# The Sustainability Data Challenge

**Businesses today are facing the unprecedented challenge of a carbon constrained economy. The management of a corporate sustainability position has become a boardroom issue.**

People matter, results count.

CONSULTING.TECHNOLOGY.OUTSOURCING

### The Challenge

Companies are facing increasing pressure to manage and report their sustainability performance. Public scrutiny of brands has never been so intense. Resource availability is becoming a greater risk, and the focus for supply chain performance is intensifying. Leading companies recognize that regulatory compliance alone is not adequate to ensure they remain competitive.

Leading businesses have also identified significant competitive advantage in adopting sustainable development principles, including greater efficiencies and cost reduction, improved compliance performance, and brand protection leading to greater support from regulators and stakeholders. But how can sustainability performance be measured and managed?

Too many companies still struggle with inadequate information systems, trying to address this strategic issue with poorly defined processes, and inadequate technology support. Too many sustainability programs still rely on misleading and unreliable information.

### The Capgemini BPO Solution

Capgemini Business Process Outsourcing provides a world-leading capability in outsourcing non-core activities to optimize operations, deliver efficiency and reduce costs. To help companies effectively manage their sustainability agenda, Capgemini BPO has developed a sustainability data management capability that is both unique and compelling. The solution is highly cost effective, as well as delivering the highest quality data management and reporting.
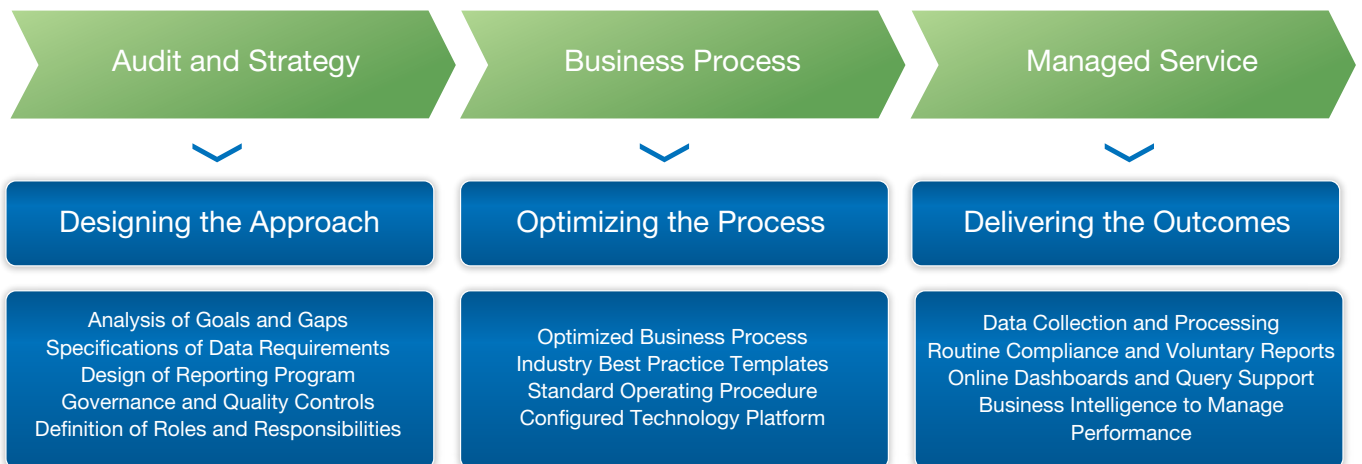
Capgemini BPO Sustainability provides sustainability and business process expertise, underpinned by a comprehensive technology platform, in a single integrated service. Thanks to efficient and reliable outsourced data management combined with a CDP (Carbon Disclosure Project) accredited technology platform, our clients are able to move beyond cost reduction, and use sustainability to deliver business value and competitive advantage in the market.

### The Capgemini BPO Sustainability Technology Platform

Capgemini's BPO Sustainability service is delivered using CA eco Software from CA Technologies.

![CA technologies logo]

## The Path to High Performance Sustainability

| Audit and Strategy | Business Process | Managed Service |
|---|---|---|
| **Designing the Approach** | **Optimizing the Process** | **Delivering the Outcomes** |
| Analysis of Goals and Gaps<br>Specifications of Data Requirements<br>Design of Reporting Program<br>Governance and Quality Controls<br>Definition of Roles and Responsibilities | Optimized Business Process<br>Industry Best Practice Templates<br>Standard Operating Procedure<br>Configured Technology Platform | Data Collection and Processing<br>Routine Compliance and Voluntary Reports<br>Online Dashboards and Query Support<br>Business Intelligence to Manage Performance |

### AN INTEGRATED CAPABILITY

| Business Process Expertise | Sustainability Domain Expertise | Dedicated Center of Excellence |
|---|---|---|

**Market Leading CDP & GRI Accredited SaaS Solution**

This sophisticated cloud computing technology provides a comprehensive platform to address all aspects of sustainability management, from measuring and reporting to supply chain monitoring and stakeholder communications.

