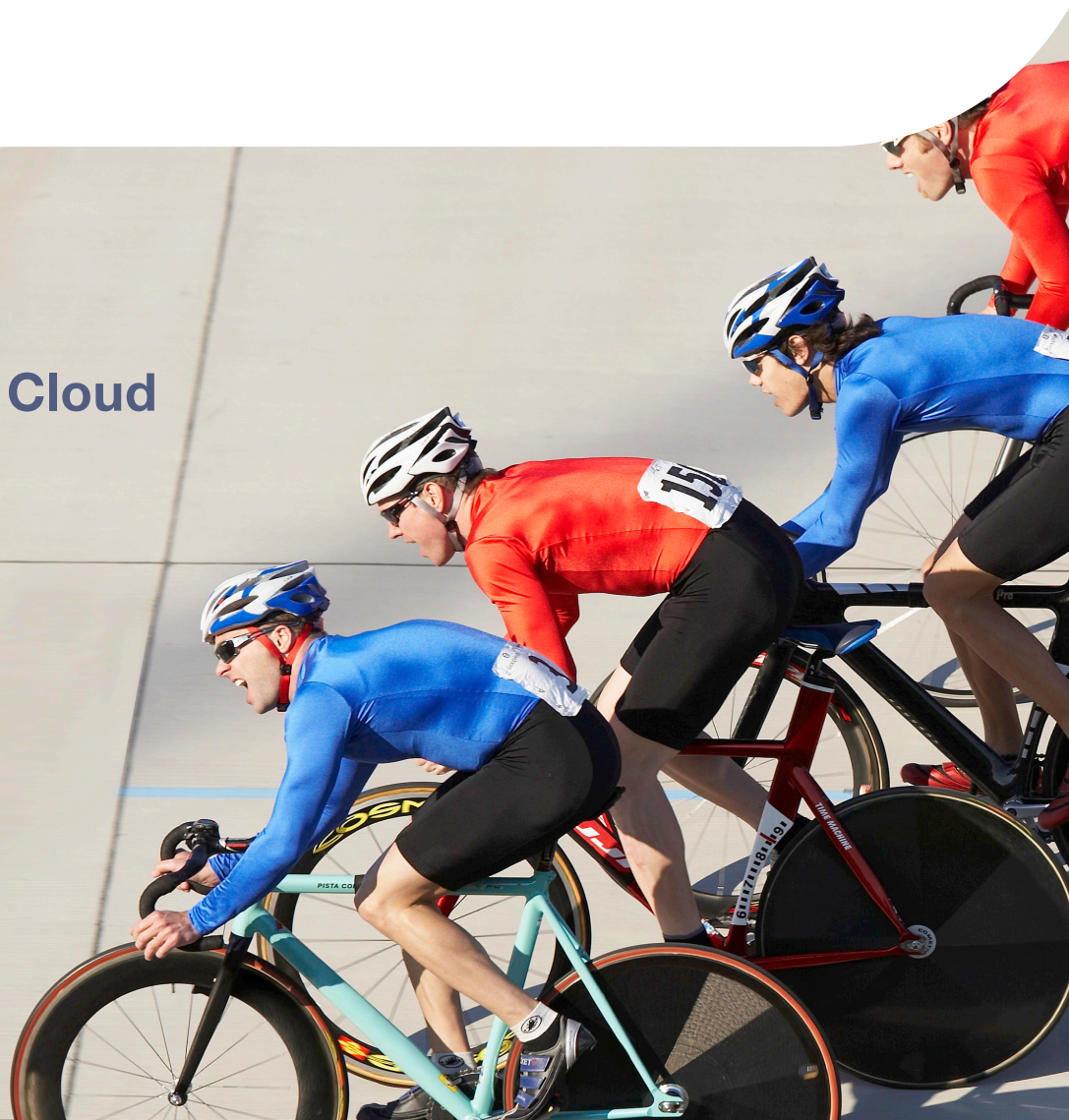CONSULTING.TECHNOLOGY.OUTSOURCING

# Capgemini NetSuite Business Cloud.

## Simply. Business Cloud

**Swift and Agile**
response to market demand for
**CLOUD COMPUTING**

*People matter, results count.*

## Your Business. The Cloud. Business Cloud.

For the world of business today, change is the new constant, unpredictable is the new normal. In this rapidly evolving IT landscape, companies are constantly trying to make the best of new technologies, shrinking budgets and a challenging economy. To stay ahead of competition you need a perfect combination of financial and operational capabilities along with the newest set of Cloud technologies to boost your social, mobile and analytic functionalities. And, in the process, slash your costs, achieve consistent performance across your business locations, and make informed decisions. So where do you go from here? Of course, to the Cloud.

