

# Our Client Success Stories

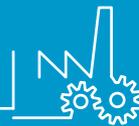
## Cloud Infrastructure Services - Northern Europe



**People matter, results count.**

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**Paul Bramwell**

Head of Sales  
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## Introduction

The selection of client success stories illustrates our solutions in action for solving cloud infrastructure challenges. Drawn from a wide range of industries, you'll find recurrent themes that reflect our way of working with clients.

Capgemini is completely committed to delivering the highest standards of service and business value. We are proactive in identifying client issues and, where appropriate, innovating to solve them. We build strong client relationships, based on trust and openness, and collaborate with our clients to identify new areas for improvement. Our proven change management and project management skills enable us to support our clients in the digital transformation of their business.

Please get in touch if you would like to know more about these client stories or the Capgemini approach to cloud infrastructure services.

**Paul Bramwell**

Head of Sales, Cloud Infrastructure Services Northern Europe





Business

Growth

Value Added

Success

Go



## Collaborative approach helps the Environment Agency achieve an agile IT response to emergencies

The Environment Agency is a UK public body with a remit “to create better places for people and wildlife, and support sustainable development”. The Agency is continually modernising and digitalising its IT to meet the need for extremely rapid delivery of certain projects, such as responses to flooding emergencies.

Corporate Information Services (CIS), the Agency’s internal IT function, has been collaborating with Capgemini since 2009. The partnership is strongly focused on using innovation to keep meeting the Agency’s key objectives. The partners have recently developed an approach called Pragmatic Project Delivery (PPD). This is designed to increase project delivery speed and flexibility by having supplier and client collaborate as one team, with both parties’ objectives aligned around business needs.

With PPD, every lifecycle element, from ideation through to outcome, is **up to 20 times faster** than with traditional methodologies. An **accelerated response to flooding** is among the outcomes enabled by PPD. The approach has **transformed the supplier-client relationship**, enabling fast, pragmatic, collaborative working based on trust. The Agency has been able to adopt “two-speed IT”, with **waterfall and agile methods combined** and juxtaposed to meet individual project needs.



Swedbank



## Nordic bank successfully relocates data centres to maximise security and availability

This client supplies banking services to private individuals and companies in Scandinavia and Eastern Europe. It asked Capgemini to help relocate its IT infrastructure and systems to a modern data centre in order to enhance security and availability.

Capgemini analysed the requirement and delivered a detailed project plan for the whole programme. This work included validation and finalisation of budget and delivery plans, establishment of a comprehensive governance model, and resource planning. Application migration methodologies, operational models, process handling, and test and verification were all covered by the plans.

This **comprehensive information** was a key factor in the success of the subsequent project: the project team knew exactly what had to be done and was aware of dependences and risk mitigation needs. The client has successfully moved to **secure and highly available data centres** run by Capgemini, which also managed the relocation. All delivery has been on time, and all service targets have been met. The business model is a **fixed-price contract, but with shared risk & reward elements**. Capgemini scored 5 out of 5 in a follow-up survey of client satisfaction and quality.



# Leading global retailer industrialises IT to support business expansion

This large retail client aims to increase its business expansion rate by a factor of three over the next five years. To this end, it is launching many concept stores and opening new regional and local warehouses. This agenda depends on having the right IT in place, and on thorough standardisation of processes, solutions and operations.

For more than 10 years, Capgemini has been providing this client with infrastructure consulting expertise, especially around cloud. Capgemini's services have been helping to transform operations and processes, as well as the infrastructure and application landscape, to meet evolving business needs. Now Capgemini is supporting the expansion agenda, drawing on its expertise in rollouts and managed service provision.

The client will gain an "IT expansion factory" complete with an industrialised rollout capability. This will make it possible to **handle the targeted 300% increase in volume without adding significant resources**. Capgemini's comprehensive managed service spans infrastructure, applications, projects and processes, enabling the client to **focus on business goals**, secure in the knowledge that the necessary IT will be available.



# Wood and paper giant chooses Capgemini for safe, flexible data centre hosting

Following reorganisation of its European business, this international manufacturer of wood, paper and packaging products wanted to reduce the cost of its hosting services. The contract needed to provide the flexibility to vary costs according to the level of service required at a given time. At the same time, the company also had to be confident it would receive high-quality, low-risk support for business-critical servers.

