Data Center Services

The foundation for business-enabling IT

Data is the lifeblood of all organizations. The way it is managed, stored, integrated and utilized plays an increasingly important role in the success – or failure – of businesses.

As the importance of data to business operations increases, however, so too does the complexity that surrounds its storage, access and integration. Today's ultra-competitive business environment demands that data be accessible instantly and round the clock, yet secure from theft and rogue usage. At the same time, legislative and social compliance requirements create different – though no less taxing – challenges.

Whether as a result of its increased importance to business operations, compliance requirements, a by-product of an expanding portfolio of increasingly sophisticated applications or a

combination of all of the above, the volume of data being generated and stored by organizations is growing rapidly. As it does, the task of procuring and operating the underlying IT infrastructure becomes increasingly complex.
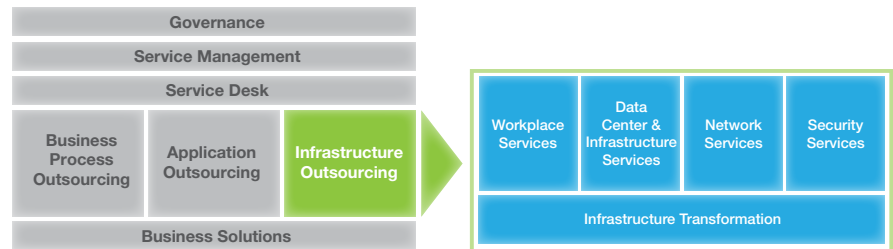
For decades, Capgemini has been working with industry-leading technology partners to provide data center services to a wide and diverse range of clients from around the world. Capgemini Data Center Services are:

- Cost effective
- Secure
- Flexible
- Sustainable
- Resilient

Capgemini Infrastructure Outsourcing

Capgemini's extensive portfolio of Infrastructure Outsourcing services can be harnessed to optimally support your business functions and applications. Our integrated operations are built on ITIL standards, proven technology solutions and specialist technical expertise. This enables you to benefit from robust, efficient, scalable and secure infrastructure solutions that balance flexibility and cost with innovation and future business planning.
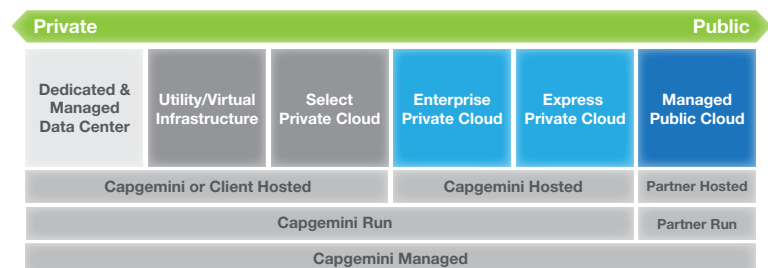

Capgemini's Infrastructure Outsourcing services provide the design, implementation, hosting and management of facilities and infrastructure platforms. Through industrialization, economies of scale, remote infrastructure management and the deployment of progressive solutions, such as cloud technologies and virtualization, our services perform to agreed service levels, reduce total cost of ownership (TCO) and minimize the adverse environmental impact of your IT operations.

Sensitive to both IT and business requirements, our services are flexible and can be scaled up or down to support the changing needs of your business. We will work with you to understand your IT and business needs and develop an optimal support structure from our global network of delivery centers.

Cloud and the Compute Continuum

Capgemini's Data Center Services typically form an important part of an IT estate that can include anything from bespoke legacy systems to standardized solutions, sometimes owned and operated by the client, sometimes by a third-party supplier. Increasingly, cloud-based solutions are being considered as part of this picture. While Capgemini does not believe cloud is the answer to every question, our track record of delivering tangible benefits to clients through the implementation

of cloud-based services and our experience of being the first service provider to bring Google Apps and Amazon Web Services to the enterprise space, have demonstrated that cloud services are now sufficiently mature to be adopted as an extension of – not replacement for – existing IT delivery platforms.

In practical terms, Capgemini envisages a Compute Continuum that runs from proprietary, discrete assets dedicated to a specific function, through the emergence and adoption of best practice in estate management, virtualization, consolidation, multi-tenancy, and, ultimately, to public cloud in its truest sense.

The people behind Capgemini's Data Center Services

Richard Dicketts is Capgemini's Global Head of Infrastructure Outsourcing. He and his team are dedicated to ensuring our data center strategy reflects your exacting and evolving requirements, while considering developments and innovation within the technology industry and also the growing importance of environmental responsibility.

"Our data center strategy is based on meeting and exceeding the demands of 21st century business", says Richard, "Fully managed virtualized and private cloud services are delivered alongside more traditional data center services".
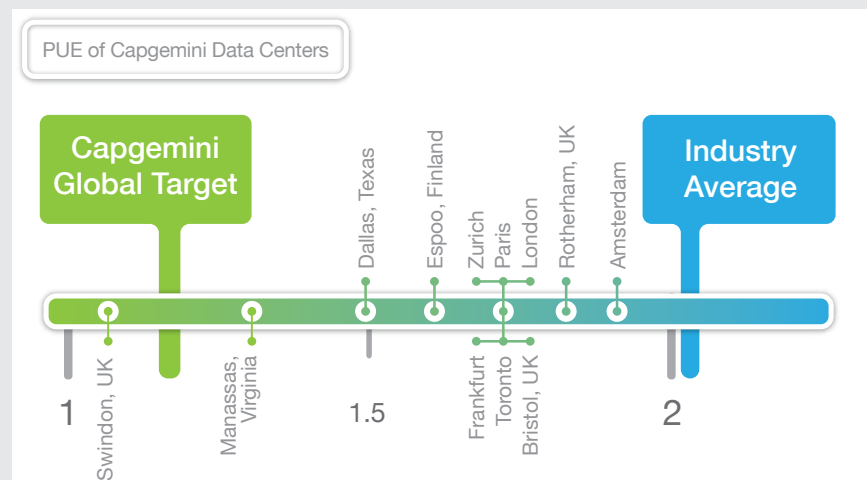
These traditional data center services typically support legacy systems that often remain crucial to the business – yet clients are also eager to exploit emerging cloud-based services and the benefits promised by these technologies.

