



**Capgemini**  
**Innovation Day**  
**2020**

Welcome to the  
**RESET**

**The Smart Enterprise**  
AMS Breakout



# Our Speakers



**Hans Peter van der Horst**  
*Service Delivery Director*

## Experience

- Industrialization & Automation
- High performance, volume systems
- Service Delivery

## Skills

- Traditional, Agile software development
- Solution Architecture
- Delivery Management



**Jaap van Arragon**  
*Technology & Automation Lead*

## Experience

- Technology & Automation lead
- IT Manager Digital

## Skills

- Agile Delivery Strategies
- Bridging the gap between Business and IT
- Architecture





# Optimize your daily operations with data!

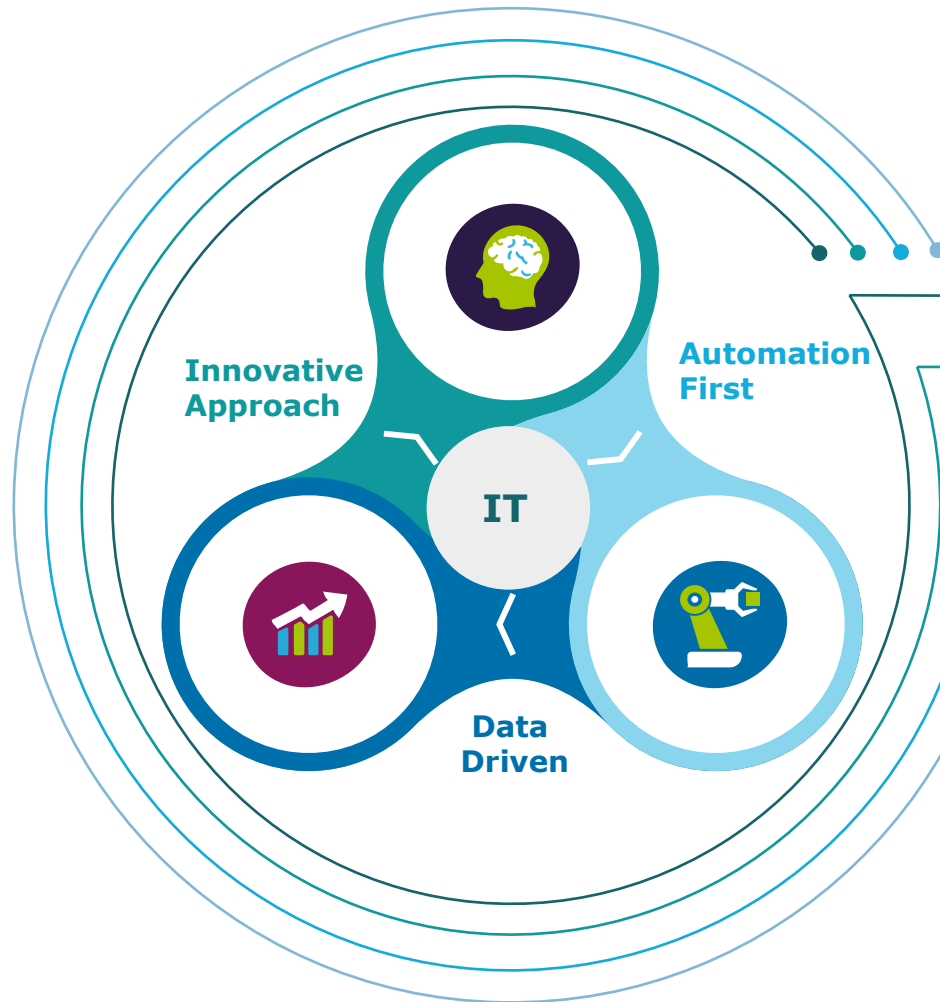


## Agenda

- The Smart Enterprise
- Zooming in on a Client Story
- This is why you want to be Smart
- Q&A



