Capgemini

Integrated infrastructure for the digital enterprise

It's all about connections.

Infrastructure that opens opportunities.

The Internet of Things (IoT). Digitalization. Mobility. Analytics. Machine-to-machine communication. Autonomous computing. The accelerating convergence of technologies, devices, networks, and data is changing the way we work, play, and live—and creating unprecedented opportunities for your enterprise. If you have the right infrastructure in place take advantage.

Ironically, IT infrastructure at most companies is becoming increasingly siloed and disjointed—despite transformation initiatives aimed at aligning IT capabilities with business goals. And all too often, suppliers and service providers end up contributing to the "solution sprawl" that slows down transformation.

Capgemini has responded with a unique approach to Infrastructure Services that focuses on connecting solutions, services, and suppliers.

Leveraging our global scale and our end-to-end infrastructure expertise, we have made it faster and simpler to implement **truly integrated, comprehensive, innovative solutions from multiple sources across the IT supply chain.**

Simply put, we are connecting solutions, services, and suppliers—so that you can move to more agile IT, accelerate your transformation journey, achieve your business objectives sooner, and position your enterprise to exploit the enormous opportunities and innovations of the connected age.

Infrastructure Services that connect you to innovation.

"Infrastructure" is no longer defined only by physical systems such as servers, storage arrays, switches, and routers. Today it is the foundation for the development and delivery of end-user-centric IT services. It is the enabling technology for mining data-driven, business-relevant insights. It is the raw material for creating and implementing new business models.

It is the bedrock on which business value and competitive differentiation are built.

As such, infrastructure must empower the CIO to act as both Chief Information Officer and Chief Innovation Officer with equal proficiency. It must strike the delicate balance between "keeping the lights on" and exploring emerging innovations.

Yet traditional infrastructure service offerings are anything but connected. Most are separate, detached projects aimed at solving specific challenges, usually from a technical perspective. And often the service providers and suppliers are also disconnected. One creates a strategy; another works out an implementation plan; still another actually puts the plan into effect. They don't collaborate with each other; often they're wilfully unaware of what other partners are delivering.

- **$207 billion cloud market by 2020.[1]**
- **IoT data to account for 10% of the world's data by 2020.[2]**
- **Cloud apps to account for 90% of worldwide mobile data traffic by 2019.[3]**
- **Nearly all IT spending growth focused on 3rd Platform technologies.[4]**
- **1 in 20 economic transactions to be initiated by autonomous software by 2022.[5]**

80-99% **of current IT budget allocated to traditional IT.**

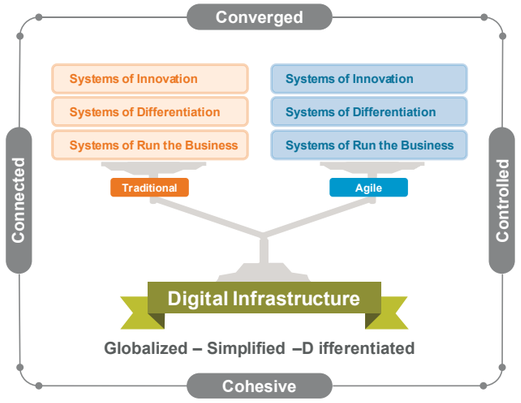
93% **of enterprises engaged in digital transformation.**

Capgemini's groundbreaking model for infrastructure services focuses on integrating and connecting resources to increase the speed, agility, and cost efficiency of transformation initiatives.

Our model starts with your business goals. We begin each engagement by delving deeply into the business outcomes you're driving toward. Then we put together innovative, end-to-end solutions—harnessing our global resources, our deep technological and industry-specific expertise, and our partner ecosystem—to achieve your desired outcomes.

Capgemini's model helps you deliver new value and differentiation by:

- Embracing a bimodal IT services approach that supports both the creation of innovative and market-differentiating agile systems and the management of the traditional systems.
- Managing the integration and connectivity between data, hardware, and software across both the traditional and agile IT estates, ensuring they work together seamlessly so that they can be shared, managed, combined and collaborations can take place.
- Providing a single, accessible anywhere gateway to agile architectures, platforms and practices that centralize storage, compute and analytics into scalable, integrated services, consumed via a pay-as-you-go model.
- Encompassing cloud and non-cloud technology, old and new ways of working, and evolving business processes and relationships to help clients adapt to a hybrid world.



