

Integrated IT and Operations (ITOPS)

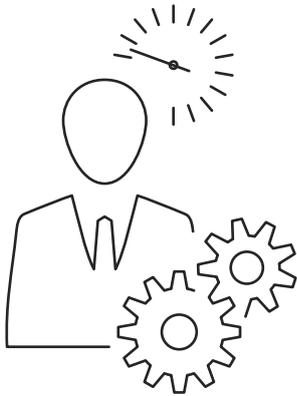


Well-executed business platforms provide customers with compelling technology-enabled business process services that help drive innovation via process re-engineering, greater business agility and productivity improvements.

Respond rapidly to changing market conditions

In today's highly competitive and global markets, businesses need to be flexible, agile and have control over cost. They also need to be able to respond rapidly to changing, often volatile, market conditions.

This can be extremely difficult when a business is not aligned with their IT services and infrastructure. Add the challenges of capital costs, insufficient focus on the business case and a lack of decision support integration into the mix, and businesses will find it difficult to respond to changing market demands.



Optimize your Operations

Our Integrated Technology and Operations (ITOPS) platform enables you to optimize your business through a combination of process investment strategies, technology deployment, industry-specific business process outsourcing (BPO) and provisioning.

ITOPS facilitates a single-point analysis that encompasses your business goals, IT, operations, processes, human resources and related costs. Your business can benefit from our unique service delivery model that seamlessly combines cross-functional expertise across the enterprise.

Our ITOPS offering promises:

- Better alignment of business processes to IT services and infrastructure.
- Process improvement.
- A shift from fixed to variable costs.
- Flexibility to ramp up or downsize resources.
- Single point strategic consulting and integrated decision support.
- A focus on the realization of tangible and measureable results.

ITOPS Model 1 Client Owned Platform

- Platform will be client-specific with custom features; may be built, managed and enhanced by the Capgemini team
- Supporting ITOPS Team will be dedicated to the client
- Improvement will be by virtue of the ideas around process improvement and technology intervention
- Incremental benefits greater than outsourcing IT and BPO separately

ITOPS Model 2 Business Services Provisioning

- Business Services Provisioning
- Platform will be owned and managed by Capgemini
- Outcome is the primary focus area
- Shared service will offer greater benefits on top of improvements
- Significant benefits compared to traditional model



Improved and measurable business outcomes

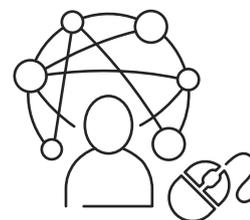
Your business can benefit from industry-specific solutions that deliver improved and measurable business outcomes to the Retail, Insurance and Banking, and Capital Markets sectors – enabling you to achieve business and IT operations excellence, and increase your shareholder value.

Delivered through a Cloud-based “as-a-service” platform that combines BPO, applications and infrastructure, our ITOPS solutions also meet a greater demand for “as-a-service” models, enabling you to “pay as you go” and reducing your need for capital investment in technology.

The offerings that comprise our ITOPS platform are:

Integrated Data Management Services (IDMS)

IDMS provides an end-to-end platform-based managed service “as-a-solution” to enable banks to manage their securities reference data. Acquired from exchanges and data aggregators, this includes data across various asset classes such as equity instruments, fixed income, structured products and funds – the “rocket fuel” of any bank. Our business model consolidates all of your various platforms and processes into a single Reference Data Management vendor – delivering an integrated IT and operations (ITOPS) service.



Integrated Business Administration Services (IBAS)

As our Third Party Administration (TPA) unit, IBAS carries out end-to-end administration of insurance policy blocks. IBAS is a complete outsourced insurance front, middle and back office, in which Capgemini acts as the custodian for insurance companies, servicing their policyholders’ policies end-to-end. IBAS enables you to manage claims in a more efficient manner, avoid claim leakage and reduce fraud, especially in cases of home health care services in which fraud is prevalent. The resulting reduction in the reserve can then be put back you’re your business to fund other priorities.



Client Interaction Management

Built on Prosodie-Capgemini’s Odigo platform, our Customer Interaction services gives your business a one-stop contact center solution with innovative and engaging features that make interaction easier in voice, web and mobile, and help secure your customer’s loyalty. Odigo combines proven voice technology expertise with our ability to deliver an unmatched end-user experience to both your contact center agents and your customers. At the same time, your overall competitiveness is boosted through Odigo’s ability to reduce your costs, improve your flexibility and increase your time-to-market.



Why Capgemini?

Capgemini has accrued decades of experience and has a deep understanding of the diverse business challenges faced by global enterprises. This experience, coupled with our thought leadership in IT and operations excellence in building the ITOPS framework, ensure that you get world-beating business process improvement integrated with technology solution optimization, leading to business effectiveness and enhanced cost advantage.

By adopting our ITOPS method of delivery, your business can take advantage of:

- Single ownership for technology and people and process solution.
- Business transformation tools bundled in for efficiency gain.
- An innovative pay-as-you-go model that addresses seasonality and the operational risks of transactions.
- Shared capital expenditure and reduced fixed cost.
- Advanced Shared Services practices that ensure greatly enhanced service level agreements (SLAs).
- Tools that include a document management system, workflows, data quality systems and portals.
- Only paying for successful business transactions.
- Increased focus on quality and efficiency.
- The availability of activity-based cost accounting data.
- Reduced technology and demand variation risks.

Our tailored ITOPS offerings and an outside-in approach towards problem-solving, means that your business can benefit from significant bottom-line improvements and automation, resulting in reduced cycle times and cost over a period of time. By continuously sharing results and absorbing your risks and continuously measuring our progress against your goals, we hope to forge a truly collaborative partnership with your business that will last the test of time.

Scan here to learn more about Capgemini's ITOPS platform:



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About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 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
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