Capgemini had an established relationship with this client and was reselected for the new contract following competitive tendering. Now Capgemini is providing comprehensive data centre hosting services for around 100 servers with a variety of operating systems. Hosting is at data centres in the UK, but with participation from staff in mainland Europe where part of the client's operation is located. Also provided by Capgemini are complementary services such as service desk, security advice and service management process improvements.

The client now benefits from quality IT at a **predictable and competitive price**. **Availability of critical services** is assured by the stability of Capgemini's servers and infrastructure, and by disaster recovery provisions using two different data centres. The charging arrangement covers technology refreshes, so there's **no need to purchase new hardware or licences**.



# Capgemini safeguards service continuity for major public sector organisation

When a long-established outsourcing agreement with Capgemini came to an end, it was vital that this client's IT services could continue uninterrupted throughout the transition.

Capgemini had for many years been its prime provider of ICT services, with a comprehensive contract covering support for applications, desktop and infrastructure. Infrastructure services included the supply, management and support of three highly secure data centres. Other services included 24x7 dual service desk support for 50,000 staff. Capgemini had responsibility for management of networks, telephony, 40,000 desktops and laptops, 38,000 telephone extensions, 24,000 mobile phones and 3,500 mobile PDA devices.

As the end of the contract approached, Capgemini went beyond its contractual commitments to help the client transition to the **new tower-based service model**, involving four new suppliers. Capgemini and its subcontractors provided **flexible support** during the four transitions. For example, Capgemini accommodated other suppliers on its premises, for months in some cases, while they obtained their own access to the client's dedicated network. Capgemini's **collaborative approach was key to successful completion of this high-profile transition.**



# Purchasing and logistics specialist outsources to Capgemini to improve competitiveness and cut costs

This Nordic client is a purchasing and logistics company supplying foods to retailers and the foodservice sector. Its distribution system covers the whole of Finland and the Baltic countries. The current economic situation has increased competitive pressures – an important factor in the company’s decision to reduce costs by outsourcing IT activities to Capgemini.

Now Capgemini provides data centre services (from Finland and India), service management and service desk (from Finland) and SAP support (again from both Finland and India), among other services.

As well as achieving **better control of IT costs**, the client enjoys an **efficient, high-quality** managed service. Because of Capgemini’s service management process improvements, core services are now **seamless**.



# Capgemini helps large public sector organisation bring Service Integration and Management in house

This UK organisation is restructuring its IT provision, moving from five key suppliers to 40+ and bringing some activities in house, including Service Integration and Management (SIAM).

Capgemini's transformation consultants are supporting development of the necessary processes, organisational changes and capabilities to enable the client to move its IT operations to the new multi-sourced service model. Capgemini's service integration (SI) blueprint has been used to ensure that the model covers all necessary process areas. Within its operational teams, the client is using Capgemini's specialist skills in SI and service management to supplement its own.

Working with Capgemini is helping this organisation to ensure that **the right data, processes and resources are in place** to implement the change fast yet safely. Capgemini is **transferring its SIAM knowledge** to client staff by working alongside them and by providing mentoring and coaching, all of which is helping them to move into their new roles. As a result, the client is successfully achieving the necessary restructuring while **also responding to day-to-day pressures** such as an increasing workload.



# Tech refresh at Virgin Trains keeps IT abreast of business challenges



Virgin Rail Group operates the UK's west coast passenger rail franchise as West Coast Trains Ltd under the brand name Virgin Trains. To ensure it was using IT for maximum business advantage, the company wanted a complete technology refresh. It asked Capgemini to help with this work as part of an extension of an existing outsourcing contract.

Under this contract, Capgemini provides service desk, server management and administration, desktop support, network support and database administration. These services are delivered both onsite and remotely from various Capgemini facilities in the UK and India. There is 24x7 support for key Oracle and SQL Server databases. In addition, Capgemini is helping to overhaul all hardware, including laptops, desktops and servers, and conduct a review of all associated operating systems with a view to virtualising servers where possible.

With Capgemini helping to **design, implement and operate** its new IT environment, Virgin can be confident of choosing the right technologies to help it **grow revenues despite competitive and other pressures.**



**Valtori** | Government  
ICT Centre

## Government ICT Centre Valtori works with Capgemini to drive infrastructure cost down and quality up

Government ICT Centre Valtori provides sector-independent ICT services for central government administration in Finland. Capgemini supplies data centre services for one of Valtori's clients, constantly striving to cut costs and improve service delivery. This key client is delighted with the service it receives from Valtori and Capgemini.

