

Capgemini 

 Everest Group®

ADMnext:

LOOKING AT THE FUTURE OF APPLICATIONS – TODAY – WITH CAPGEMINI'S ADMnext



1

A BLUEPRINT FOR BUILDING FLEXIBLE, FUNGIBLE, AUGMENTED, AND AUTONOMOUS APPLICATIONS TO FUTURE-PROOF YOUR BUSINESS

The realities in which we do business are more chaotic and changing faster and faster every day now. In an effort to be proactive in the midst of this chaos, organizations' expectations from their applications are evolving at a similarly rapid pace. Traditionally, applications have been seen as process-centric and largely equipped to support operations, along with being monitored and automated to achieve performance excellence.

The applications of the future: flexible, fungible, augmented, and autonomous

Looking to the future, organizations expect applications to be flexible and fungible, equipped for intelligence augmentation, and autonomous and aware to deliver superior stakeholder and customer experiences. Market leaders seek flexible and fungible applications to fend off and simultaneously create disruption as well. Intelligence augmentation can enhance human capabilities across almost every facet of their businesses. While autonomous and aware capabilities serve to make the running of applications smooth and seemingly "invisible."

Additionally, leading organizations expect applications to not only enhance user experience, but also tackle business disruption grow the business, improve efficiencies, enhance user experience, tackle disruption. Unsurprisingly, Everest Group recently found that 64% of enterprises

consider the end-user to be the major driver of their overall applications strategy.

Intelligent automation and cloud-native are the future

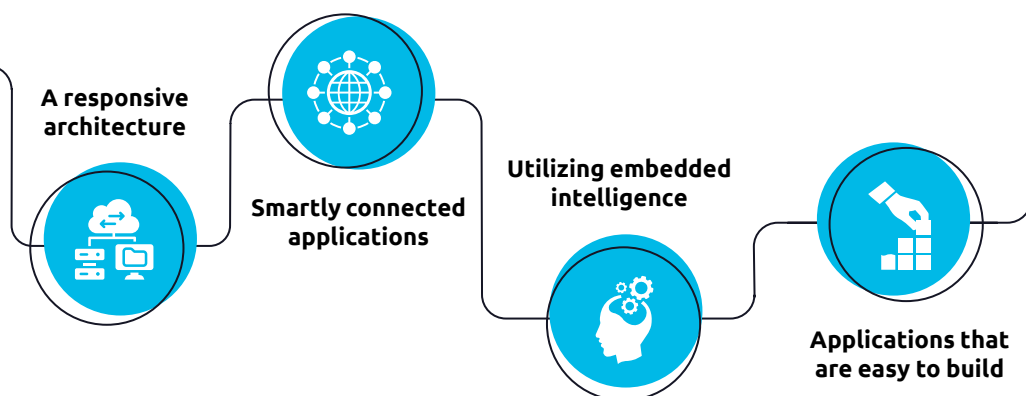
It's the above expectations that are pushing the frontier of future applications further. And at the core of this push are intelligent automation and cloud-native principles. Here, Everest Group found that 73% of enterprises are now investing in intelligent automation for future applications and 59% of enterprises are proactively adopting cloud-native application development principles.

Who's leading the charge now? Getting back to business in applications

As business demand from applications evolves, business leaders are taking a more decisive role in building the applications of the future, and technology teams are taking on more responsibility in collaborating with the business in driving a joint transformation agenda. According to Everest Group, business-driven applications initiatives jumped from 38% in 2018 to 54% in 2019.

How do you build the applications of the future?

Everest Group has coined four key building blocks for developing the applications of the future. These building blocks include:



A responsive architecture is one that continuously evolves with changing needs and is built and managed upon a discrete and dynamic architecture. Smartly connected applications take internal and external ecosystems into consideration and are built on a platform-agnostic technology backbone.

Applications embedded with intelligence proactively assess themselves to not only fine-tune and optimize, but also suggest changes and even self-build. While easy-to-build applications promote egalitarian development and empower everyone within an organization.

