

Service Integration

Real blueprint, real platform, real results—so you can finally move forward with your business initiatives



People matter, results count.



No One Needs Five Service Catalogs

It all happens so naturally. Companies want to improve the quality and consistency of IT services, so they engage with best-of-breed suppliers; they purchase the latest tools and technologies; they implement new processes and policies.

But they don't fully consider everything that's required to integrate IT services, and the result is that they exacerbate the problems they were trying to solve. They end up with multiple service catalogs, a variety of incompatible toolsets, delayed projects, strained relations among suppliers, and a mixed bag of operational processes. This leads to increased frustration with IT by the business.

Let's get back to basics. Service Integration should be about *integration*, and it should address all aspects of integration. It should bring together separately contracted and supplied IT services to ensure they consistently work together to deliver business value. And that requires a comprehensive, methodical approach, not ad-hoc solutions.

Capgemini is the one partner that can deliver solutions that truly integrate all aspects of the environment—operations, projects, performance, and planning—so that your enterprise can bring consistency to service delivery, manage the complexities of multi-sourcing, convert data into intelligence, and shift the focus from operations to innovations. In short, with Capgemini your organization can get back to solving business challenges instead of IT problems.

Who's Integrating Your Services?

According to recent research, 60 percent of organizations now have at least five service providers for apps alone, and the average number of IT service providers is more than 30.¹ And those numbers are likely to double in the near future.

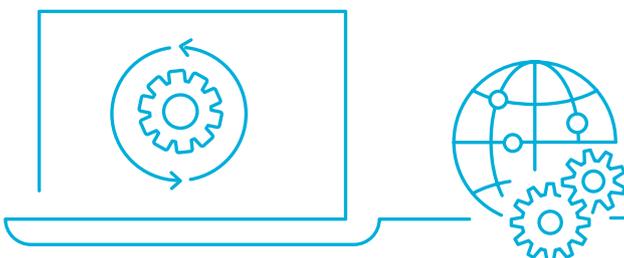
That means someone has already assumed the role of service integrator at your organization. Maybe it's the internal IT organization; maybe it's your largest supplier; maybe it's a specialist in a critical application such as ERP or CRM. But ask yourself: Is your current service integrator really the best fit? Is your current service integrator helping you achieve your business goals—or creating new roadblocks?

With the right Service Integrator you can address every aspect of Service Integration so you can achieve the full range of business benefits:

- You can **integrate** operations for consistency and cost efficiency in service delivery
- You can **align** program and projects so you know where you stand with regards to supply and demand
- You have a **consistent** way to measure, track, and report on the performance of your service providers
- You can **plan** your technology strategy and manage business changes in close collaboration with your service providers

Capgemini's approach is to deliver Service Integration with universal adherence to a single operating model—common policies, processes, and procedures, and integrated tooling.

The result is ONE version of the truth; ONE service catalog, ONE performance report, ONE financial summary, ONE integrated service—and multiple sources of business value and competitive advantages.



Capgemini Service Integration Offerings

With decades of Service Integration expertise, Capgemini enables your business to exploit a variety of proven solutions, tailored to your requirements. Service options include:

Service Integration Blueprint

Capgemini’s blueprint (patent-pending) covers the policies, processes, procedures and tools that need to be followed to implement Service Integration, pre-configured for your needs and requirements. It is the result of many years of real-world experience and deep operational expertise from literally hundreds of Service Integration specialists around the world.

The result is a structured, repeatable, cost-efficient paradigm to help your organization rapidly respond to the fast-changing requirements of your constituents and meet all internal policies as well as regulatory requirements.

Capgemini also provides the full spectrum of services needed to assess, plan, design, prepare and deploy the blueprint. Two flexible options are available.

Flexible Service Integration Options

Capgemini offers a range of options for our Service Integration offerings to suit the particular need of a wide range of clients. Options include:

- Capgemini deploys the Service Integration Blueprint and Capgemini’s experienced, capable staff provides Service Integration support services.
- Capgemini deploys the Service Integration Blueprint and transitions the responsibility for Service Integration to the client.
- The Service Integration Platform owned, hosted deployed and supported by Capgemini.



Service Integration Platform

In conjunction with the blueprint offering, Capgemini can deliver a standardized, packaged Service Integration Platform, which includes the integrated tooling architecture and recommendations for specific best-of-breed tools to implement the Service Integration strategy.

The Capgemini cloud hosting technology used to deliver this Service Integration aggregation platform allows for fast provisioning and reduced risk. Different sizing options are available as a starting point and cloud-based delivery offers scalability to support a client’s growing needs. There is no need for the client to add hardware or software as the user base grows; the platform is owned, deployed and supported by Capgemini.