Capgemini integrates **all of the elements** that are required to deliver on your business objectives, including:

- **Digital Infrastructure Services:** Our portfolio includes a full spectrum of Cloud Services, Cybersecurity Services, Data Services, End User Services, ERP Services, and Service Integration—and those services work in combination with each other, not just separately.
- **The "what" and the "how":** Capgemini can provide expert advice and assistance in both what needs to be implemented to achieve your business goals and how to actually build and deploy it—and we can implement and manage it for you. We are a single source for comprehensive, end-to-end solutions that incorporate multiple solutions, services, and suppliers.

- **Traditional and transitional IT:** Capgemini understands that maintaining legacy IT capabilities will remain the top priority as transformation efforts move forward, and we design our service offerings to accommodate the requirements of both traditional and transitional IT.
- **Global production centers:** With almost 180,000 people in over 40 countries, we are one of the world's foremost providers of consulting, technology, and outsourcing services, and Capgemini maintains an extensive network of delivery centers. Rightshore, Capgemini's global delivery model, brings together our best talent from the right balance of onshore, nearshore and offshore locations to deliver the optimum solution for each client's specific business goals.
- **Service and supplier integration:** Capgemini is a recognized world leader in Service Integration because Capgemini is the one partner that can deliver truly holistic Service Integration solutions. Capgemini brings together separately contracted and supplied IT services under a single pane of glass and integrates all aspects of the environment—operations, projects, performance, and planning—so that your enterprise can tame the complexities of multi-sourcing and accelerate business transformation.
- **Expert, collaborative teams:** Our uniquely collaborative approach and collaborative tools help you overcome resistance to change. Channeling the expertise of thousands of global professionals and our leading technology partners, we put the right tools in the hands of your teams.

The Value of Integrated Services: Examples

Identity as a Service (IDaaS) that's all-encompassing.

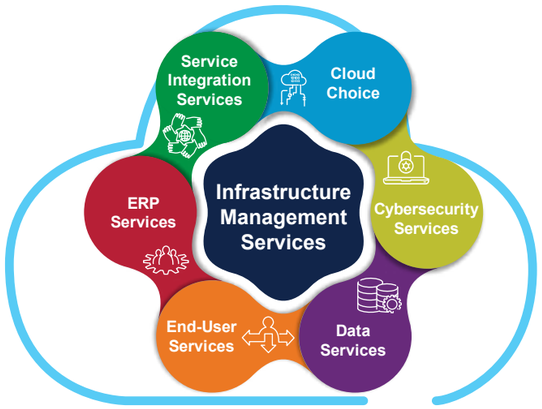
Our new offering redefines IDaaS. It is the ONLY solution on the market that provides a modular and fully functional Identity Access Management (IAM) stack offering Identity and Access Governance (IAG), Identity and Access Administration (IAA), and Access Management (AM) functionalities including hosted directory, password forwarding, multi-level approval workflow capabilities, access certification, SoD violation detection, and role management.

Service Integration that's truly integrated.

Our Service Integration offerings bring together all aspects of separately contracted and supplied IT services to ensure they consistently work together to deliver business value—including operations, projects, performance, planning, and suppliers. Our services are grounded in deep technical and operational expertise—guided by lessons learned over many years of experience with a variety of tools, technologies, and processes—so they enable IT to stay in control even as aggressive transformation initiatives move forward. In the end, this empowers your business to extract more value from services and suppliers that work together.

Comprehensive Cloud Infrastructure Portfolio

Cloud infrastructure incorporates many different systems, solutions, and service providers, and attaining the full value of cloud infrastructure requires tight integration among all of them. Capgemini's portfolio of Cloud Infrastructure Services is delivered by six interconnected, collaborative groups, resulting in a wealth of options delivered by a single partner. Our portfolio of Cloud Infrastructure Services includes:



Cloud Infrastructure Services

Business-focused
Integrated
Comprehensive
Collaborative
Global
Proven

Cloud Choice

Forward-looking CIOs see the cloud as not just another platform option, but the platform for business growth. Capgemini's Cloud Choice portfolio of cloud services empowers you to make cloud the primary way of delivering and consuming IT within your business. This means turning "cloud first" from an intent to a reality—making it possible for clients to innovate, perform well in a digital world, and outperform competitors.

