

Focus on Automation within the next generation Application Management Offer



Business owners increasingly expect more business contribution from their IT departments, nearly always for the same budget or less. The same expectation then cascades to Service Providers. To address this, Capgemini's next generation Application Management (AM) proposition is built around fulfilling client Goals & Objectives, viz.,

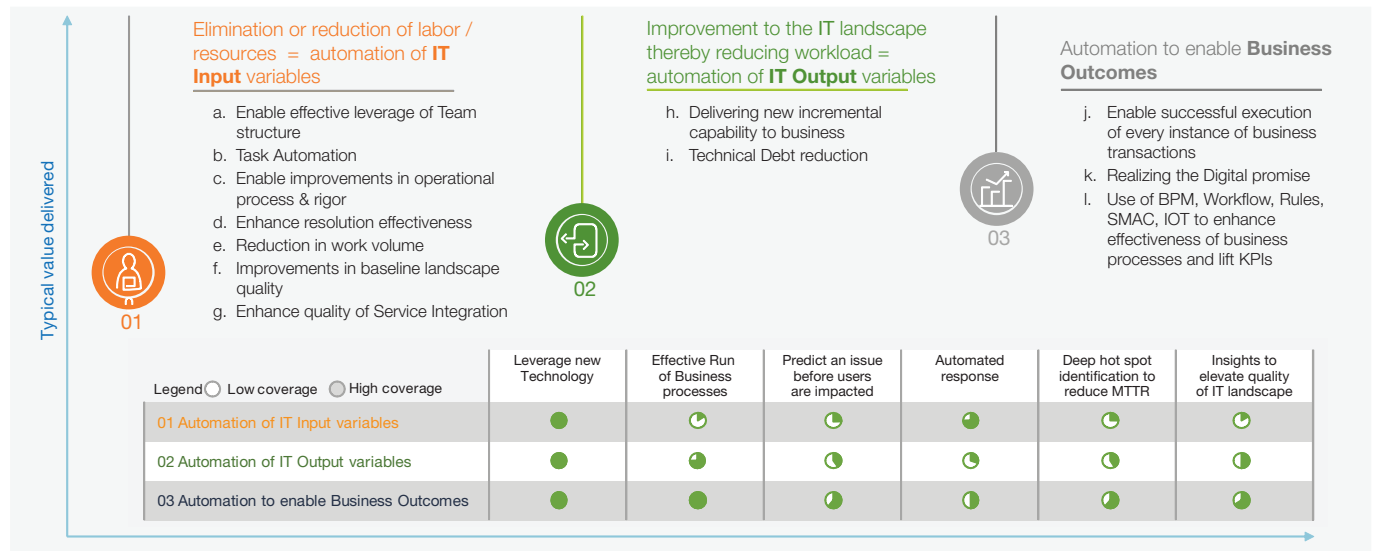
1. Increased **effectiveness in IT Service Delivery** combined with **delivering pervasive and permanent cost reduction**
2. Deliver **superior Service Integration and Experience**
3. Enhance the **effectiveness of Business Processes**
4. **Future Proof** the IT Landscape

Automation

One facet of delivering on Capgemini's next generation Application Management proposition is the **ongoing application of Automation** in client engagements **whereby certain business processes and tasks can be carried out more efficiently** using a **judicious combination of in-house and external tools that span the various focus areas of Automation** and extract value in-line with the sphere of impact

Automation Focus Areas in Application Management Client Engagements

Our view on Automation in terms of the different areas of value delivery and extent of coverage relative to leverage of new technologies such as, Artificial Intelligence, Robotics, Autonomic Resolution, DevOps; enabling effective Run of Business processes, etc. is outlined below:



As a part of our next generation AM proposition we use the Speed To Value framework to structure a relevant value proposition collaboratively with clients implementing multiple performance enhancement levers covering Industrialization (which encapsulates ~60 Automation tools, depicted below) and IT Transformation.

Tools featured in next generation AM Speed To Value framework aligned to IT Input = elimination or reduction of labor or resources (1/2)

Enable effective leverage of Organizational Structure

- Tool that integrates Ticket & KEDB SoR to assign tickets optimally to Primary / Secondary resolvers
- Tool for Competency assessment and reporting to client
- Tool for Cross-skilling & Training tracking

Enable Improvements in Operational process & rigor

- EzTrans tool
- Critical Business Event Calendar app
- AM-In-a-Box process asset to jump start engagements
- Change & Release Management rigor:
 - a. SAP Cross-Reference tool
 - b. CODE Tool for SAP custom object dependency mapping
- METEOR - Mapping Extract Transform and Embed for Oracle
- COMET - Code Migration Toolkit for Oracle EBS
- Spotlighter - Oracle EBS Upgrade Assessment
- ROATS - an automated Testing suite for Oracle eBS using Oracle OATS
- Raptor - Rapid Tester for Oracle

Improvement in baseline quality

- Design Document (DD) Creation Tool
- CAST usage to improve potential Customer Experience, Performance and Security issues, thereby cutting down downstream issues

