Capgemini

Is this the end of service life? Solve the cycle

An approach to optimizing technology infrastructure

Efficiently managing a growing and evolving install base through its end of service life is hard on the best of days. Doing that while keeping budgets and teams focused on releasing new products and versions requires an optimally structured, efficient, and disciplined engineering and support organization.

A proactive approach allows you to maintain focus on new product development while ensuring efficient management of large and complex client implementations, reducing functionality and feature anxiety, and security and network risks common with heritage products.

It is easy to understand why companies avoid upgrading to new versions of products. The issue is not one laptop, server, storage array, or even data center but, rather, an intricate custom mesh of enterprise-wide products and systems. Installing a product upgrade in one area may result in unexpected problems in another system.

In parallel, not upgrading often comes with feature lockouts and security concerns. Maintaining version currency often needs monetary and human-capital investments and complex oversight and operations, and that all comes hand-in-hand with technical and business risk.

Legacy cannot impede innovation

The pace of business is accelerating. Staying ahead of the competition requires committed budgets, optimized teams, and unwavering focus on the next release. A shift in attention to heritage products can quickly balloon into feature slips, poor product quality, and dissatisfied customers.

That means companies cannot afford to have their legacy systems be an anchor. An unoptimized strategy and operational model to handle clients still on legacy systems results in resources being shared and switched between crucial new releases and current client escalations, often resulting in inefficient execution.

Capgemini's Product Sustaining platform allows you to build and enhance a path to version currency while optimizing the support and service of those clients who choose to maintain legacy products.
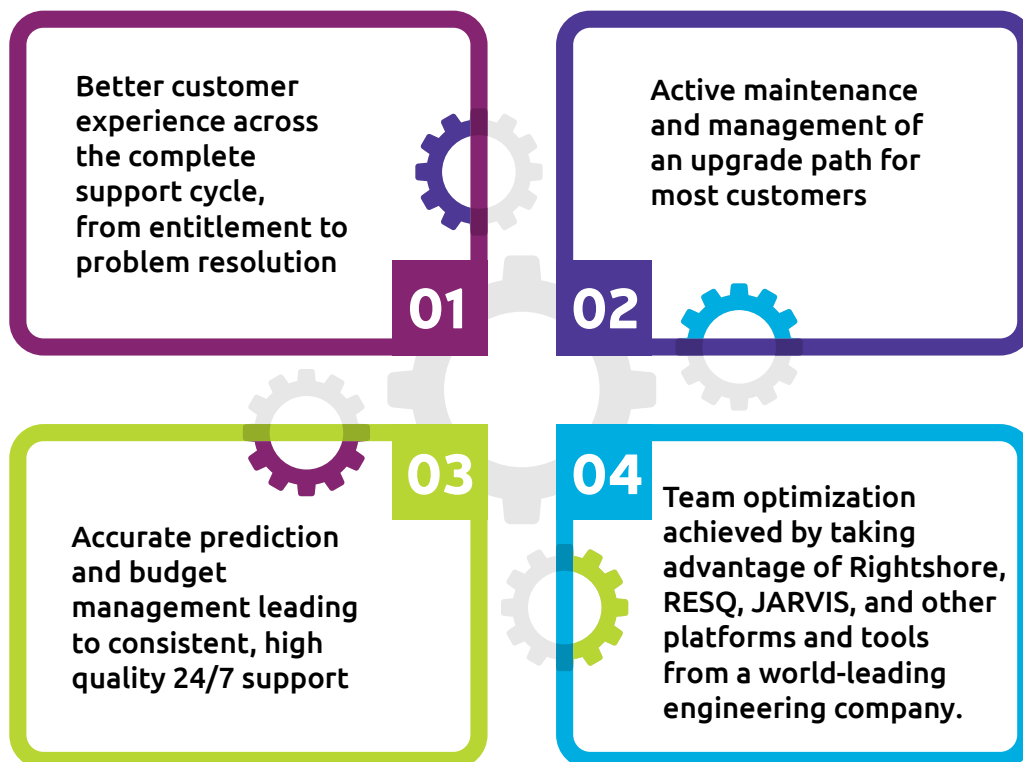
Delivering a better customer experience

The vast majority of companies, especially in the technology space, take a piecemeal approach to end of life rather than looking at what efficiency can deliver. Outsourcing product lifecycle management has the potential to save between 20 and 45 percent in product support costs per year, from streamlining operations to organizing teams efficiently to performing tasks better and faster. These dollars can be spent on increasing market share and staying ahead of disruptions.

Outsourcing the process to a third-party still requires planning and monitoring to be successful. One of the biggest challenges companies face is figuring out how to enable a solution without disrupting the normal cadence of developing and releasing products. An outsourced solution should include a transition path for end customers to get new versions or replacement products and stay relevant.

Key benefits

Better customer experience across the complete support cycle, from entitlement to problem resolution

01

Active maintenance and management of an upgrade path for most customers

02

03

Accurate prediction and budget management leading to consistent, high quality 24/7 support

04

Team optimization achieved by taking advantage of Rightshore, RESQ, JARVIS, and other platforms and tools from a world-leading engineering company.

Managing more than end of life

Every company understands it needs to keep systems current and, in many cases, faces real operational and financial challenges around achieving that. Legacy systems provide a tried-and-tested backbone but they must be kept up-to-date or there are real business risks.

Heritage engineering, such as Capgemini's solution, delivers a streamlined, process-driven platform to manage all in-market releases. It is a solution that can effortlessly scale to handle multiple product lines and versions, optimizing shared services and reusable tools by leveraging Capgemini's RightShore model. It allows companies to focus on the next product release and the next innovation.

Coming to the end of life gracefully

Capgemini's Product Sustaining platform allows companies to take a proactive approach to maintaining version currency while maintaining a focus on new product development and effective management of large and complex installations.

It is time to stop legacy products sucking up vital bandwidth and resources. Keep up with the speed of business and stay focused on innovation and new initiatives to ensure you can deliver the best experience possible to your customers.

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About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of $18.5billion.

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Note: current conversion is €1 to $1.09 (4/1/20)

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