Offerings:

- ***Advise* Services** create a strategy for achieving the business outcomes each client is seeking. They raise your efficiency and agility using the cloud.
- ***Align* Services** use the cloud to transform your application portfolio and the workloads that benefit the most from using the cloud model.
- ***Animate* Services** provision the platforms that deliver the performance, economics, and security required. Capgemini can then orchestrate those platforms to work together within the overall enterprise architecture.
  - ***Dedicated Private Cloud Services*** design, architect and build a dedicated private cloud either on-premise, or hosted in a Capgemini datacenter.
  - ***Public Cloud Managed Services*** are enterprise-grade managed services that enable you to move business-critical applications to the leading platforms as part of your hybrid cloud strategy.
  - ***Capgemini-Hosted Multi-Tenant Private Cloud Services*** are refined, catalogued, and competitively priced. Hosted securely in Capgemini data centers, their availability exceeds that of most public cloud services, and is underpinned by robust SLAs.

Cybersecurity

Cybersecurity is an increasingly complex, multi-faceted, and daunting challenge for today's enterprises. Capgemini has the comprehensive expertise and service offerings to guide you securely through every phase of your digital transformation. With our advice and assistance you can maximize protection across all critical areas of digital identity and users, applications, endpoints, and infrastructure. Simply put, our services place security at the core of your digital transformation strategy and cover new vulnerabilities as they emerge.

Offerings:

- **Cloud security:** The Capgemini approach to cloud security enables organizations to implement consistent and comprehensive security across their supply chain.
- **DDoS Mitigation services** help to minimize the impact of distributed denial of service (DDoS) attacks. They are mitigated by rerouting Internet traffic to a so-called "scrubbing street," where "bad" traffic is filtered away and only clean traffic is allowed to reach the target information systems, thereby allowing companies to either continue or to quickly resume business as usual even while under DDoS attack.
- **IAM FastTrack:** Identity Access Management (IAM) seamlessly connects HR systems, non-payroll administration, and the IT environment, enabling the management of identities, their access rights, and even their physical assets, in a holistic approach.
- **IDaaS:** Identity as a Service (IDaaS) is a pay-per-use, scalable and modular service offering that uses best-of-breed technologies in a comprehensive solution design covering all aspects of Identity Access Management (see previous page).
- **Security Intelligence Service** effectively mitigates security threats from internal and external sources using advanced software to gather and correlate information from corporate information systems and discover suspect activities. The outputs are then analyzed, triaged and prioritized by our Global Security Operations Centre (GSOC) and forwarded to specialists for further handling.
- **Penetration Testing & Phishing Vulnerability Management:** Our end-to-end approach—from information gathering and reconnaissance to scanning, vulnerability discovery, analysis, reporting, and remediation assistance—uses a broad array of technologies and tools covering a full spectrum of vulnerability categories.

Data Services

With the help of Capgemini Data Services your enterprise can increase the speed and agility of transformation initiatives by creating an efficient and reliable project and delivery organization, run by teams of highly skilled and engaged employees.

We empower you to deliver IT as a utility to improve operational excellence, efficiency, and flexibility—and to enable innovation to generate new competitive advantages. Our differentiation is that we deliver change faster. Data Services is uniquely capable of delivering flexible operating models that no longer tie clients into long-term outsourcing contracts but instead provide a platform for growth and competitive differentiation.

Offerings:

- **Data Center Transformation services** provide full-scale support across the entire process—from strategy and planning to execution and implementation—including business case and benefit tracking, procurement services relating to building new data centers or co-location alternatives, planning tools, and experienced teams for project execution.
- **Data Center Consolidation** and **Optimization** services help clients deal with common challenges such as growth issues, mergers & acquisitions, cost restructuring, technology refresh, risk mitigation, legislative and compliance requirements, and more.
- **Remote Infrastructure Management services** provide comprehensive, expert, integrated infrastructure management. Our Infrastructure Management Operations Center (IMOC) control room displays the health and status of your infrastructure and networks, and we provide 24/7 operational monitoring, first-line support to address problem escalation, second-line support, base-level technical support, automation, and client liaison services.
- **IT Separation services** help clients split an entity within an organization from a parent entity, and help establish the new entity with its own identity. For the separated entity IT Separation is a challenging project, but also an opportunity to transform IT, in terms of more efficient use of IT resources and lower costs of IT operations.
- **Storage Resource Optimization (SRO)** service is a repeatable, rapid deployment, optimization service that provides detailed insight into the enterprise's application storage infrastructure to highlight opportunities for CapEx and OpEx efficiencies.

