

Service Integration that Accelerates Business Transformation



By taking a holistic approach to Service Integration you can avoid getting bogged down in operational intricacies—so you can finally move ahead in solving business challenges.

Introduction

Service Integration has made the transition from novel concept to strategic imperative at most large enterprises. It is now seen as the key to solving all kinds of challenges—from improving the quality and consistency of IT services, to streamlining IT operations, to meeting the challenges of supplier management in an increasingly multi-sourced environment.

The business value of Service Integration is very real. However, the meaning of the term seems to be in a state of flux, with different vendors defining it to serve their own interpretation. That is a serious issue because it means many companies are not accurately assessing the possibilities of Service Integration, implementing Service Integration solutions that truly align with business objectives, or extracting full value from Service Integration solutions.



Service Integration is a transformation in how IT services are governed, managed, and delivered. It is about bringing together separately contracted and supplied IT service providers to ensure they consistently work together to deliver business benefits. And that requires a *comprehensive* approach, not piecemeal connections, ad-hoc policies, and one-off solutions.

Capgemini can deliver Service Integration solutions that truly integrate all aspects of the environment—operations, projects, performance, and planning—so that your enterprise can bring consistency to service delivery, manage the complexities of multi-sourcing, convert data into intelligence that drives business process improvement, and accelerate business transformation initiatives.

This paper describes the impetus behind a more comprehensive approach to Service Integration, the attributes of Capgemini's approach, and our unique capabilities in delivering on the demands.

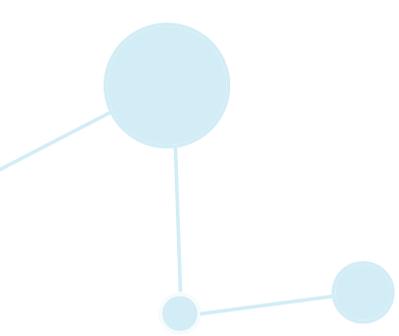
You Already Have a Service Integrator. Is it the Right One?

The explosion of mobile computing, social media, cloud computing, and Big Data analytics has created an upward spiral in the number of applications, infrastructure resources, and suppliers that need to be managed. In fact, according to research by HP, approximately 60 percent of organizations now have at least five service providers for apps alone, and the average number of IT service providers is more than 30. Those numbers are likely to increase exponentially in the years ahead as everything moves to the “as-a-service” model.



This means at almost all large enterprises *someone* has already assumed the role of Service Integrator (the primary operational interface between the company and its IT service providers, with accountability for service performance). In many cases, that “someone” is in the internal IT organization; in other cases it's simply the largest supplier; in still other cases it's a specialist in a critical application such as ERP.

Ask yourself: Is your current Service Integrator really the best fit for your strategic requirements? Can your Service Integrator deliver comprehensive Service Integration capabilities, today and moving forward? Is your service integrator helping to align IT with business objectives? Simply put, is it working?



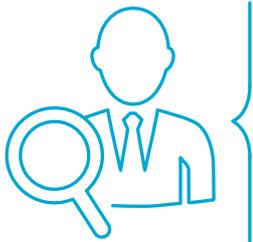
Attributes of an Effective Service Integration Solution

Here are the key characteristics Capgemini considers to be essential in a Service Integration solution:

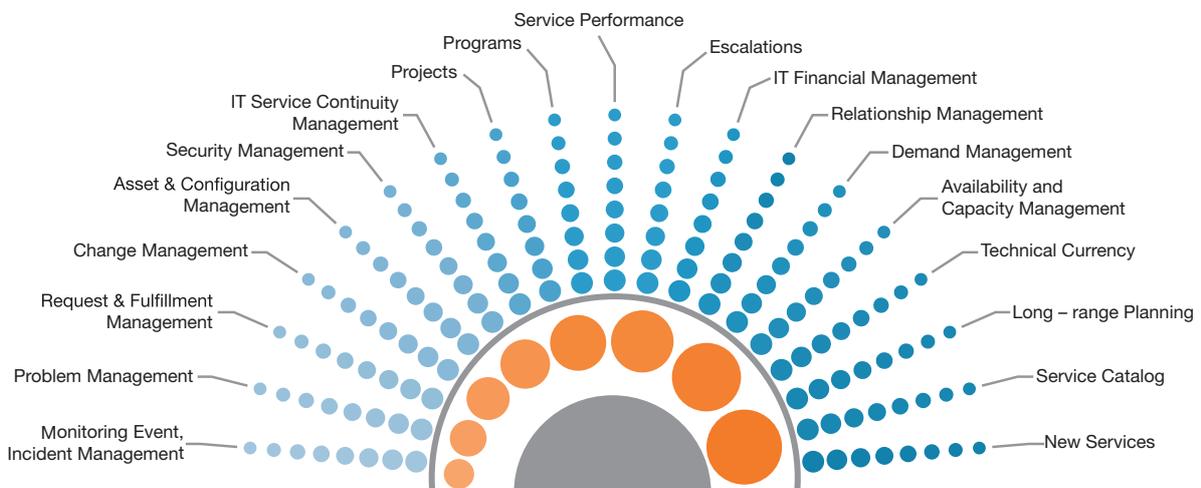
It's comprehensive.