# The Smart Enterprise



A highly flexible organization is led by data-driven **insights, innovative approach & automation first to optimize their own services!**

- **Predictability**
- **Operational Excellence**
- **IT & Business Agility**
- **Business Continuity**





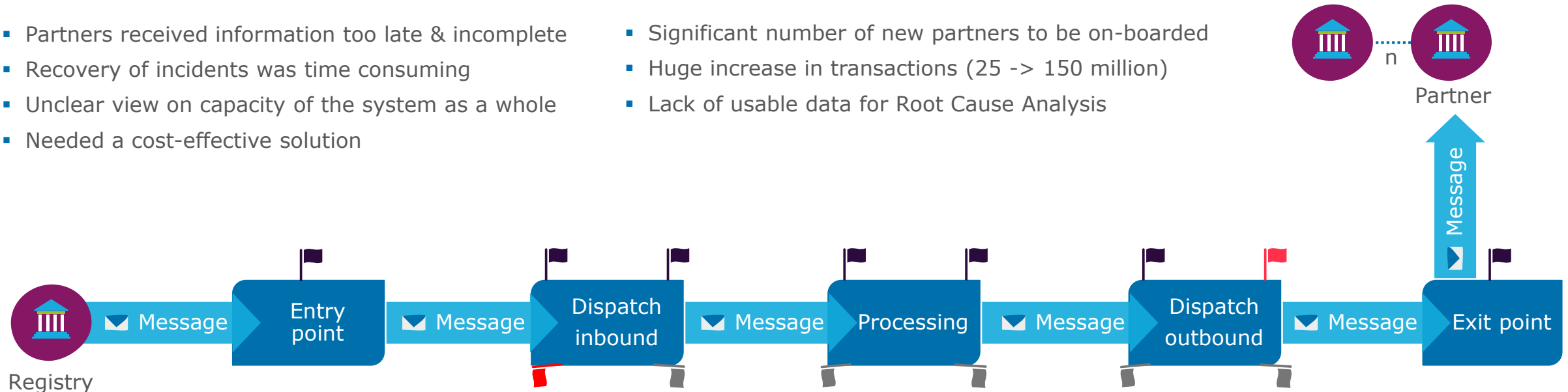
# Our Success Story – The client challenges

## Large Public Sector client in The Netherlands

The client's responsibility is to accumulate, store, operate, and distribute data of central and national registries (like land registry, Chamber of Commerce, etc.) throughout the Public Sector. Correct & timely distribution of data is an imperative part of the system — aiding organizations, corporates, and people both inside and outside NL.