At Capgemini Cloud is pervasive in everything we do - it is the current and next frontier. At Capgemini we offer you cloud orchestration to maximize the value of cloud computing with a comprehensive approach that includes consultation, implementation, solutions, and seamless operation across all our cloud offerings. We now deliver the best-of-breed Cloud ERP in this approach and offer several specific solutions in partnership with NetSuite.

## What is Cloud ERP?

Enterprise resource planning (ERP) covers the broad spectrum of activities - like financials, procurement, and inventory management - that help run a business. Cloud ERP provides a business with agile and cost effective enterprise resource planning and transformation services. Delivered over the web in a SaaS (Software as a Service) model, the solutions need no upfront expenditure on infrastructure. Cloud ERP rids you of maintenance worries for outdated on-premise software, expensive upgrades, and version lock. It also takes care of your data storage concerns, integration issues in a multi-location framework and aligns your legacy systems with new modules, thereby reducing your operational costs and providing an opportunity for your business to boost its margin for growth.

## The Capgemini Approach: Cloud Orchestrator for ERP

By teaming with cloud partners to deliver cloud business management software services for its clients, Capgemini has become one of the leading Cloud ERP Orchestrators in the Software as a Service (SaaS) market. NetSuite is the global leader in SaaS ERP/Financials and complements our current global partnerships with Salesforce.com for CRM and Workday for HCM.

What's more, with Capgemini solutions integrated into the NetSuite platform, our clients experience an easy-to-deploy, scalable, on-demand suite of services available globally across enterprises. These solutions grant you secure access to your critical business information anytime, anywhere providing greater visibility into your enterprise. Cloud ERP solutions from Capgemini deliver:

- Agility
- Flexibility
- Visibility
- Scalability
- Reduced Costs
- Accelerated Business Transformation

# Capgemini NetSuite Business Cloud

**Consultation**
- Cloud Assessment
- Digital Transformation

**Capgemini : Cloud Orchestration**

**Implementation**
- Two Tier deployment
- Integration

**Cloud Solutions**
- IBX Procurement Cloud
- IBX Business Network

**Operation**
- BPO, Virtual Company
- BPaaS powered by NetSuite

In each of the following offers, we deliver business benefits through the collaborative offerings with NetSuite.

## Capgemini NetSuite Business Cloud

Capgemini sees a compelling and growing demand in the market for Cloud ERP solutions in large companies actively pursuing a strategy of acquisitions, mergers, and divestitures as well as in growing companies seeking to track and measure the success of their innovative new product and service offerings.

Let's take a look at Capgemini's Cloud service offerings:

### 1. Two-tier Cloud ERP: To simplify and streamline your multi-division business

When it comes to integrating a multi-company organization's financial, accounting, inventory and sales systems – and providing an easy connect and control between the functions and a real-time information access on any device, anywhere – a traditional single instance of ERP may not be the right solution. It involves too much cost, time and risk, along with the inability to keep pace with the rest of your organization. A two-tier ERP model is the answer to these issues.

A two-tier ERP solution allows business customers to retain their centralized "on-premise" ERP investments, but at the same time empowers their subsidiaries or business divisions with a cloud-based ERP/financials system tailored to their exact needs and local office requirements. In simpler terms, the typical two-tier model deploys an agile cloud ERP at the subsidiary levels that integrates with the SAP, Oracle or other ERP instance at business headquarters.