End-User Services

As your enterprise transitions to all-digital IT, the end user is attaining a new level of power and control. That means today's end-user services must focus on increasing end-user satisfaction and improving user-related business processes. Capgemini's End-User Services are one of the industry's most complete, end-to-end, integrated suite of services aimed at meeting the requirements of the new generation of users.

Offerings:

- The **My Experience** portfolio enables clients to transform IT into an outstanding business experience for the end user by building a seamless, user-centric, connected workplace that meets the needs of users, IT, and the business. The My Experience portfolio includes:
- **My Workspace,** which provides a single portal through which individual users can access any IT service, from any device, at any time, from anywhere.
- **My Support,** a series of offerings that bring a new level of choice and flexibility to user-centric support. Each of the offerings complements and adds value to the other offerings. My Support options include:
  - **Digital Service Centre:** Capgemini's price-competitive management offering provides service desk capabilities and a single point of entry to all IT services. It focuses on a variety of digital communication channels for IT Incidents, automates service request fulfillment, and is available through multiple channels, from any device.
  - **Intelligent Service Centre:** Adds a business process focus to the capabilities of the Digital Service Centre, giving clients the ability to use powerful, sophisticated analytics to drive continuous improvement of both the service desk operational model and the entire IT ecosystem.
  - **Distributed Smart Services:** On-site support when and where it's needed, via knowledgeable staff using globally consistent processes, tools, and methodologies to support IT services at virtually any location around the globe.
- **The Work-Style Assessment** process combines market-leading end-user computing (EUC) analytics tools with our real-world experience to continuously improve the end-user computing landscape within your enterprise.
- **Service Request Management** *(SRM)* combines a proven SRM platform with Capgemini's extensive expertise and use of best practices to provide an extremely affordable, rapidly deployable, flexible solution for managing the service request process.

ERP

As you continue to upgrade and expand your use of ERP solutions, Capgemini's ERP services provide the expertise to help you exceed market-based service levels around availability, reliability, performance, and responsiveness. We're a certified SAP Hosting Partner and a Certified SAP National Implementation Partner, and we have extremely strong partnerships with SAP and Oracle, so you can take full advantage of their innovations.

Offerings:

- **ERP hosting and technical support services—**all focused on business outcomes, including the full stack of managed services for SAP Basis or Oracle Logical DBA.
- **Oracle Run,** our run and host service for Oracle, is a cloud-based hosting solution for Oracle applications and database with cost effectiveness and flexibility of an IaaS cloud. It's a flexible, transparent and predictable solution that helps reduce TCO through a pay-as-you-use model.
- **SAP HANA** *hosting services* enable you to get the most out of HANA, SAP's in-memory platform that combines an ACID-compliant database with advanced data processing, application services, and flexible data integration services.
- **Oracle Engineered Systems services:** We can consolidate clients' platforms onto Oracle Engineered Systems, reducing the amount of hardware and software for which customers need to pay. We manage this platform for them either within your own firewall or from within our own data centre outsourcing.

Service Integration

Service integration has the potential to deliver a wide range of important business benefits—from making operations more consistent to aligning programs and projects to improving coordination among multiple suppliers. Yet all too often service integration itself is implemented in a piecemeal fashion. Capgemini brings a comprehensive approach to service integration, focusing on business results delivered through our uniquely collaborative engagement style. We enable universal adherence to a single operating model, so you have one version of the truth, one service catalog, one performance report, one financial summary—one integrated service.

Offerings:

- **Service Integration Blueprint:** Covers all of the policies, processes, and procedures that need to be followed to implement service integration, configured for the client's specific needs and requirements.
- **Service Integration Platform:** A standardized, packaged, integrated tooling architecture and specific best-of-breed tools to implement the service integration blueprint.
- **Service Integration as a Service,** with expertise and capabilities in specific areas including Regulatory, Risk & Compliance, Enterprise Planning & Programs, Service Management & Delivery, Service Performance Management, Agency Relationship Management, and Contracts & Commercial Management.