### Challenges faced

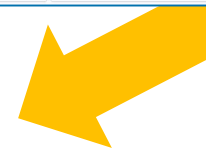
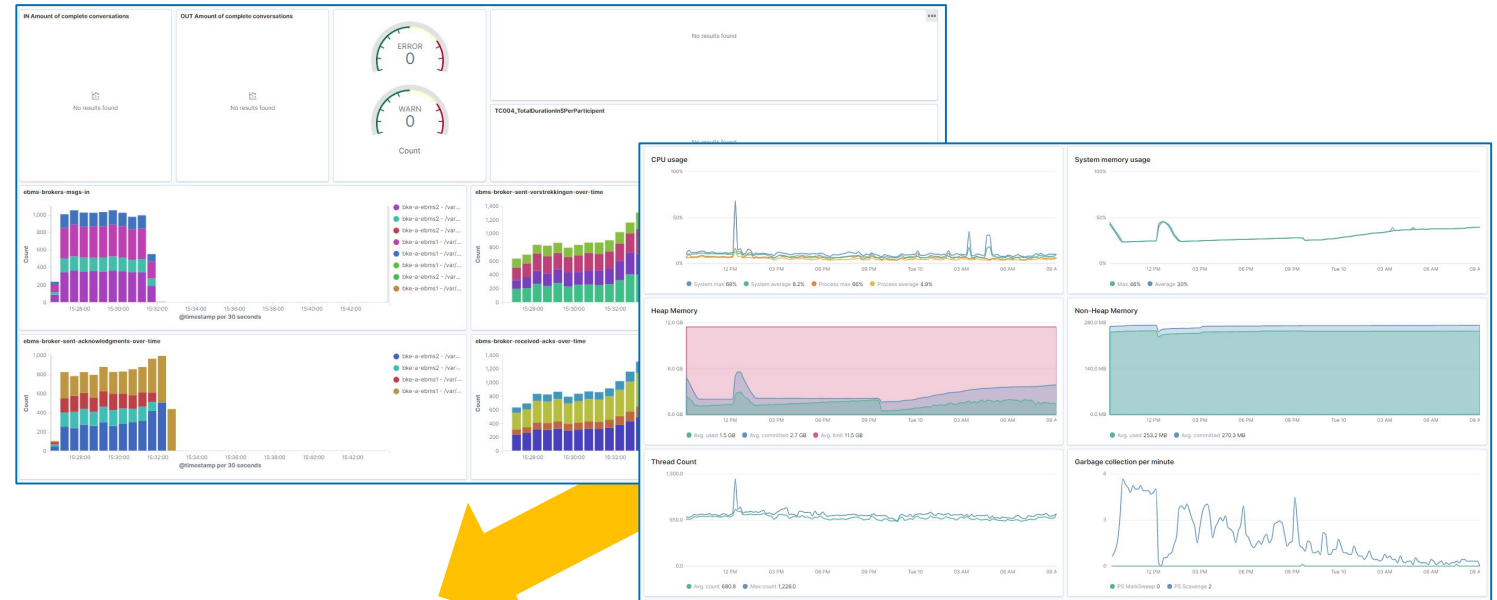
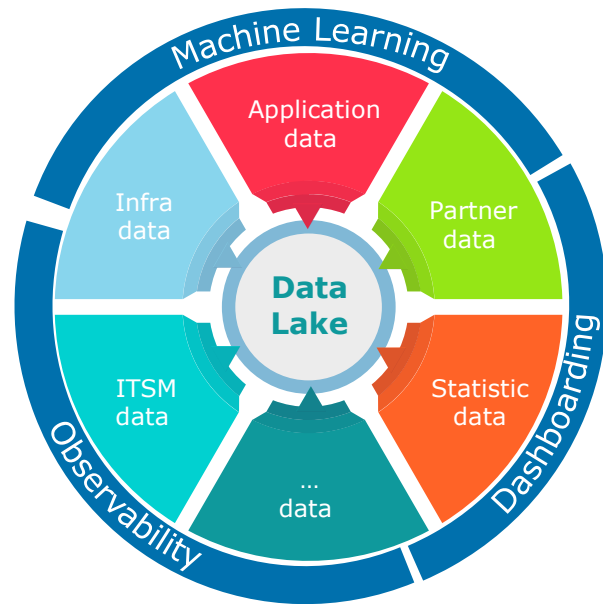
- Partners received information too late & incomplete
- Recovery of incidents was time consuming
- Unclear view on capacity of the system as a whole
- Needed a cost-effective solution
- Significant number of new partners to be on-boarded
- Huge increase in transactions (25 -> 150 million)
- Lack of usable data for Root Cause Analysis







# Our Success Story – The solutioning and results



## The Results



### Agility

- Significant reduction in incidents (~75%)
- Enhanced customer experience
- Predictability through Machine Learning



### Superior performance

- Higher performance and availability of the system
- Proactive & faster incident resolution (~96%)



### Cost reduction

- Minimized cost of operations
- Early insights during development & testing
- Less hours spent on incidents
- Overall lower total cost per transaction



# This is why you want to be Smart!



In the end only a **resilient, agile, and predictive** organization that operates **cost-efficiently** while providing **better services**, wins the race and tomorrow's customers



# Think Big, Start Small, Be Smart



**Hans Peter van der Horst**

*Service Delivery Director – AMS NL*

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