Leveraging its deep relationship with the champion of the two-tier model, NetSuite, Capgemini has developed a strategy of two-tier ERP that balances the cost of ownership, need for agility as well as the overall enterprise architecture. We have designed an infrastructure that can be deployed quickly and cost effectively outside your headquarters even to the farthest reaches of the organization with the following advantages:

- Reduced cost and risk in adapting to future changes
- Improved business processes between Finance and IT
- Standard, template-based deployment for subsidiaries
- Reduced overall number and variety of distinct systems throughout the organization
- Simpler financial consolidation process with fewer individual feeds and fewer systems to track
- More effective financial management reporting overall
- Shortened time-to-value and increased agility of business management solution
- Greater local flexibility and global visibility
- Reduced infrastructure and software costs via SaaS deployment model

### 2. Cloud Readiness Assessment: A six-week assessment and roadmap

Before you embark on your cloud journey, take our short Cloud Readiness Assessment to help determine if your organization is ready for the cloud. After years of experience in on-premise SAP and Oracle ERP deployments, and managing global rollouts with NetSuite, Capgemini has developed a Cloud Readiness Assessment and a Six-week Roadmap service. This service helps identify your enterprise's cloud power and builds a concrete plan to move your applications to the cloud in the smartest way that

will bring the greatest business value. The three stages are:

**Stage 1: Analyzing the Global Process Model:** Engagement planning, workshops, interviews, process models and data access collation are the key activities of this stage to assess the current process models and identify local and business unit specific customizations in scope.

**Stage 2: Gap/Fit Analysis for Two-Tier Roadmap:** Using Capgemini's cloud ERP framework, we identify if there are any specific process steps or customizations that are needed for a specific region, business unit or regulatory requirement that need to be handled in a specific way.

**Stage 3: Business Case and Roadmap Validation:** After workshops, we create the final deliverable report that outlines the analysis and recommendations for the Two-Tier ERP cloud roadmap.

At the end of this stage we will be able to provide the Two-Tier ERP cloud roadmap with the following deliverables:

- Recommendations
- Transformation Roadmap
- Business Case Justification
- Final Report & Presentation

### 3. Capgemini's Cloud BPO Virtual Company offering powered by NetSuite

A fully managed BPaaS (Business Process as a Service) value offering.

The BPO Virtual Company from Capgemini is a fully managed outsourced service for fast moving companies who not only want access to 'best of breed' technology and software, but the business services to operationalize them.

Capgemini is a global leader and innovator in the provision of Business Process Outsourcing back office services for finance & accounting, procurement, supply chain, HR and customer operations. Over 12 years of market leading experience and global best practice in back office processing is captured in the unique and market leading IP of our Global Enterprise Models (GEMs). GEM is unique to Capgemini BPO and allows us to deploy in a rapid, controlled and repeatable way the optimal combination of: talent, location, process best practice, technology, and pricing for a client industry scenario.

BPO Virtual Company with NetSuite offers a configured instance of our best practice GEM bundled with the market leader in Cloud ERP. This BPaaS instance of GEM, incorporating our Best Practice Process Models for back office services together with enabling technology from NetSuite can address multiple very challenging client circumstances such as:

- Divisional or regionally specific solution needs for process standardization
- Deployment of a managed service for point solution, two-tier, back office solutions
- Agile, professional, low cost back office services for new operating units or divisions
- New product incubation, innovation & start up
- Merger & acquisition integration
- New market entry expansion

In addition to these specific circumstances both large enterprises, and small and medium sized businesses, are increasingly faced with the challenges of being more agile, more consistent in embracing global standards, while faced with time constraints and the need to be cost effective and efficient.

The fully managed BPaaS model from Capgemini BPO bundles global best practices in back office processing with market leading Cloud ERP from NetSuite to drive business transformation in disruptive circumstances. It is for those companies who simply want the best in modern business processing and the latest technology.

## 4. IBX Business Network. Integrated with NetSuite ERP: One portal for all procurement needs

Managing procurement can be extremely challenging sourcing product, services and materials from around the world and from across organizations with differing IT platforms. To make procurement as simple as online shopping and to enable enterprise-class e-procurement for customers, Capgemini has integrated IBX Business Network with the industry leading Cloud ERP solution from NetSuite.

The integrated Capgemini and NetSuite Cloud ERP solution, called IBX Business Network, connects companies globally with new and existing suppliers, allowing suppliers to update customer catalogs online and confirm orders. Buyers make purchases, confirm receipt, and manage relationships - all in one system. We improve on-time payment rates through automated invoicing and bring all sourcing information to your fingertips with enhanced content management services. With this self-serve model, companies receive the best purchasing experience across devices and locations, a consumerized shopping interface, all while reducing helpdesk related costs.