Resolution effectiveness

- KEDB solutions
- Proactive detection of Performance issues – Oracle concurrent processing footprint analyzer tool



Activity automation

- Activity automation - Start of day monitoring using HP QTP / AppMon
- Autonomic resolution / AI tools (Ayehu Eveshare, IPSoft)
- MDM Data Reconciliation tool across upstream & downstream systems
- Integrated Build of Patches, Release & Deployment tool for Oracle
- Test automation (regression) tool HP et al
- Technical Monitoring of Processes, Servers, Jobs (Nagios, Solman, etc.)
- SAP BI landscape overview Statistics report to improve performance
- SAP-BI Landscape report to link jobs in a Process Chain for monitoring
- SAP PSA Statistics tool to optimize database space & performance
- SAP bolt-on BEx suite for Customer hub, Billing service work center
- Oracle UI monitoring tool to retrieve logging info. & retry transactions
- Automated Report comparison for use in Migration & Upgrade projects

Reduction of volume of work

- Self-Service: Mass Update Tool for Customer data
- User Rendering App for mass SAP user administration
- Self-Heal solutions for SAP, Peoplesoft, DB2 use cases
- Auto-remediation of semantic errors in ABAP / Oracle code using Code Auto Remediation Tool
- Re-use of SAP library of test cases
- Cache Data to reduce workload on resources (Oracle Fast clone tool)
- Oracle File Monitoring Tool for inbound and outbound interfaces
- Oracle CSL – Oracle Country Specific Localizations (CSL) Toolkit
- CEMLI Repository

Service Integration

- Integrated Service Desk tools (Odigo, and others)
- Run-time business transaction Service Model (APM and CMDB tools)
- Engagement Dashboard with Predictive analytics capabilities
- Virtual Visual Management tool

Tools featured in next generation AM Speed To Value framework aligned to IT Output and Business Outcomes (2/2)

IT Output (Improvement to the IT landscape thereby reducing workload)

Delivering new Incremental Capability to business

- SAP Job automation and Workflow solution for month end Financial Close
- Tool for Order to Cash business metrics reporting highlighting SAP IDOC failures; with resolution workflows
- IDOC success rate dashboard (aligned to OTC process) with failure reasons
- Solman / BO (also on JSP) dashboard for SMART AM KPIs and Business KPIs
- Tool for reporting execution of scheduled jobs aligned to functional areas
- Oracle Continuous Integration and Deployment tool – DevOps based Release dynamism
- SAP Auto Code Generator tool for Reports and Interfaces
- Data intensive Pricing Reports expedited using parallel processing (additionally provides pointed Exceptions)
- SAP PATH and Oracle DIRECT solutions

Technical Debt reduction

- Inventory reduction (tool to provide insights for removal of unused SAP BASIS Data Volumes)
- Process / Task / Entity usage history to enable de-customization (Solman BPD)
- Code refactoring & simplification, correction of Architectural, Design and Engineering flaws (CAST and APM tools)
- LINKS / WARP for proposing application consolidation opportunities

Legend

Black text – Capgemini tool

Red text – Industry tool



Business Outcomes

Ensuring successful execution of business transactions

- Tools for monitoring successful completion of Business Processes along with run time deep diagnostics (BSM and APM tools)
- Tool for offline analysis of configuration and settings of Oracle Workflow instances with error (PO and OM) and de-bottleneck them for successful execution
- Tool for screening input data quality into the Oracle ERP Demand Planner and apply self-heals or alternate workflow paths to lift success levels in the execution of business transactions
- Simplification of logic for processing of APO run (reducing execution time) to complete before start of business day