Automation: Accelerating your Transformation Journey

Infrastructure automation is the key to accelerating the cadence of IT processes and IT service delivery, reducing complexity, and driving operational improvements. It helps eliminate errors and outages, and it enables IT to optimize labor allocation and resource capacity and consumption across the entire IT supply chain.

Most IT departments have been implementing automation gradually and incrementally for years, yet very few have achieved a level of maturity that allows them to take advantage of advanced automation capabilities such as service orchestration, cognitive autonomics, and artificial intelligence (AI). As a result they are missing an opportunity to achieve the full business value of automation.

Cloud Infrastructure Services Automation offerings provide an end-to-end, seamless way to harness the full value of infrastructure automation today and tomorrow, so clients can increase efficiency, cut costs, improve quality, explore new opportunities, and accelerate digital transformation in a controlled way. And Automation resources are built into core Infrastructure Services, facilitating every step of your automation journey—from run book automation, to process automation, to advanced capabilities—with no prerequisites, regardless of your current automation maturity level.

Applied Innovation Exchange: Bringing Innovation to your Business

Capgemini has introduced the Applied Innovation Exchange (AIE), a global platform designed to enable our enterprise clients to discover, experiment, contextualize and apply the most relevant innovations.

One of the core components of the AIE is the cohesive network of Exchange spaces designed to provide an immersive and transformative environment for the exploration, discovery, testing and application of innovation. Each Exchange provides a structured and secure environment to enable you to understand and apply emerging technologies. Also, the Exchanges offer deep sector expertise to enable you to apply these innovations to your specific business context. These Exchanges provide exposure and access to the portfolio companies of selected venture capital and private equity partners, while enabling the immersion in and application of the vast sources of industry-specific innovation Capgemini has access to.

Summary: Advantages of Capgemini's innovative approach.

Our focus on connecting services, solutions, and suppliers delivers a whole new level of choice for clients:

- **You can select individual services** for immediate needs without the concern that they will create new siloes or incompatibilities later.
- **You can choose combinations of services** without having to deal with complexities.
- **You can opt for a blend of solutions and services from multiple suppliers** without having to negotiate and manage multiple separate contracts.
- **You can choose on-premises deployment or cloud-based models** for many service offerings, giving you a new range of options for optimizing costs or accelerating your cloud roadmap.
- **You can specify the level of control you want,** turning over the keys to whichever IT services you wish, for as long as you wish, and resume control at your own pace, according to your business priorities.
- **You can more easily adapt to take advantage of new service offerings** as they become available, because you have access to the innovations of Capgemini and all of our partners.

These new dimensions of choice in turn lead to significant business advantages, including:

- **The ability to accelerate transformation.** By removing the complexities of selecting and managing multiple solutions and services from multiple providers, Capgemini allows your business, IT, and digital transformation strategies to move ahead rapidly.
- **The ability to cut costs and risk while improving service quality.** Costs come down as technologies and suppliers are more effectively aggregated, integrated, and managed; risk declines because processes become repeatable and reliable; and service levels improve because they are benchmarked and monitored more consistently and effectively.
- **The ability to explore new options without compromising existing capabilities.** By extracting cost, complexity, and delay from transformation initiatives, Capgemini makes it easier to find the budget needed to explore new technologies and solutions that deliver new business value.
- **The ability to balance between traditional and transitional IT.** You have the agility to move traditional IT assets and capabilities into new realms at your own pace, without making expensive or risky trade-offs in terms of new vs. legacy systems, deployment options, and technology choices.
- **The ability to design and implement the optimal solution.** Capgemini can provide both the advisory services and the actual development and deployment of infrastructure to match your goals.
- **The ability to repatriate shadow IT projects.** Capgemini's approach provides a compelling reason for individual business units, lines of business, or merged/acquired entities to stop circumventing IT for needed services.

Connect with Capgemini.

Contact Capgemini today for details about our comprehensive, integrated portfolio of Cloud Infrastructure Services. We have a unique ability to get everything working together—and deliver infrastructure that matches your ambitions.

[1] PR Newswire press release, January 8, 2016
[2] IDC press release, December 2, 2014
[3] Cisco Visual Networking Index: Global Mobile Data Traffic Forecast Update, 2014–2019
[4] Source: IDC press release, December 2, 2014
[5] Gartner: October 6, 2015

Capgemini

People matter, results count.

For further information please contact:

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About Capgemini

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.capgemini.com

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