Capgemini is ideally placed to offer the assurance of a safe pair of hands for legacy systems, the expertise to help exploit cloud services and the independent counsel to advise on risk-minimized migrations paths.

"We have built our reputation on supporting client systems in a very reliable and cost-competitive manner," says Richard. "Additionally, through partnerships with organizations like Amazon Web Services, we can extend that service into the public cloud. It's very much about what's best for the client in terms of agility, cost and risk management.

Capgemini's global network of energy-efficient data centers

Central to the provision of Capgemini's Data Center Services is an expanding global network of energy-efficient data centers. Capgemini has recently invested €100 million in the construction of new world-class hosting environments and the improvement of existing facilities. This investment confirms our commitment to helping our clients meet their environmental objectives and do so while continuing to benefit from security and resilience that has been tested against the most demanding industry standards.

PUE of Capgemini Data Centers

Capgemini Global Target — Swindon, UK — Manassas, Virginia — Dallas, Texas — Espoo, Finland — Zurich — Paris — London — Frankfurt — Toronto — Bristol, UK — Rotherham, UK — Amsterdam — Industry Average

1   1.5   2

All Capgemini data centers have a Power Usage Effectiveness (PUE) that is better than the industry average. We will continue to invest in data center technology with the aim of achieving a global average PUE of 1.2.

Merlin – A model for the data center of the future
Location: Swindon, UK

Capgemini's newest data center represents a decisive leap forward in data center design and construction principles. The unique modular design contributes to the site's industry-leading energy efficiency and also facilitates unprecedented flexibility through rapid deployment (as little as 22 weeks) and the opportunity for clients to customize their modules.

This modular design, combined with the innovative application of standard technology and the industry-leading power efficiency of the site, means that clients can source their data center capacity in a way that is much more cost effective than might otherwise be possible. All of this is delivered in accordance with some of the industry's most demanding security and resilience standards.

Merlin has a Power Usage Effectiveness (PUE) of 1.1, however, this is just one aspect of the green story behind Merlin – sustainability has been built into every stage of the facility's development, from location selection, through to design, construction and its day-to-day operation. Innovation in the application of flywheel technology has facilitated the complete elimination of lead batteries within Merlin's Uninterruptible Power Supply (UPS). Furthermore, the site operates nearly 100% on fresh-air cooling and the modules themselves are 95% recyclable and 100% reusable.

To find out more about Merlin, visit **www.capgemini.com/merlin**

What you can expect from Capgemini Data Center Services

Capgemini has extensive experience of providing data center services to a wide and diverse range of clients from around the world. We have long-established, strong relationships with the world's leading technology partners.

This experience and access to the latest technology enables our clients to benefit from the latest and most-relevant innovations while improving the efficiency of IT operations.

Capgemini Data Center Services are:

Cost effective – reduce the total cost of your IT operations by up to 30%

Secure – focus on business objectives and operate safe in the knowledge that physical and logical security has been tested to military standards

Flexible – adapt rapidly to changing business priorities

Sustainable – tap into a network of energy-efficient sites, including the most sustainable data center in the world

Resilient – benefit from system availability of 99.9%. If your business never sleeps, why should your IT?

Though the strong relationships we have with leading technology providers are used to great effect, Capgemini remains independent and technology agnostic. We don't deploy new technologies simply because they are new; we work with you to select those technologies that are sufficiently mature for adoption and, most importantly, those that will most effectively address your business needs and objectives.

Capgemini Data Center Services – the foundation for business-enabling IT.

Case Study: S-Group, Finland

Capgemini's dual data center configuration in Finland is situated on the outskirts of Helsinki in the municipality of Espoo. It provides resilient, environmentally considerate data center services to a large number of clients – both Nordic and global. One of these is Finland's largest retailer, S-Group.

Capgemini has maintained a strong commercial relationship with S-Group for some time and this includes a managed infrastructure and data center outsourcing agreement that has been in place since 2007.

Subsequent project activity undertaken by Capgemini has resulted in a significant reduction in the number of physical servers deployed at S-Group. This has been achieved as part of a virtualization initiative that, although cost-led, has yielded carbon benefits as well.

"Capgemini's data center expertise and technology awareness yields significant cost savings for the S-Group and allows us to focus on core business activity, secure in the knowledge that our IT infrastructure is available, scalable and cost-effective. That's very important to a dynamic business such as ours".

Matti Korpiaho,
IT Manager,
S-Group

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 more than 30 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion and employs 95,000 people worldwide.

Capgemini Outsourcing Services (OS) draws on the expertise of more than 28,000 employees to manage, innovate and improve the IT systems and business processes of its clients. Capgemini OS offers a full spectrum of services including Applications Outsourcing, Infrastructure Outsourcing, Business Process Outsourcing and Transformational Outsourcing.

For more information:
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