# Capgemini CRM Modernization Services - Accelerate CRM to the Cloud

Enterprises are rapidly moving their client-facing applications to the cloud. The verdict is in…the cloud offers enterprises decreased costs, improved user adoption, productivity and functionality. All of these allow for increased focus on growing the business and innovation. So why are so many Siebel users reluctant to make the change in spite of all the evidence? For many, they need to see a strategic, repeatable and proven methodology to lower risk and improve the confidence to achieve the benefits of moving to the cloud.

Capgemini offers this proven methodology to migrate to Salesforce® from a hallmark of expertise of both Siebel and Salesforce applications from the experience of hundreds of implementations by 1000's of practioners over several years. As a Siebel Gold Star and Salesforce Global Strategic Partner, Capgemini offers enterprises the low risk, and rapid time to value necessary to bring the reality of moving CRM the cloud.
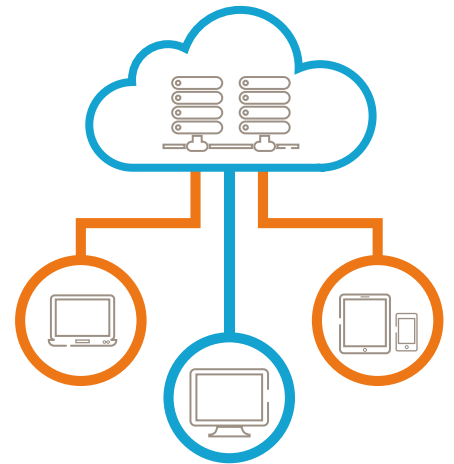
Capgemini's Migration Approach Highlights

- Structured approach to enable accelerated process, metadata & data migration from Siebel to Salesforce
- Leverages Capgemini's expertise on Salesforce as well as Siebel solutions
- Accelerated migration supported by Capgemini's proprietary tools & enablers
- Strengthened by the key partnership with Salesforce

Capgemini RapidMigrate®

RapidMigrate® is proven process designed from numerous migrations and built on Force.com® & Heroku® platforms that helps in accelerating migration of Metadata & Data from Siebel® to Salesforce®.