2

WHAT DOES THIS MEAN FOR ADM SERVICES? BUILDING THE APPLICATIONS OF THE FUTURE THAT DRIVE THE TRANSFORMATION OF YOUR BUSINESS

The key building blocks outlined above have major implications for ADM service providers. In order to drive the success of your future business, it's essential that ADM service providers build future applications grounded in transformation, customer centricity, business insights, and smart technologies. This means ADM services that are business centric, focused on enhanced user experience, insight-driven, and digitally ready and industrialized.

THE FUTURE OF ADM SERVICES

Transformation



Business centric with embedded innovation

Customer centric



Enhanced user experience

Business insights



Insight-driven applications

Smart applications



Digital readiness and industrialized delivery

Business-centric ADM services with embedded innovation and grounded in transformation

Business-centric ADM services will prepare your business for the future and enable you to transform and create breakthrough value. They'll also help you proactively drive value through innovation, while firmly aligning with both your operational and business KPIs.

ADM services based on enhanced user experience and customer centricity:

This requires building new experience-centric business models with connected applications that accurately map user journeys, build on insights, and leverage design principles. The ultimate goal here is to construct customer-centric interfaces that are device agnostic and deliver enhanced end-user experiences.

Business insights-based ADM services

Here, the goal is developing insight-driven and autonomous and aware intelligent applications. This means leveraging data from various sources to streamline workflows and embedding intelligent algorithms in development to enable self-correction and optimization.

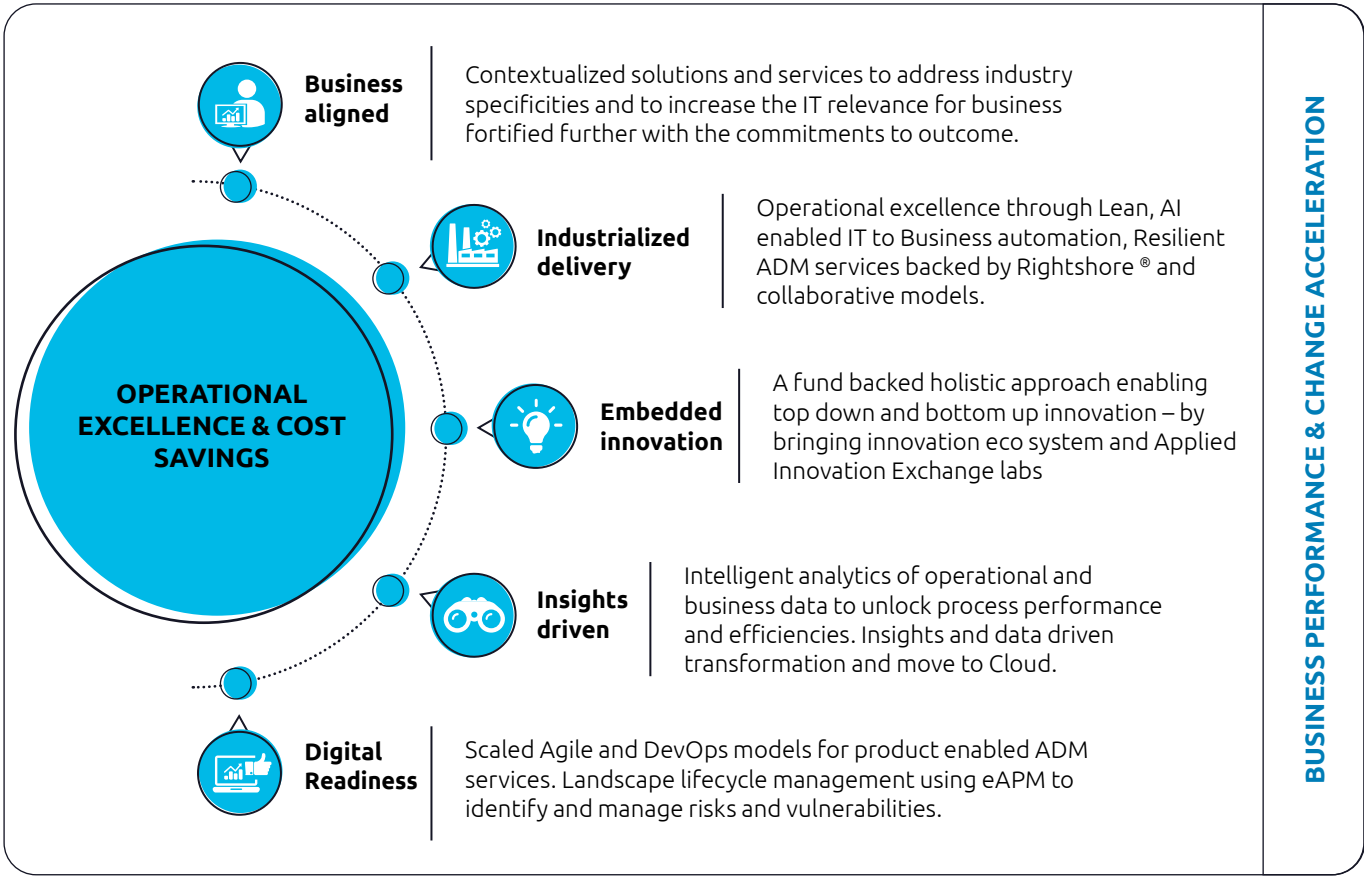
ADM services that can develop digitally ready and industrialized smart applications