Working from two centres in Espoo and Helsinki, Capgemini provides service desk, end-user services, network services and management of the servers, storage and backup, database and firewall. Asset management is included, and Capgemini is also responsible for a range of other services including virtualisation, data management and transformation, operational security advice and tools, and help with Windows upgrades.

Capgemini is continuously improving its service, for example through data centre automation, so that **costs will continue to decrease** over the contract lifecycle. **End-user experience is also constantly improving**: for instance, instead of using EDI for message transmission, users now benefit from more sophisticated messaging via IBM DataPower.



# Business service management software firm gains the compute power to go global

This leading global brand specialising in business service management software was looking to rapidly transition from its former SaaS provider so that it could improve the level of stability and performance. The work to migrate services from its former SaaS provider required Capgemini to design and build the new infrastructure in its data centres, and design and implement the transition and migration of approximately 100 customers from both North America and EMEA in four months.

Capgemini **successfully transitioned** all of the client's end customer environments from its legacy provider's environment to Capgemini's data centres in EMEA (Swindon and Bristol) and the US (Phoenix and Boston). Consolidated delivery for all applications under one roof on a dedicated, single-provider private cloud infrastructure has **improved stability and resilience** and allows the client to focus on developing software, not hosting infrastructure environments.

Subsequently, Capgemini has also built a private cloud in Canada, giving the client a new geographical capability that it had not previously been able to provide to the market.



# Capgemini collaborates to create the platform for a future digital insurer

A leading insurance brand was obliged to separate from its former parent company, which, at the beginning of the relationship, was the sole provider of all its infrastructure technology services. The work to separate the client from its former parent required Capgemini to design and build the new infrastructure in its data centres, and design and implement the migration of a sizable server estate and a large portfolio of complex applications.

The dispersed knowledge of the client's application and infrastructure environment was overcome through effective discovery activity and ongoing knowledge codification and management. As the various parties had not worked together before the start of this engagement, and thus came from different organisational cultures, they had to align their ways of working to ensure an **effective "one team" engagement model.**

Capgemini successfully **built a new infrastructure environment** for the client's applications, expanding capacity as individual applications came across; **the client only pays for what it needs.** In parallel with applications migration activity, Capgemini also established a new projects team to handle new build requests from the client. This is a critical part of the transformation initiatives in supporting them to become a digital insurer.





## Heathrow Airport partners with Capgemini to streamline IT and enable strategic ambitions

To support its vision of Making Every Journey Better for over 70 million passengers a year, and to harness IT to achieve its Q6 objectives including delivering the world's best passenger experience, Heathrow Airport partners with Capgemini to deliver outsourced IT operations, transformation and development programmes.

As such, Capgemini **keeps the airport's mission-critical IT services running** on a round-the-clock basis, providing a full range of operational services covering data centres, networks, end user services, mobility, cyber security, application services, architecture services, commercialisation services, service desk, and procurement. Capgemini also provides service management and integration across a diverse ecosystem of partners, and has delivered **significant reductions in IT operations costs** while continuing to transform the service.

Capgemini also works closely with Heathrow to **successfully deliver** significant volumes of **strategic IT transformation and development programmes**, including the London Olympics, Winter Resilience, the Airport Operations Centre, Divestments and Separation, and the construction and successful opening of the new Terminal 2 – The Queens Terminal.



## Capgemini provides a government department with secure managed services

Capgemini supports a central government department with the provision and development of its ePurchasing systems as it aims to consolidate its commercial activities and adopt a more cost-effective and benefits-driven approach to procurement, in the face of continuing budgetary challenges.

Capgemini has been a trusted and collaborative partner to the client for over 15 years, delivering a fully managed service, primarily from a highly secure List X data centre. Capgemini provides dedicated 24x7 cover that extends to a number of subcontracted service providers, including SMEs.

Over the period of the contract, Capgemini has consistently delivered a **highly efficient and reliable** ePurchasing system that is mission-critical to the client's business, enabling the organisation to **securely trade many billions of pounds** of spending with its trading partner community. One of the key features of the service is the ability to handle a **high volume of transactions**, consistently **overachieving against the contracted SLAs**. Capgemini is viewed as an innovative and supportive supplier who has championed thought leadership, commercial and technical innovation, continuous service improvement, customer insight and intimacy.