Figure 1: Capgemini RapidMigrate® Framework
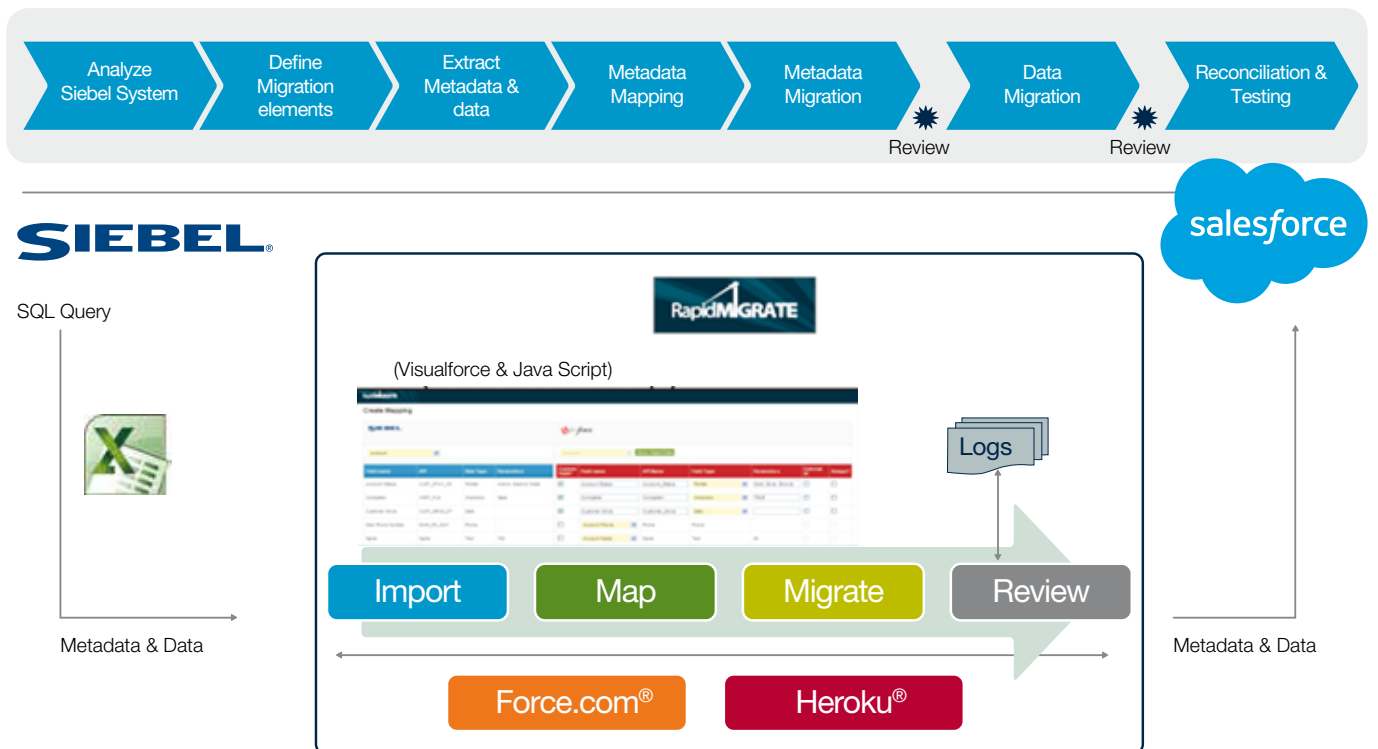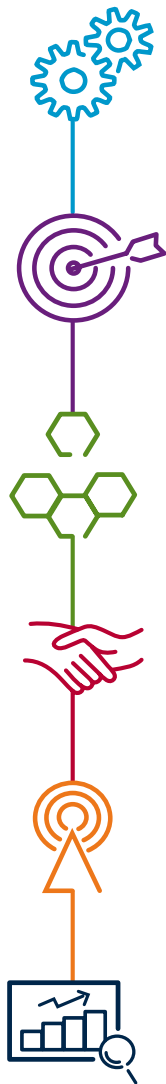
Based on a proprietary methodology clients benefit from a 3-stage, iterative (trial, release, live) approach to insure data is cleansed, tested and verified before it goes live in a Salesforce production environment. By utilizing test and sandbox environments, the RapidMigrate methodology assures clients the migration occurs with minimal disruption to the business.

With the experience of hundreds of migrations Capgemini has developed key success factors to insure clients a predictable, high yielding migration to Salesforce®:

- Adopt rather than adapt: avoid 1-to-1 migration that would recreate the Siebel complexity
- A preference for integrated solutions to heavy custom development
- Don't implement "like for like" user interface but keep it standard with slight process modifications
- Build on a standard platform for the future without excluding new capabilities and enhancements
- Engage end users and manage change early on for successful user adoption
- Run a pilot and manage data quality
- Establish a strong governance model during and after Go Live

Capgemini's combined breadth of Siebel & Salesforce domain expertise is a key accelerator in performing the key functional gap analysis. This expertise enables Capgemini to understand the Siebel data model & business model and conduct the requisite process & data transformation to migrate seamlessly to Salesforce. Further, the Capgemini training methodology involves usage of the Salesforce features to create multiple 'production-copy' sandboxes to insure reliable testing of new and migrated functionality to accelerate the journey to Cloud CRM.

Why Capgemini CRM Modernization Services

- Proven expertise in multiple industry sectors and experience of 2000+ Siebel and Salesforce certified resources globally
- Proven methodology processes featuring RapdiMigrate provides for quick mapping of Siebel to Salesforce metadata
- Rapid Design & Visualization framework featuring User Centered Design methods and Visualforce for Change & Enhance Management
- Utilization of Salesforce Accelerators to speed delivery, lower costs and reduce risk of the migration
- Additional focus on organizational change management that provides training based on role-specific performance needs
- Market leader and a Cloud visionary to enterprises, enabling two-thirds of Fortune 500 companies with their Cloud services requirements.

People matter, results count.

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About Capgemini

With more than 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 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.

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