This means crafting responsive and resilient, flexible and fungible, and easy-to-build, dynamic architecture applications. This entails harnessing digital readiness and industrialized delivery with ADM services that leverage loosely coupled architectures and keep legacy intact, in addition to applying DevOps practices and enabling hybrid-cloud migrations and cloud-native developments.

3

INTRODUCING CAPGEMINI'S ADMnext: FUTURE-PROOF ADM SERVICES THAT ALIGN TO YOUR IT AND BUSINESS GOALS

Capgemini's ADMnext delivers on the above areas with future-proof applications and overall applications landscape strategies that are aligned to your IT and business goals. ADMnext brings increased business value, enriched customer experiences, and heightened operational efficiency and cost savings through business aligned, industrialized delivery, embedded innovation, insights driven, and digitally ready ADM services.

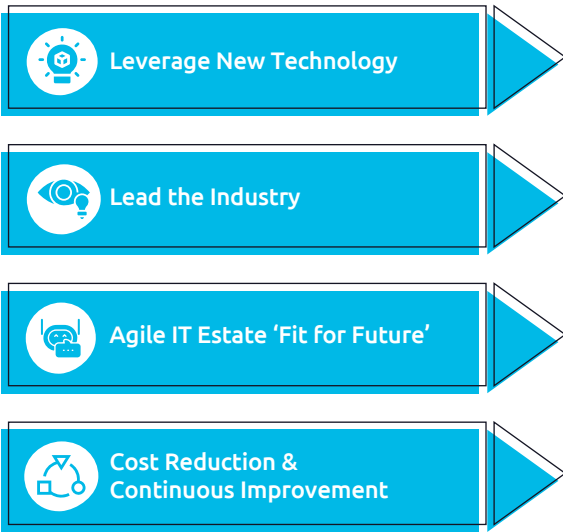


Capgemini's ADMnext is a full stack of Disruptive, Business-focused, Transformation, and Adaptive ADM Services that drives efficiency and continuous improvement, along with a commitment to reduce your TCO by