This option gives you enormous flexibility, particularly when it comes to turning specific services on and off according to demand, or swapping one service for another. This is possible thanks to our standard method of integration, which allows new services to be added rapidly. We work with you to deploy the solution into your business environment, using our proven methods and practices to bring it rapidly online and expedite time to value.

Capgemini’s Service Integration Platform merges governance with freedom of choice. For the first time, you can implement both a detailed blueprint and the specific tools that deliver those capabilities, so that service delivery becomes predictable, repeatable, and institutionalized— all without sacrificing the flexibility to change, upgrade, and evolve as new options become available.

Table 1: The Summary of Service Integration Options

	Deployed by Capgemini	Run by Capgemini	Run by Client
Service Integration Blueprint Option 1	X	X	
Service Integration Blueprint Option 2	X		X
Service Integration Platform with Service Integration Blueprint Option 1	X	X	



Validating with Contract Compliance Optimization Services

Capgemini can offer instant access to complete, end-to-end contract management capabilities across multiple service providers, enabling you to recapture lost revenue through more effective management of complex relationships.

Our Contract Compliance Optimization services apply Capgemini's business process optimization DNA to your contract and commercial functions. They cover the complete contract lifecycle, from pre-award services to commercial management to contract management. With better contract control and visibility you can avoid contractual penalties, meet and track your SLAs to avoid revenue leakage, negotiate more effectively in the event of a dispute, and ensure compliance with internal audits and document custody policies.

Compelling Advantages of Capgemini's Approach

There are so many Service Integration offerings on the market today, yet so few companies are truly achieving the benefits they expected from Service Integration. Three core elements truly set Capgemini apart in its ability to deliver real business value, right away:

- Our people are **experts** who **collaborate** intensively with your teams to ensure success
- We offer a **real blueprint** and a **real tooling platform**, proven at **real-world customer sites**
- We focus on **business outcomes**, not just technology integration

Simply put, we know this material better than anyone in the industry, and our success with customers lends credence to our claims. In fact, we are so confident in our capabilities that we are willing to be an independent service integrator if you desire independence and the situation warrants. Very few others in the industry will do this.

A closer look at the advantages of Capgemini's approach provides additional insights.

A comprehensive approach.

A Service Integration solution must integrate everything—not just infrastructure and application elements, not just suppliers, not just policies and processes, but all aspects of service delivery including operations, projects, performance, and planning. Capgemini accomplishes this while keeping the focus on higher-level business priorities. The result is that Capgemini's offerings serve everyone—not just IT but also end users and business stakeholders.

Real IP with proven results.

Many vendors offer preparatory “drawing board” services, assessments of IT maturity levels, transformation readiness, Service Integration strategies, and so on. Capgemini offers real Service Integration IP and collateral, from its patent-pending blueprint to its proven tooling architecture to the expertise of its Service Integration professionals, serving customers worldwide.



Capgemini is notable for its strength in [Service Integration and management]... Capgemini received high marks for its capacity for innovation and its focus on continuous improvement.



The Forrester Wave™:
Global Infrastructure Outsourcing,
Q1 2015

Reduces risks and costs while improving service quality.

With Capgemini's Service Integration solutions costs and risks decrease as services and suppliers are more effectively aggregated, integrated, and managed; processes become repeatable and reliable; and service levels improve because they are benchmarked and monitored more consistently and effectively.

Collaborative implementation that creates transparency.

Capgemini brings to the table a team of professionals who have the right experience, who understand the unique needs of each client, and who truly collaborate with your team and your suppliers to deliver success. We deliver end-to-end services, but we do it in the context of our collaborative business experience, which means that we empathize with both client and supplier and we create transparency of information within the enterprise.

Enterprise-grade reliability, performance, and security.

Capgemini Service Integration solutions provide true enterprise-class tools and infrastructure; they also establish and adhere to stringent SLA benchmarks such as performance, uptime, and scalability.

The ability to harness data to drive continuous improvement.

A comprehensive approach to Service Integration also allows the enterprise to achieve new benefits in new ways. To cite just one example, Capgemini's Service Integration solutions make it possible to use service desk data to drive business process improvements and optimize infrastructure investments.

Realize the True Potential of Service Integration

Service Integration can connect you to the cloud model, accelerate innovation, and deliver new levels of quality, cost-efficiency, and innovation in IT service delivery—or it can be a roadblock. The difference may lie in the approach and the partners you select.

Take a closer look at the role you want your service integrator to play in achieving your business objectives; then take a closer look at Capgemini's unique capabilities as a service integrator. You'll find that Capgemini's comprehensive approach is the right approach to maximizing the business value of Service Integration.

Visit www.capgemini.com/service-integration for additional information about Capgemini Service Integration offerings, and the full spectrum of Capgemini services.



For further information please contact:
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About Capgemini

Now with 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 2014 global revenues of EUR 10.573 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