seen as a springboard for increased profit performance and for effecting a transformation of the company's business.

APS delivers:

- The Business Service Architecture and Heatmap of the area(s) under investigation.
- Tailored Application roadmaps for each area and application.
- Recommendations on contractual models and evolution paths to achieve the business end-goal.



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 82,000 people worldwide.

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

Capgemini has almost 30 years experience and over 20,000 staff worldwide providing Application Outsourcing solutions.

Bring your application management needs to Capgemini. We're ready to respond instantly with the proven quality of expertise you expect from a global IT services provider.

For more information about Application Portfolio Strategy and our other Application Outsourcing solutions, visit:
<http://www.capgemini.com/application-outsourcing>