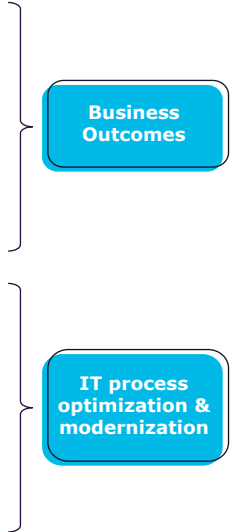
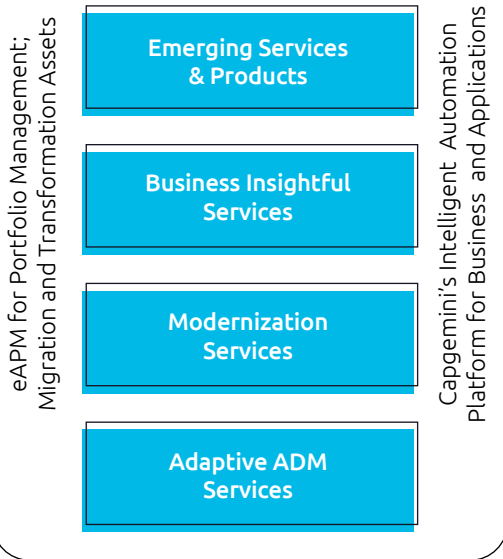
20-50%

ADMnext ADDRESSES KEY CIO PRIORITIES WHILST DELIVERING SUSTAINABLE BUSINESS OUTCOMES

Key market trends delivered through ADMnext layers.....



CAPGEMINI OFFER PORTFOLIO



This full stack of ADM Services is structured to address your key business imperatives. At its heart, the integrated portfolio of ADM Services drives efficiency and cost effectiveness across the full software development lifecycle from Innovation, through Build & Run, to Decommissioning. Landscape Management, combined with Transformation Services, drives increased pace of change while optimizing the landscape. This ultimately provides a basis for the creation and implementation of disruptive IT and business models that deliver competitive advantage.



ADMnext IN ACTION: THE FUTURE OF APPLICATIONS – RIGHT NOW

Leaving (a) legacy behind with dynamic APIs and microservices at a global retailer



A global furniture retailer was looking to modernize its legacy systems to better meet the demands of its customer and shorten time to market. To accomplish this, Capgemini created an API wrapper around the client's legacy systems to simplify integrations, build new business intelligence in the form of microservices under the API, move business logic from legacy to microservices, and decommission legacy components.

Products teams now consist of both legacy and API developers who are addressing business demand and continuing on the modernization journey together. The end result was significant improvements in scalability with daily order capacity increasing from 40,000 to 150,000.

Reshape customer interactions and experiences with a dynamic digital transformation at a global retail brand



When a global retail brand was seeking to reshape customer interactions and experiences with digital transformation initiatives, Capgemini began by analyzing their portfolio and then created a future-ready roadmap that was focused on modernizing their applications.

Microservices were key here in driving the multichannel digital transformation the client was looking for. Capgemini segmented the organization's applications into those that required a high velocity of change (these were mostly centered around user experience) and those that were already fairly stable (largely back-end applications). Next, Capgemini developed a pod-based microservices model across mobile interface, ordering capability, and web interface applications. A unified set of core features and functions were enabled through these microservices

and the client was able to leverage these features and functions across multiple channels, such as web and mobile, for example.

Product teams and business owners could also drive capabilities around updating the features and functions of applications. Additionally, marketing could also easily update the interface as required (along with security capabilities) without the traditional interdependencies usually see between the interface layer and the core business services. The client was now also able to naturally scale up its digital transformation deployment – each of the systems could be individually scaled up to address changing customer needs across a multitude of global locations.

Pod-based delivery mapped to core business functions for increased efficiency and cost savings at a Media and Entertainment conglomerate



A Media and Entertainment conglomerate wanted to move shift from its dated legacy systems and adapt an Agile framework to ensure that it could bring new releases to the market quicker and improve end-user experience. So, Capgemini transformed the current traditional managed

services contract to enable the implementation of a pod-based model. This pod-based delivery was centered on key business functions and drove efficiency and cost savings across the following crucial areas:



Sales:

Product configuration, mobile applications, operations, web applications



Operations:

Front and back office applications, and customer service, transportation, property, and crew management



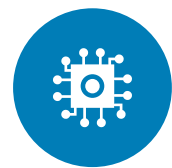
Insights and data:

