

# Creating Business Services Value

## The Capgemini/NetSuite Partnership



*Capgemini and NetSuite are ahead of the curve by creating a compelling suite of Cloud BPO offerings that are truly disruptive and breaking the mold of legacy BPO and ERP models”*

**Phil Fersht**

Founder and CEO at HfS Research

We live in commercially and politically uncertain times. Cash-strapped governments and volatile economies create a challenging environment in which to maintain consistent corporate performance. Against this backdrop, business leaders expect their executives to resolve the multi-faceted challenges of:

### **Boosting revenue:**

- How do you maintain sustainable growth in such unpredictable circumstances?
- How do you reduce leakage caused by process inefficiencies?
- How do you optimize your customer focus on the high revenue generators while maintaining a loyal customer base?

### **Becoming agile:**

- How do you rapidly respond to ever-changing business models and market conditions?
- How to expand quickly and efficiently into new markets?
- How to acquire, divest and merge with minimal impact?

### **Enhancing controls**

- How do you implement or improve a solid control framework?
- How do you ensure compliance and minimize risk?
- How do you provide continuous assurance on a global scale?

**People matter, results count.**



*With all of the exciting work happening at Fridays to further enhance the brand we truly believe that now is the ideal time to also evolve our infrastructure model and are pleased to partner with Capgemini in these efforts”*

### Tripp Sessions

CIO, TGI Fridays



#### Standardizing:

- How do you implement standardized business processes regardless of geography or business unit?
- How do you ensure your high-end resources are not used to undertake repetitive tasks?

#### Joining the “as-a-service economy”<sup>1</sup>

Business Services provision is changing. It is no longer just about relocating back office processes in lower cost locations or handing over inefficient processes to a third party. It is about bringing together the optimum configuration of technology, people and processes, packaged ‘as-a-service’ and, very often, delivered from a Cloud based cost model.

To capitalize on Cloud’s potential to transform your business, we have partnered with NetSuite, the leading provider of Cloud based financials/Enterprise Resource Planning (ERP) software suites, to offer proven expertise and solutions tailored to your unique business needs. The Capgemini/NetSuite partnership is designed to enable your enterprise to reduce risk and cost, maximize efficiency and visibility, and swiftly implement a scalable Cloud foundation for rapid, agile growth.

#### The power of the Capgemini/NetSuite partnership

The alliance between Capgemini and NetSuite combines the strengths of two global leaders bringing together Capgemini’s deep experience in ERP, Cloud solutions and a global presence with NetSuite’s industry-leading suite of Cloud ERP/financials, CRM, professional services automation (PSA) and omni-channel commerce software used by more than 24,000 organizations around the world.

#### How do we do it?

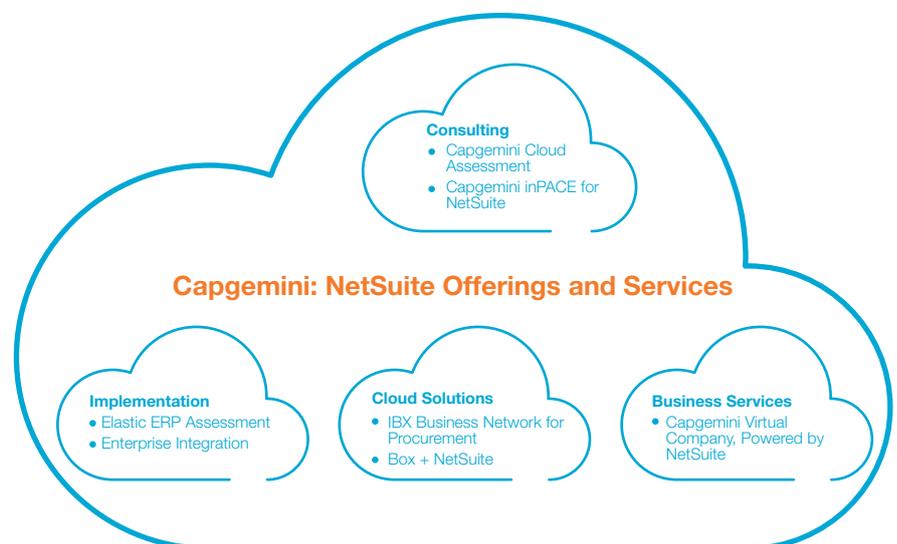
With Capgemini/NetSuite solutions, customers can easily deploy applications and services across any number of business units and subsidiaries and scale the business across the globe. By enabling real-time access to critical business data across the globe, Capgemini and NetSuite empower organizations with greater ability to meet most business challenges, from supply chain optimization to global business efficiency, mergers and acquisitions, ecommerce and CRM.



