



Product Integrity Services

Taking products and product development beyond quality

Product recalls due to integrity issues hurt financially and the loss of goodwill is immense for product companies across sectors.

Capgemini looks at Product Integrity as the ability of a product to meet or exceed customers' expectations for Quality, Performance and Reliability over the life of the product.

Product companies invest heavily to win customer trust and loyalty through product excellence for improved customer experience and high customer satisfaction. Even with the best of efforts products are often recalled across industries. Defects creep in due to the probable trade-offs to balance time-to-market, cost of quality and compliance requirements. The end customers on the other hand expect performance, quality, safety, reliability, cost, durability, merit and usability.

Concurrent, multi-disciplinary product development in engineering centers across the globe presents challenges to ensure Product Integrity. The exponential usage of connected products and smart devices in all sectors adds to the complexity.

Capgemini's Product Integrity Services

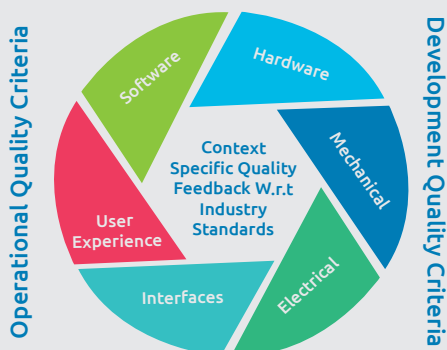
Product Integrity is critical for product success. To ensure Product Integrity, focus on the quality fundamentals with lot of rigor and discipline is necessary. The product design needs to put the user at the center of the product. The design intent and process capability must be established early in the product lifecycle to manufacture the design in a repeatable and an affordable way.

Product Integrity Services across Product Lifecycles

Capgemini delivers Product Integrity services by working with the product teams to strategize, establish, and operate a Product Integrity Center of Excellence. Our services across the product lifecycle include:

- Product Integrity assessment including Product, Process and Risks
- Quality framework to provide 360° view of product quality
- Effective process implementation through an integrated tool chain
- Analysis of requirements, technical architecture, design and code optimization to ensure integrity of components
- Verification and Validation
- Benchmarking the products with respect to the industry standards
- Compliance with standards
- Support regulatory submissions

360° View of Product Quality





Delivering Value with Product Integrity

- Ensure Product Integrity
- Reduce the risk of market recalls
- Increase brand credibility
- Streamline product approvals from external regulatory bodies
- Compliance with industry standards
- Reduced time to market with re-usable assets
- Increase customer satisfaction and loyalty
- Optimize costs



We provide solutions for the product integrity requirements of different industries leveraging our ready to use assets.

- Product Integrity Assessment framework (based on industry best practices)
- Requirement Review Checklists for functional, non-functional and regulatory requirements
- Technical Architecture and Design Review Checklists
- Structural Code Quality Analysis
- Application Lifecycle Management Assessment Framework
- DevOps Assessment Framework
- Product Integrity Metrics / Dashboard with a drill-down to code
- Mobile testing guidelines
- Industry specific assets

Success Stories

- Product Integrity assessment and implementation of recommendations for a Fortune 500 medical device manufacturer, reduced the test execution cycle time from 30 weeks to 5 weeks
- Product Integrity assessment and implementation of recommendations for a North American off-highway vehicles OEM, significantly reduced the defect escapes to the field
- Product Integrity assessment and implementation of recommendations for an information storage and management leader, reduced the defect injection rate and increased the release predictability.

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini 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. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

Learn more about us at

www.capgemini.com

About Engineering Services

Capgemini's Engineering Services brings together deep domain expertise to lead the convergence of Physical and Digital worlds through technology, engineering and manufacturing expertise to boost our clients' competitiveness. A recognized leader with over 10,000 engineers across the globe, Capgemini's comprehensive portfolio of end-to-end engineering solutions enables global companies to unlock the true potential of their product portfolios and manufacturing efficiencies.

People matter, results count.

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