First and foremost, the Service Integration solution must integrate *everything*—including operations, programs, applications, performance, and planning—so that the enterprise can bridge the gap between IT capabilities and business objectives.

- **Operations** refers primarily to the ITIL processes (incident, problem, change, asset, configuration, etc.), along with security and continuity.
- **Programs** include initiatives and projects that effect change in an organization (as opposed to steady-state operations).
- **Applications** include both existing business applications and the new breed of mobile and web-based apps that deliver IT services.
- **Performance** refers to the service and financial reporting, which all too often are disjointed today because everyone reports only on “their piece.”
- **Planning** includes all of the refresh, capacity, availability, and technology planning considerations in formulating a path forward for an organization.



Capgemini’s Service Integration solutions fully account for these 5 categories. Equally important, Capgemini keeps the focus on higher-level business results: integrating services with business demand, financial planning, reporting, risk assessment, and change management. The result is that Capgemini’s offerings serve all interested parties—not just IT but also end users and business stakeholders.



OPERATIONS → PROGRAMS → APPLICATION → PERFORMANCE → PLANNING



It's real.

Often IT maturity assessments and transformation readiness studies fail to look beyond the proprietary services of a vendor. Capgemini can provide real, proven design covering all of the elements of Service Integration, along with the ready-made platform and tools required to implement your Service Integration strategy and speed time to value. Service offerings include:

- **Service Integration Blueprint:** Capgemini's patent-pending blueprint covers policies, processes, and procedures that need to be followed to implement Service Integration, configured for your specific needs and requirements. It is the result of many years of real-world experience and deep operational expertise from literally hundreds of Capgemini Service Integration specialists around the world.
- **Service Integration Platform:** In conjunction with the process blueprint offering, Capgemini has designed a standardized, packaged, integrated tooling architecture and specific best-of-breed tools to implement the Service Integration blueprint. In conjunction with our process blueprint Capgemini has designed a tightly integrated tooling architecture from leading best of breed ITSM tools. This scalable platform ensures our Service Integration solution is able to address both global and regional deployments whilst at the same time providing the essential automation needed to drive efficiency and reduce operating costs.
- **Contract Compliance Optimization:** These services provide end-to-end contract management for complex relationships through a base of contract management processes, so clients can recapture lost revenue and manage the entire contract lifecycle.



It's implemented collaboratively and creates transparency.

A solution is more than processes and tools. Capgemini brings to the table a team of professionals who have the right experience, who understand the unique needs of each client, and who truly collaborate with your team and your suppliers to deliver success. We deliver end-to-end services, but we do it in the context of our collaborative business experience, which means that we empathize with both client and supplier and we create transparency of information within the enterprise.



It aligns IT and business objectives.

Service Integration should increase the reliability, performance, security, and user experience of IT services, not simply aggregate them under IT control. Capgemini's Service Integration solutions are deployed with true enterprise-class tools and infrastructure in order to provide the most efficient way of managing an organization's IT. The tools are flexible enough to allow the individual business unit to view data sets on performance, service and charge-back so that they have the ability to respond to their own specific business-IT needs.



It's proven with real customers.

Capgemini was an early entrant in the Service Integration market more than a decade ago, and since that time we have continuously improved, built on past success, integrated new processes, and refined existing processes to retain our position as market leader.

In short, we know this material better than anyone in the industry, and our success with customers lends credence to our claims. In fact, we are so confident in our capabilities that we are willing to be an independent service integrator if the client desires independence and the situation warrants; and we will commit to service performance. Very few others in the industry will do this.



It reduces risks and costs while improving service quality.

With Capgemini's Service Integration solutions costs and risks decrease as technologies and suppliers are more effectively aggregated, integrated, and managed; processes become repeatable and reliable; and service levels improve because they are benchmarked and monitored more consistently and effectively.



It gives you ONE version of the truth.

Capgemini delivers Service Integration with universal adherence to a single operating model. That means defined policies, processes, and procedures—and the use of integrated tooling—are operationally bound together. The result is ONE version of the truth; ONE service catalog, ONE performance report, ONE financial summary—ONE integrated service.



It delivers value beyond obvious.

A comprehensive approach to Service Integration allows your enterprise to achieve benefits you may not have considered. To cite just one example, Capgemini's Service Integration solutions make it possible to use service desk data to drive business process improvements and optimize infrastructure investments.

Realize the Possibilities of Service Integration

IT service delivery is evolving rapidly. Forward-looking enterprises are beginning to recognize that “service management” is not sufficient to deliver the business objectives they seek. If you truly want to improve the quality and consistency of IT services and reduce business risk, you must do more than manage IT assets; you must integrate. And you must take a comprehensive approach to integration, because multiple providers will not do that of their own accord.



About Capgemini

Now with 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 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

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