Data platforms, AI/ML, revenue management and operational reporting



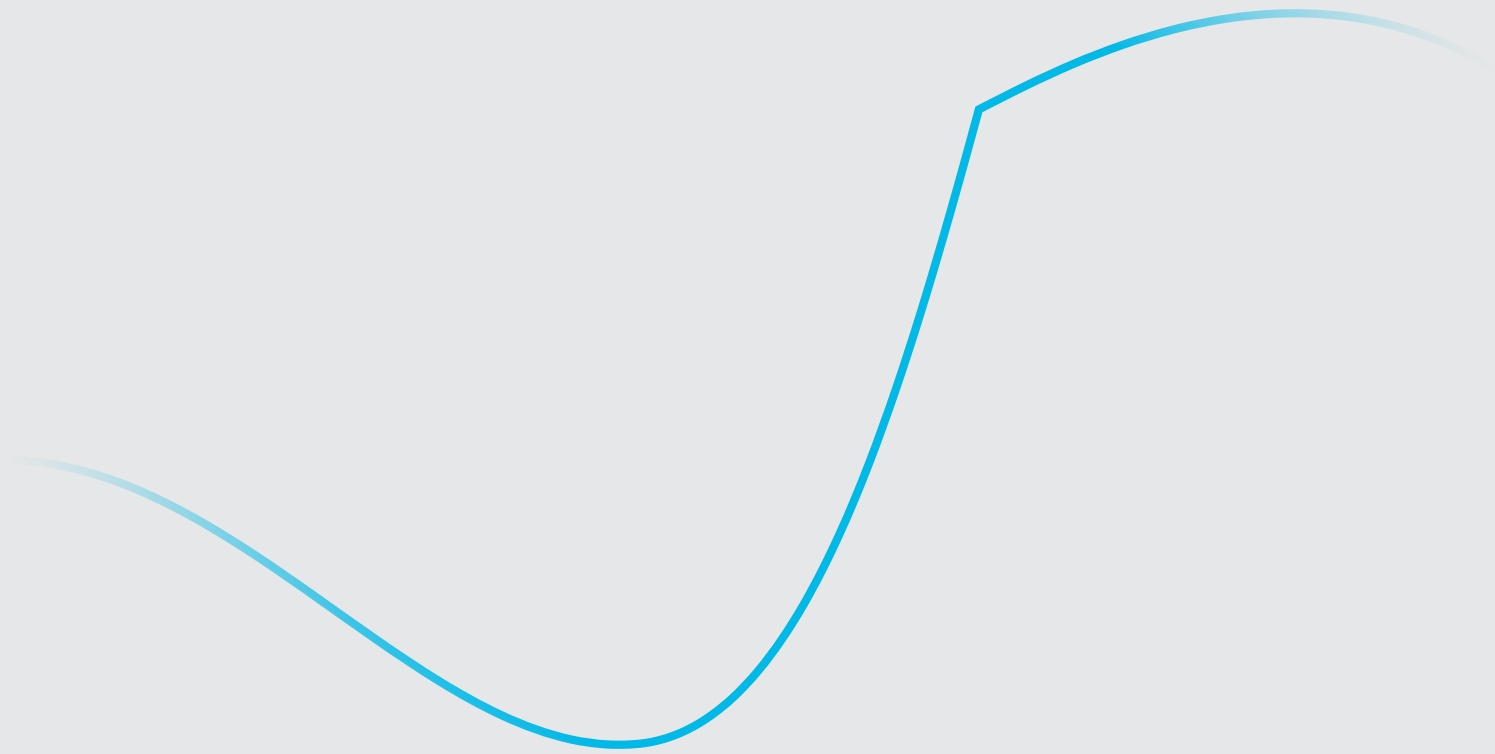
Customer experience:

A comprehensive experience platform and loyalty, membership, and special experience management



Platforms and technology:

Solution and system engineering, and reference architectures and emerging technologies.



To learn more about how Capgemini's ADMnext can bring benefits like this to your applications landscape and your overall business, [click here](#).



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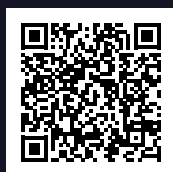
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About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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