*With the help of Capgemini, we are significantly improving the efficiency, availability and functionality of our franchisee ordering system”*

### Kevin Vasconi

VP and CIO, Domino’s





*Cloud services are a central part of our BPO portfolio so it makes perfect sense to partner with the world's leading provider of Cloud based business management software so that we can bring the strongest possible services to our clients"*

### Andrzej Hutniczak

Senior Vice President and Head of Product and Deal Structuring, Capgemini

## Focus on Virtual Company

Built on NetSuite's enabling technology, Capgemini's Virtual Company provides an integrated platform to help companies achieve a secure, fast start up of back office operations to support innovation, new business start-ups, mergers and acquisitions, new product and market launches. It works by combining outsourced services, processes, technology and infrastructure.

The bundled solution provides services and applications which can seamlessly integrate with the parent company's organization and technology. Virtual Company offers a pre-configured back office in the Cloud, drawing upon our renowned Global Enterprise Model©. The platform also provides in-built governance, risk and compliance services to assure governance without compromising innovation.

## Virtual Company in action

### Private Equity business stands up

Virtual Company provides Private Equity firms with a full circle investment solution that includes transformation, growth, cost optimization, increased cash flow and exit strategy to consistently expand the return on investment. Virtual Company rapidly delivers value by maximizing the level of efficiencies, providing increased scalability and minimizing operational costs.

 <b>Cost Optimization</b> 	<ul style="list-style-type: none"><li>• 30% to 50% baseline cost elimination</li><li>• Committed business outcomes</li></ul>
 <b>Growth</b> 	<ul style="list-style-type: none"><li>• Eliminate back office focus</li><li>• Higher value services</li></ul>
 <b>Transformation</b> 	<ul style="list-style-type: none"><li>• Speed to ERP implementation</li></ul>
 <b>Exit Strategy</b> 	<ul style="list-style-type: none"><li>• Cloud based technology supports M&amp;A activity</li><li>• Enables speed to savings</li></ul>
 <b>Cash Flow</b> 	<ul style="list-style-type: none"><li>• Limited capital outlay</li><li>• Accelerated return on investment</li></ul>

### Quick serve restaurants on a plate

Virtual Company helps Quick Serve Restaurants focus on their customers by giving them fast and efficient access to industry specific back office services. The Capgemini/NetSuite platform runs all the processes across HR, Finance and Accounting, Help Desks, Governance, Risk and Compliance allowing restaurants to concentrate not just on their day-to-day activities but also on enacting business strategy. Furthermore, Virtual Company brings low-risk, low-cost scalability to support growth into new geographies and new franchises.

 <p><b>Cost Optimization</b> </p>	<ul style="list-style-type: none"> <li>• 20% to 60% cost reduction</li> <li>• Increased process efficiency by 30%</li> </ul>
 <p><b>Growth</b> </p>	<ul style="list-style-type: none"> <li>• Technology-led customer experience enhancements</li> <li>• Analytics for near real-time business performance visibility</li> </ul>
 <p><b>Transformation</b> </p>	<ul style="list-style-type: none"> <li>• Speed to ERP implementation</li> </ul>
 <p><b>Enhanced Capabilities</b> </p>	<ul style="list-style-type: none"> <li>• Faster, more flexible business strategy execution</li> <li>• “Gear for Growth” to enable scalability</li> </ul>

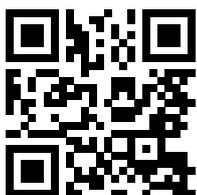
## Driving TGI Fridays’ growth initiatives

High quality, authentic American food and drinks purveyor TGI Fridays selected Capgemini to implement a range of Cloud based financial point solutions and the Cloud ERP suite from NetSuite configured to deliver business process outsourcing (BPO) services across its restaurants in the United States and internationally. The multi-phase project aimed to provide Fridays with a nimble technology and cost effective process environment to support its plans to accelerate the growth and profitability of the brand’s restaurant portfolio.

The technology optimization initiative and finance transformation provides the foundation for Fridays to adopt a data-driven approach to streamline business decision-making. By providing real-time insights into operations, these solutions help the company analyze and employ strategies to better address and respond to market trends and customer demands. Furthermore, this fully integrated, simplified IT and business environment will lower the costs of doing business for the restaurant chain, enabling the newly available revenue to be applied to growth initiatives.

For more details contact:

**Capgemini Business Services**  
 bpo.global@capgemini.com



Scan here to find out more about Capgemini’s BPaaS Services

## About NetSuite

NetSuite Inc. is the industry’s leading provider of cloud-based financials / Enterprise Resource Planning (ERP) and omnichannel commerce software suites. In addition to financials/ERP and omnichannel commerce software suites, NetSuite offers a broad suite of applications, including financial management, ecommerce and retail management, commerce marketing automation, customer relationship management (CRM), Professional Services Automation (PSA) and Human Capital Management (HCM) that enable companies to manage most of their core business operations in its single integrated suite. NetSuite software allows businesses to automate operations, streamline processes and access real-time business information anytime, anywhere.

For more information about NetSuite, please visit [www.netsuite.com](http://www.netsuite.com)



## About Capgemini

With 180,000 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, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, 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.capgemini.com](http://www.capgemini.com)

<sup>1</sup> “As a service economy” is a term first coined by HFS Research Global Enterprise Model (GEM) © 2015. Capgemini. All rights reserved.