Capgemini Integrated Procurement All Channels Experience (inPACE) for NetSuite

An end-to-end, full customer life cycle solution on a single platform in the cloud

Retail organizations are experiencing a new wave of consumer empowerment where demands for personalized product and service offerings are greater than ever. This is only equaled by an unwillingness to accept concessions in choices or quality experiences. To that end, they face a consumer populace that desires an end-to-end interaction experience on the channel, device or location of their choosing amidst a wave of technology disruption. These preferences demand that retailers connect their customer facing and commerce processes intimately with their inventory and fulfillment process with ever increasing agility.

It is not enough to provide an optimal purchase experience with a multichannel view but also to provide the same level of experience to fulfill post sales service and support. Siloed and disparate processes and legacy systems are mentioned most often by retailers as major hurdles to providing this experience. All of this complexity reflects specific concerns around data, technology, organization, supply chain, multichannel (social) experience and business intelligence need to be addressed clearly to answer three fundamental questions asked by consumers:

- Do you sell the products I want to buy?
- Do you have them in stock?
- Are they at a price that I want to pay?

People matter, results count.

Yet, many retailers have succeeded in addressing these fundamentals. With the right processes in place there are opportunities for retailers around four areas: Social, Mobile, Analysis and Cloud. Each of these technologies are utilized in full in the Capgemini approach to empowering retailers for the end-to-end experience.

Capgemini Integrated Procurement All Channel Experience (inPACE) Overview

Capgemini inPACE provides an end-to-end technology solution focused first and foremost on managing a personal interaction with consumers combined with rich content across all channels and touch points. It extends to optimal merchandising and pricing to consumers and efficient delivery of orders in the right channel, right place and right time requested by the consumer.

By leveraging the multitenant, cloud-based solution from NetSuite, Capgemini provides retailers a single view of their business and customer with a complete solution that includes multi-channel, multi-location retail business—POS, ecommerce, CRM, marketing, merchandising, inventory/order management and financials. Built solely in the cloud, it provides the agility retailers require to respond to rapid market changes in the without the cost of a resource intensive on premises system, ensuring that customer, order, inventory and financial information is always up to date with the experience customers demand across all channels.

Capgemini inPACE requires a Well-balanced Set of New and Integrated Business and IT Capabilities.
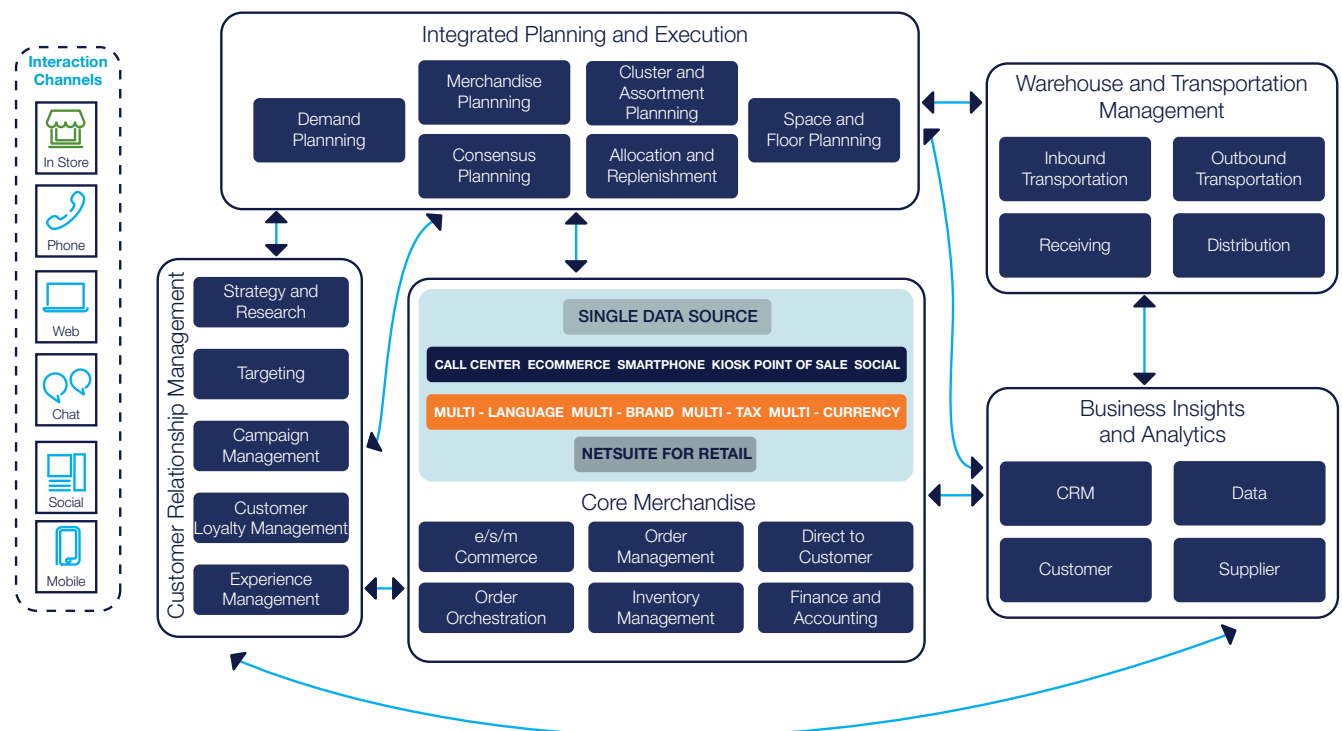
Case Study Situation

A $41B Fortune 500 retailer business is retrenching the organization and spinning off divisions such one with 1400 stores and around $3B in revenue. This division while divested pays the parent company to maintain them on their IT systems and provides other services such as HR, Finance & Accounting, etc.

Approach
Divested company is looking for a lighter weight, more nimble solution as an alternative with an opportunity to establish autonomy to fuel future growth.

Solution
Retailer chose NetSuite SaaS as a modernized foundation solution with NetSuite CRM, eCommerce, ERP, and Point of Sale. Complimentary cloud solutions being considered include merchandising, HR/payroll, and space planning.

Results
Several others divisions could be spun off and NetSuite is a strong candidate using the first division's solution as a roadmap template

Why Capgemini

- Proven expertise in merchandising and fulfillment process management
- Depth of retail and consumer products domain knowledge
- Pedigree of managing organization-wide transformation…not just implementation
- Industry leading Cloud ERP application and domain expertise in distributed environments
- Committed partnership and depth of skills with NetSuite.

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About Capgemini

With more than 130,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 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 organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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