# Global Communications Corporation builds new post-divestment IT platform

In 2013, this client, headquartered in the Nordics, agreed to sell its “devices and services” (D&S) business to another company. A condition of the deal was that the seller would ensure full IT readiness and **separation of the D&S business in just two months**; delays would have serious financial implications. Within this timeframe, the seller also had to provide its remaining staff with a new, fully functional IT environment including networks, workstations, applications, support and data centres. Large volumes of data needed to be copied across.

Capgemini played a significant role in ensuring that these objectives were achieved on time – something that other service providers had said was impossible. As a result, the purchaser was able to take over on schedule while the seller **retained the data, capabilities and intellectual property** necessary for its own operation.

Capgemini and the client worked as one team. The client identified what needed to be transferred or retained and Capgemini made it happen, often collaborating with additional stakeholders, including the client’s other service providers. Experts from all over Capgemini were brought in as needed: for example, Capgemini consultants designed a global IT communications programme to keep staff informed about the changes, **greatly increasing morale**.



## Major engineering firm implements Service Integration and Management

With Capgemini as service integrator, this client has been transitioning to Service Integration and Management (SIAM). This was one of the first service integration contracts to be let in the UK. The client's objective was to gain greater **value and quality** than was possible from a single-sourced IT contract.

The company has a large complex IT estate and global scale, spanning EMEA, the Americas and Asia Pacific, making this a challenging journey for all parties. Leveraging its Collaborative Business Experience approach, Capgemini manages and coordinates an extensive ecosystem of suppliers on an ongoing basis to deliver value to the client. Capgemini has also helped to implement a suite of processes aligned with ITIL, providing a framework within which all suppliers deliver business outcomes.

Today, critical services are **more reliable and more available** to the business. Valuable management information is informing investment decisions. New capabilities can be implemented into production with less disruption to live service than before. Experience and insight gained from the journey now form part of Capgemini's standard SIAM offering.



# Utilities company has the power to deliver successful demerger on time

This client used to be a field operation unit within a large European international utilities company. As part of a wider demerger situation, it needed to plan and execute a successful demerger within a very limited space of time. With approximately 1,200 employees, operating in 45 different locations across two countries, it needed to prepare its organisation without prior knowledge of whether the buyer was an industrial or financial owner.

Capgemini carried out the IT separation requirements definition, documentation of applications and infrastructure services, and gap analysis to adapt the new IT environment to the business needs. The project consisted of a range of workstreams: data centre infrastructure, networking, business systems and applications, service desk and personal workplace were put in place to minimise separation costs and to protect the business case.

The client was able to **complete the demerger on time** and **within budget**, and now has an infrastructure platform that is **more suitable** for its field-based operation and mobile way of working.



## Contract redesign improves service and cuts cost for longstanding manufacturing client

When business events imposed financial constraints on this global manufacturing client, it asked Capgemini whether costs could be reduced on its managed infrastructure agreement, which had been in place for a number of years.

Capgemini immediately set about working with the client to find ways to drive the cost down for the next tranche of the contract. Together, the partners found ways to reduce the contract price by 15% in return for an agreement to renew the contract for a longer term than that of previous tranches. **Cost reduction tactics** included making increased use of global resources, along with other new ways of working.

The result was a deal that was attractive to both parties, plus a strengthened relationship, and an improved infrastructure service: its **scope** and **flexibility increased**, as did some service level agreements. The deal was worked out in just a few weeks thanks to the use of **small, agile negotiating teams** plus **creative thinking** and **pragmatic attitudes** on the part of both partners.



# Cost-effective innovation for international safety organisation

This service organisation is in the business of improving the safety of people and property, whether on land, at sea or in the air – for example by accrediting and classifying assets. It decided to outsource some of its IT activities as a means of controlling costs and growing revenue despite competitive pressure, while also implementing best practice and increasing innovation.

Capgemini provides this client with a range of services around management of IT infrastructure and the global server environment, plus application management and support for a number of applications. Specific services include information management (IM) and security, disaster recovery and procurement. Capgemini's global service desk supports internal end-users and external customers 24x7, and provides an emergency response service for certain customers.

The outsourcing agreement provides **flexible resourcing** and **low-cost delivery** from a rich skills pool, thanks to Capgemini's Rightshore® capabilities. The client has gained the ability to **refresh technology more easily**, and the space to **focus on new projects**. It adds up to an integrated end-to-end service delivery capability that helps the client support a global business cost-effectively. The result is **greater value for money, improved risk management**, and **increased clarity in the creation and realisation of long-term strategy**.







## About Capgemini

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With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 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.uk.capgemini.com](http://www.uk.capgemini.com)