The IBX Business Network for NetSuite ERP offers:

- **Purchase-to-Pay:** Supports the full procurement process with our on-demand NetSuite-ready

package, including a consumerized shopping experience with end-user friendly tools and applications. Also provides order handling and invoice-services, allowing enterprise-class procurement for the masses
- **Supplier Network:** Provides instant access to thousands of suppliers and their catalogs, invite your own suppliers not registered and recieve their catalogs, manages relationships, orders, invoices and agreements – all in one place.

The benefits of the procurement solution also extend to include higher productivity, greater spending visibility, lower costs and better contract compliance. These benefits include:

- Delivered in SaaS based model
- Enhances the NetSuite offering by extending it into Procurement
- Procurement and sourcing software that is scalable
- Rapid deployment and user adoption drives up compliance and employee productivity

## 5. Digital Transformation: Changing your e-business world with Capgemini Immediate and NetSuite's SuiteCommerce

Cloud technologies, Social, Mobility and Analytics are re-defining key business processes. Solutions tailored for specific industry scenarios that leverage new age technologies can enable enterprises to quickly get agile and stay ahead of their competition. However, often your existing in-house systems make it difficult for you to take advantage of these new technologies, and it always helps to know where to start. With Capgemini Immediate and SuiteCommerce we help you leverage all the online and mobile services available in the digital marketplace, and integrate new applications with your existing enterprise software.

## a. Capgemini Immediate: Integrated cloud-based platform for the digital marketplace

Online business services on the cloud are now easier than ever. But as you start using more of cloud services, the need to integrate your online and offline services arises. Entirely based on the leading web technologies, Capgemini Immediate provides a cloud services management platform that brings security, control and accountability - all the benefits of an e-business solution, without the traditional IT-related drawbacks and risks – to your services. We manage a network of third-party IT suppliers as service integrators and prime contractors to provide the overall solution seamlessly.

- Agile Go to Market: Resources are available on demand via a browser and services are "ready to use", so you can start the service in just weeks rather than years.
- Rent, don't Buy – Eliminates the usual up-front infrastructure and licensing costs - the rental model means less Capital Expenditures.
- Be Scalable - As a Cloud based service, its capacity can scale up or down according to your business needs.
- Get regular refreshes - No training and change management costs are associated with traditional upgrades. Instant and regular new functionality is fed into your system without additional investment.

## b. SuiteCommerce: Architecture for building e-commerce experiences

At Capgemini we understand the stages of the eCommerce Customer lifecycle and along with NetSuite provide the best-of-breed capabilities for each stage of the lifecycle across channels and touch points from one single system. SuiteCommerce is a single commerce solution that supports the multiple channel and multi-customer touchpoints a retail business needs —from physical points of sale (POS) at brick-and-mortar stores or other locations to call centers, social media and B2B, B2C, and eCommerce via desktops, laptops, iPhone/iPad, and other smartphones and tablets.

SuiteCommerce is built on open standards - HTML, CSS and JavaScript - that leverage SuiteScript Server Pages, SuiteScript, the File Cabinet, Commerce and item search APIs. With a clear separation of presentation and data layers, SuiteCommerce allows developers and designers to work simultaneously.

NetSuite's SuiteCommerce will provide:

- Accurate customer and vendor data
- An intuitive shopping experience optimized for different devices, including desktop, mobile and tablets
- Quick engagement with your customers by targeting specific products, offers and content to them
- Store locators, loyalty point programs, back-in-stock notifications, and product configurators
- Easy catalog management with multiple product market copies and rules-based merchandising to easily configure and display product range and information
- Personalized marketing to enhance customer service across stores, websites, call centers, mobile, and social platforms

## WHY CAPGEMINI?

As a full service top tier global systems integrator, Capgemini delivers Cloud solutions quickly and simply to drive your business forward. At Capgemini, we view the Cloud as the enabling technology for our customer solutions to deliver agility and flexibility to enterprises. We work closely with you to help develop your Cloud roadmap and make the smartest decisions.

To find out how you can deploy our smart cloud-based business solutions and add the competitive edge to your ERP landscape, contact us today.

**People matter, results count.**

For more details contact:

**Mary Niemann**
Global NetSuite Lead
mary.niemann@capgemini.com

## About Capgemini

With more than 125,000 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.

Learn more about us at
**www.capgemini.com**