Our use of the CA ecoSoftware platform offers a broad range of capabilities to help manage sustainability programs from strategy to execution. It also includes a suite of energy, carbon, and natural resource management functions to measure, calculate, and report on energy use, water, waste, and activities which result in GHG emissions and other impacts across the enterprise. It can be used to measure the environmental performance of sites and facilities and consolidation from country to global. Suppliers' assessments can be provided capturing the information more efficiently via web-based questionnaires.

CA ecoSoftware features provide the BPO service with the following capabilities:

- Sustainability management
- Strategy and program management
- Initiative and project management
- Enterprise carbon accounting
- Energy and natural resource management
- Environmental assessments
- Supplier and facility assessments.

Capgemini provides the client with all the system configuration and management of CA ecoSoftware including user access levels and management dashboards configured to suit use and need. Whilst the service is fully managed by Capgemini, the client is also provided access to the technology platform to undertake self help basic queries and ad hoc reports.
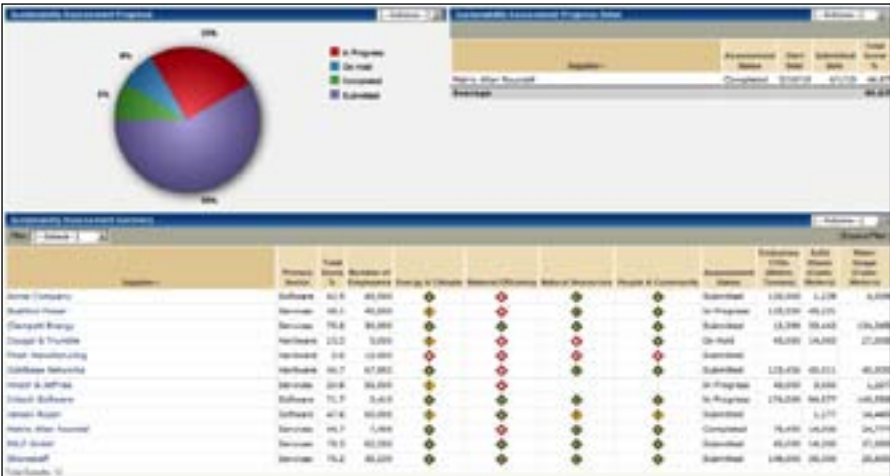
**Outcomes**

BPO Sustainability service delivers the back-office transactional data management function in an efficient and reliable manner, leaving the client to focus on strategy and sustainability improvement programs. The client's high value operational and management personnel are free to focus on the most strategically important activities and tasks. Supported by management information that is reliable and complete, companies can effectively identify and act upon the issues driving their sustainability performance. From the analysis of the drivers to implementation of improvement plans, we help our clients:

- Accelerate progress towards sustainability objectives
- Drive efficiencies and reduce costs
- Reduce risks and effectively manage compliance obligations
- Support clear and effective communication with all stakeholders to protect and enhance market reputation.

**Risk Management**
- Avoid spreadsheet and other data errors, clear audit trail
- High degree of rigour and data reliability
- Demonstrate due diligence in management reporting
- Reduced reputational risk

**Efficiency**
- Reduced time on data handling
- Greater control over use and management of resources
- More rapid and reliable auditing and assurance
- Prioritizing & management of sustainability projects

**Cost**
- Significantly reduced data collection and processing handling costs
- Optimization of management process
- Allows management oversight and action on important business costs

**CSR Performance**
- Improved management information
- Improved communication tools
- Greater control over CSR programs and budgets

**Capgemini**

CONSULTING.TECHNOLOGY.OUTSOURCING

www.capgemini.com/bpo

**For further information, please contact:**

Peter Walsh
Head of BPO Sustainability
Tel.: +33 (0)1 47 54 52 11
E-mail: peter.walsh@capgemini.com

### About Capgemini and the Collaborative Business Experience™

With 112,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2010 global revenues of EUR 8.7 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.

Capgemini's expertise is recognized in Business Process Outsourcing (BPO) with a solution portfolio that spans Finance & Accounting, Customer Operations Management, Procurement, Supply Chain Management, Assurance Management, Human Resources and Knowledge Process Outsourcing services. As part of Capgemini's Rightshore® delivery network, BPO professionals provide services to clients worldwide 24 hours a day, seven days a week, in 36 languages, from centers located in Australia, Brazil, Canada, Chile, China, Guatemala, India, Poland, Sweden and the United States.

More information is available at:
www.capgemini.com

For more information:
www.capgemini.com/bpo

*Rightshore® is a trademark belonging to Capgemini*

People matter, results count.