

# Service Integration-as-a-Service



A new approach from Capgemini puts Service Integration within the reach of most CIOs – and it can transform the relationship between the IT function and the business

Service Integration is an established way to reduce the expense and complexity of multivendor IT environments while increasing their flexibility. The Service Integrator acts as an interface between client and suppliers, taking overall responsibility for performance and standardizing the way services are provided. Now, Capgemini is offering Service Integration on an “as-a-Service” basis as an alternative to our usual customized integration approach. The as-a-Service option makes Service Integration a realistic choice for most businesses because costs are lower and time to value is shorter – yet you still get a full-strength solution.

In all industry sectors, organizations are wrestling with complexity, cost and inflexibility resulting from multi-sourced, globally delivered, IT services. CIOs are having to manage different outsourcing service providers who, in most cases, are working independently of each other, with little connection to the business goals their services underpin. These providers are typically subject to a range of different agreements, with:

- Little standardization outside basic contract parameter
- No clear allocation of accountability between suppliers, so when something goes wrong there is confusion and finger-pointing
- Expensive governance, often requiring separate teams to “man-mark” each provider

Not only are these arrangements expensive and complex, but the business cannot be sure whether it is getting value from its IT spend. This uncertainty is particularly worrying at a time when businesses are dealing with a dramatically increased appetite for IT services but having to work within constrained IT budgets.

As CIO, you therefore need to find ways to serve the business better while maintaining control over the way IT services are purchased and consumed. You have to keep costs down and ensure that each item of spend is justified in terms of business objectives.

## How Service Integration helps

We define Service Integration as the management of separately supplied IT services to ensure they consistently work together to deliver business benefits. A Service Integrator such as Capgemini acts as the interface between your company and your service suppliers, and is accountable for service performance. The Service Integrator combines discrete service elements into a coherent set of end-to-end services bound by multilateral agreements.

By separating the management and assurance of IT services from the provision of these services, the Service Integration approach increases transparency, flexibility and accountability, putting you, the client, firmly in control.

## Why Service Integration-as-a-Service (SlaaS)

At Capgemini, we have been applying the Service Integration approach very successfully with key clients over the past few years. We have now taken the logical next step by standardizing and packaging up our approach so that it can be delivered “as-a-Service”. This option is ideal if you need to achieve Service Integration at lower cost and with faster time to value than with the established “artisan” approach (which we continue to offer as well).

It also gives you great flexibility, particularly when it comes to turning specific services on and off in line with demand, or swapping one service for another. This is possible thanks to our standard method of integration, which allows new services to be added to the ecosystem rapidly provided they comply with the standard.

SlaaS is not a subset of the Service Integration proposition. It’s the full proposition, preconfigured. To understand how it works, consider Salesforce.com. It comes preconfigured but to get value from it you have to adapt your business processes. That is the same with SlaaS – we offer a functionally rich set of preconfigured and integrated solutions, our operational blueprint. We work with you to deploy the solution into your business environment, using our proven methods and practices to bring it rapidly online.



## What SaaS gives you

By adopting SaaS, you get all the benefits outlined below.



### Easier management of service providers

Standard policies, processes, procedures, work instructions blueprint and reporting mechanisms are all preconfigured into the operating platform. This establishes a single way of working across the service provider ecosystem, which makes it easier to measure individual providers against operating level agreements, and also to engage and disengage service providers.



### Reduced IT costs

Clarity of roles and responsibilities throughout the ecosystem of providers quickly eliminates duplication and waste, reducing your operating costs by up to 20%. Our flexible subscription-based SaaS platform, which easily scales with demand and removes the need for Capex, means you never need to buy, install, or upgrade this type of software again.



### Shorter time to value

Capgemini's preconfigured SaaS and deployment services typically halve the time needed to integrate multi-sourced IT services into a seamless end-to-end service chain. Of course, that significantly shortens the time required to bring the service into operation and start realizing the benefits.



### Increased flexibility

You can change individual providers faster because the terms of engagement and operating principles are predefined. This gives increased flexibility for dealing with acquisitions, divestments and changes to business strategy. In addition, secure internet access to our SaaS platform supports rapid connection of new businesses and business units, with no lead time.



### Reduced risk

Because we implement consistent processes with clear accountability across the entire vendor base, you get easier regulatory compliance, stronger governance and stricter security.

## The Capgemini advantage

Capgemini is uniquely positioned to provide SlaaS for a number of reasons:

- Mature service delivery practices
- Record of success as a Service Integrator and provider of business process integration
- Record of success as a provider of SaaS
- Extensive experience in, and knowledge of, all major industry sectors

By working with us, you'll find that the whole relationship between your IT function and the business improves beyond recognition. You'll understand exactly what services you're consuming and for what purpose – something that surprisingly few ecosystems today can tell you. You'll know what tools your organization has available and will be able to exploit them to the full, instead of going out and buying the tool du jour. You can change supplier easily but in general you won't have to worry about suppliers or individual products or services – you can just focus on making sure your business has the functionality it needs to succeed.

For further information please contact:  
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## About Capgemini

With more than 130,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 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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