

# Matalan Suits Up for Success with Capgemini

**Transformative desktop services bridge the gap between the needs of the organization and end-users**

## **The Situation**

Matalan has achieved impressive growth despite the competitive market in which it operates. However, intensive focus on growth and customer acquisition had placed severe strains on the company's IT systems. Matalan's desktop environment was no longer robust enough to meet the growth needs of the business.

## **The Solution**

Working with Capgemini, Matalan was able to transform its desktop architecture to a new standardized environment, which lowered total cost of ownership. Mass deployment capabilities made fast work of the transition, providing end users with fast access to pre-built services. The new desktop platform also enabled Capgemini to introduce Rightshore®, its center-based approach, to transform Matalan's delivery services.

## **The Result**

A scalable service, which lowers TCO, is now being delivered through Capgemini's global network, enabling cost savings of £9m (\$19m, €13m) over the six year contract. The new secure, resilient and standardized desktop environment has been customized to meet the disparate needs of end users. Matalan is now taking full advantage of Capgemini's scale, including tens of thousands of people and servers, and advanced proactive system management capabilities that improve performance and availability. Today, Matalan has a flexible future proof platform that will facilitate growth and clarify the business impact of IT change.

“Our collaboration with Capgemini and the implementation of its desktop transformation solution has bridged the gap between our business needs and the needs of our end-users, balancing cost, increasing availability and productivity, and enabling us to focus on our business objectives.”

*Michelle, Matalan*



## How Matalan and Capgemini Worked Together

Having grown considerably, Matalan's desktop environment was no longer robust enough and lacked key functionality to meet growing demand. An inherited fragmented design approach was causing increasing numbers of support issues, and this in itself was hindering IT enhancement programs required to move the organization forward. With aging desktop products going out of support and a security audit showing up a number of compromises, Matalan's challenge was to create a highly resilient, secure environment that would facilitate business growth and change programs. More recently, Matalan has come under heavy and unexpected competition from two areas: firstly town center chains, with new competition obtaining a foot hold; and secondly super-stores, selling value based clothing. Matalan needed to reduce its cost base and gain greater business efficiency in order to retain and improve its position in what is now a highly competitive market.

## Creating a Platform for Change

Matalan and Capgemini's initial challenge was to transform the desktop environment in Matalan's headquarters, distribution centers and 200 stores. Capgemini implemented its standard operating environment, a single desktop image customized to end user requirements. It worked closely with Matalan to develop a comprehensive end user communications program, ensuring high productivity and acceptance on deployment of the standardized platform. In addition, Capgemini migrated users, servers and the messaging systems and implemented a full systems management service. This enabled remote resolution, application delivery, patch management and inventory management, as well as the proactive monitoring of authentication, messaging and file and print systems and servers. Finally, Capgemini provided security services, including multi-layered anti-spam and anti-virus and periphery

management to address Matalan's security concerns. The desktop transformation resulted in a secure, future-proof platform that would accommodate Matalan's growth while delivering improved performance, availability, and lower cost.

## Meeting the Cost Challenge

With this platform in place, Matalan was able to meet the cost challenge by leveraging Capgemini's scale. First, Matalan and Capgemini collaborated to analyze individual areas of the current service and gain complete understanding of the costs and business impact. With this information Capgemini began a transformation of delivery services to its Rightshore® model. It built a highly cost efficient back office leveraging off-shore centers in Mumbai, India and Krakow, Poland and near-shore centers in the UK, while retaining key functions on client sites in order to balance risk and optimize service.

## What Success Looks Like

The desktop transformation delivered a secure, resilient and standardized environment that is customized to Matalan's business and end user requirements. It also created a flexi-

ble future proof platform for Matalan's changing business. The benefits of this stable and robust platform were proved in enabling the successful transformation of delivery services, allowing Matalan to leverage Capgemini's global network for scalable services at optimized cost. The result: a more comprehensive and transparent contract with Matalan that delivers significant, guaranteed cost savings - £9m (\$19m, €13m) over the six year term - without compromising service quality. Capgemini's system management capabilities proactively manage Matalan's environment to prevent issues from occurring, while remote tools and the standardized desktop environment lower mean time to repair. As such, Matalan has achieved improved availability and productivity. Matalan can also now assess the business impact of IT change, enabling greater control and ability to drive down future costs. With the platform giving future clarity in place and Capgemini contributing significant specialist experience in retail, supply chain management and specialist applications, Matalan can truly align IT with its future business strategy.



## About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of

world-leading technology partners and collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

Capgemini employs approximately 82,000 people worldwide and reported 2006 global revenues of 7,7 million euros.

Capgemini Global Outsourcing  
Infrastructure Management

Transformative Desktop Service  
Rightshore® Delivery

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