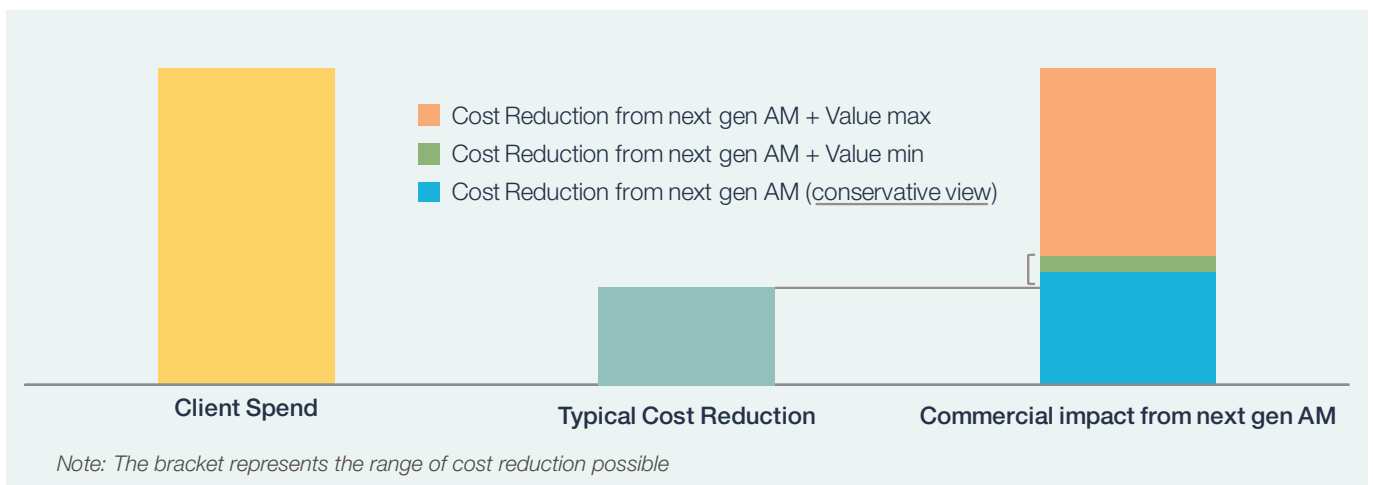
Realizing the Digital promise

- An AD Factory that also builds business-IT modular components that selectively digitizes business processes and enables required levels of data integration to help clients win in the Market place (APM tools play a small part in this) at disruptive price points

Use of BPM, Workflow, Rules, SMAC, IOT to enhance effectiveness of business processes and lift KPIs

- There are many Sector specific solutions: As an example an OCR solution for Financial Services with capabilities to:
 - Extract Reference data such as, Customer ID, Credit Terms, etc.
 - Document ingestion utilizing robust Meta Data and passing the electronic version through the Workflow
 - Imaging integration with BPM with capability to record linkages to Decisions and versions, assemble Documents, updates system of Records thus reducing TAT (e.g. from Loan Approval to Booking)
 - Ability to Store / Retrieve / Search across Repositories
- Capgemini Robotic Automation Hub with Nice

Unlike some of our competitors, we have deliberately chosen not to rely on a single internal or vendor provided automation tool. Our more holistic approach to Automation combined with other next-gen industrialization constructs (based around Organization Structure models, Process and People) leads to deeper and more effective cost reduction. This coupled with the commercial impact associated with the benefits from IT transformation, helps our overall value proposition deliver **more commercial impact per \$ or € or £ of existing client spend**



Caselets:

1. **Effective RUN of a key business process and fix before fail resolution** for a leading Global Manufacturer ERP Planning Manager is in use 24x7 and performs critical tasks in Supply Chain Management. The Planning Manager ran into errors on a regular basis due to data issues (being a standard ERP, the functionality could not be changed). A solution was developed to predict streams of incoming data most likely to fail in the Planning Manager based on recognition of failure patterns. Once such data is located in the system, the faulty records were updated to be excluded from processing and the support team alerted for proactive resolutions. This led to 50% increase in efficiency of processing Stock Replenishment Requests
2. **Effective Monitoring and deep diagnostics down to the level of faulty code and database queries across each business transaction** to zoom-into hot spots and drive proactive resolutions enabling increased eCommerce based revenue generation for a leading European CPG firm
3. Our **Monitoring and Reporting tool provides capabilities for Order to Cash business metrics reporting, highlight SAP IDOC failures aligned to the business process and metrics, along with key reasons for failure and resolution workflows** for a leading North American Media client
4. Use of **autonomic resolution methods to drive labor reduction across a range of service interventions** for a leading North American Financial Services client:
 - 90% savings on tasks related to Reporting Incidence and Restarting Servers,
 - 90% savings on Database Query to fetch records and notify admin tasks,
 - 60% savings on tasks related to checking connection to multiple databases, and so on
5. For a leading North American manufacturing client, **the deployment of the EzTrans Transition tool to assess code quality and identification of hot spots** in conjunction with the development of 109 interface diagrams and automation resulted in an 80% reduction in high-priority incidents and a 60% reduction in middleware exceptions.

Bringing it all together, our approach to deploying Automation across IT Inputs + IT Outputs + Business Outcomes in a manner relevant to the engagement helps clients realize benefits encapsulated by the 4Ps acronym:

- **Performance** of every instance of key business processes to ensure fulfillment of business KPIs
- **Predict** business / technical issues and try to resolve them in an automated manner before they become a ticket
- **Proactive response** (deep-diagnostic down to code level) leading to identification of hot spots and reduced MTTR (Mean Time to Repair)
- **Preventive** (run-time insights around engineering / design flaws based on deep-diagnostics) to drive RCAs (Root Cause Analysis), FMEAs (Failure Mode and Effects Analysis), App renovation, etc. efforts to raise the baseline code quality.

Capgemini's next generation Application Management platform

Capgemini's next generation Application Management platform is a business value-oriented, industrialized approach for managing client applications that provides always-on business transactional capability while pervasively reducing costs by creating a business aware and future proof IT application landscape. Already deployed across multiple sectors, Capgemini's next generation Application Management platform is proven to increase the effectiveness of clients' business processes, provide them with superior Service Integration and deliver a better customer experience.

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