Capgemini

Data Services for Data-driven Transformation

Crossing the digital divide? Don't leap.
Use our bridge.

Control your data, control your destiny.

The opportunities of the digital age beckon—from transforming the service desk into an intelligent self-service portal, to extracting business-relevant insights from your mountains of raw data, to harnessing the Internet of Things (IoT) and autonomics to create jaw-dropping new capabilities and competitive advantages.

The common denominator in transforming your digital vision into business results is data. If you can control, manage, and utilize all of your data, you can renovate your IT operations, your business processes, and your ability capitalize on the opportunities of the digital age. However, many companies continue to experience a digital divide—an inability to cross the chasm between legacy operations and digital innovations. For example:

- Some enterprises launch aggressive digital initiatives before they're truly ready and end up wasting time, resources, and the confidence of key stakeholders.
- Others are slow to begin their transformation journey because the chasm looks too wide—their existing IT processes and business models are too entrenched and inflexible.
- Still others take a piecemeal approach to crossing the digital divide, implementing one-off projects in the hopes that some will gain traction and lead to further exploration.

Capgemini offers a fresh alternative. Build a bridge between the old world and the new with assistance from a trusted partner with deep expertise in both worlds. Plan and execute your journey based on a realistic assessment of your current readiness, your existing resources, and your business goals.

Capgemini is the one partner that puts you solidly in control of your data so you can transition to the new world of data-driven digital services quickly, cost-efficiently, and with confidence. Working collaboratively with your leadership team, IT management, technical staff, and line-of-business executives, our experts will help you build your digital roadmap, your bridge, and your competitive advantages in the digital age.

Opportunities abound.

- IoT will account for 10% of the world's data by 2020[1].
- 30% of interactions with technology will be through smart machines by 2018[2].
- Cloud apps will account for 90% of worldwide mobile data traffic by 2019[3].
- Nearly all IT spending growth will be focused on Third Platform or "SMAC" (social media, mobility, analytics, and cloud) technologies[4].
- 1 in 20 economic transactions will be initiated by autonomous software by 2022[5].

Choose from a wealth of services that work together.

Capgemini Data Services has the breadth of offerings and the depth of experience to meet the transformational requirements of enterprises of all types and sizes, on a global scale. Equally important, our services are specifically designed to work together—to integrate with each other and with our full spectrum of offerings in cloud services, cybersecurity, workplace services, ERP, and service integration.

[1] IDC press release, December 2, 2014 (http://www.idc.com/getdoc.jsp?containerId=prUS25285614).

[2] Source: Gartner, 2016.

[3] Cisco Visual Networking Index: Global Mobile Data Traffic Forecast Update, 2014–2019.

[4] Source: IDC press release, December 2, 2014 (http://www.idc.com/getdoc.jsp?containerId=prUS25285614).

[5] Gartner: October 6, 2015.

Our enterprise-scale data service offerings fall into three broad categories, each of which includes many options in terms of service and support. These include:

Digital Transformation

Capgemini Data Services can help you increase the speed and agility of your transformation initiative regardless of your starting point or digital maturity level. We empower you to:

- Consolidate, relocate, and optimize your data centers to slash costs and increase efficiency
- Streamline data center operations (DCO) to improve agility and resource provisioning, productivity, and end-user satisfaction
- Accelerate the adoption of DevOps practices to shorten software development/deployment cycles
- Deliver IT as a utility to improve agility
- Find the time and budget to increase data-driven innovation across the enterprise

Example: Data Center Transformation Services

Digital transformation often begins with data center transformation because the cost savings and efficiency gains they create can accelerate the benefits. A Capgemini Data Center Transformation engagement provides full-scale support across the entire process—from strategy and planning to execution and implementation—including business case and benefit tracking, procurement services, planning tools, and experienced teams for project execution.

Additional capabilities and offerings include:

- **IT Separation** services help to split an entity within an organisation from a parent entity, and help establish the new entity with its own identity. For the separated entity, IT separation is a challenging project, but also an opportunity to transform IT.
- **Software-Defined X** advisory services create a roadmap and blue print for adopting software-defined entities while remaining vendor agnostic.
- **Windows 2003 EOL services** Windows 2003 entered the end of its support life in July 2015. Using the Capgemini Rapid Assessment Method for Windows 2003, clients are able to navigate through all of the permutations to develop strategies for managing Windows 2003 EOL.

Internet of Things (IoT) and Data

Capgemini makes it possible to apply advanced analytics and draw insights from the vast volumes of data generated by IoT devices such as sensors, mobile devices, and communications systems. Our Insight and Data service portfolio is second to none in the industry. We empower your enterprise to capture, store, and safeguard all of your business-relevant data, including structured and unstructured data—so your enterprise can:

- Turn data into business-relevant insights that drive continuous improvement in business processes.
- Create new competitive advantages in customer service, product design, marketing practices.
- Improve the end-user experience and facilitate the transition to data-driven self-service portals that increase the speed and quality of IT services—and enhance IT's reputation.

Example: Business Data Lake as a Service (BDLaaS)

The Capgemini BDLaaS offering is a cloud-powered big data and insights service that brings together all of your data in one place, applies analytics and delivers insights at the point of action, and generates differentiated business value. It combines a platform that can ingest all structured and unstructured data; applications that can deploy analytics to extract both meaningful and actionable intelligence; and a process to integrate analytics insights into core business processes so action can be taken when it matters most. The service is pay-per-use and easily tailored to your requirements. You can get started quickly, and we can support you at any level to manage your data and harvest insights.

Transformational Outsourcing

By offloading workloads and data to a trusted infrastructure service provider, your IT organization can focus on executing its transformation strategy. Capgemini Data Services can assist with world-class data center assets, including:

- **40+** datacenters in **11** countries with **28,000** square meters of data center space
- **130,000+** managed servers
- **80PB+** of storage capacity, **60PB+** managed backup

- **75,000+** managed databases
- A team of **10,000+** IT professionals, including **1300+** Wintel resources, **500+** Unix and Linux resources, **500+** storage systems professionals, **1000+** software services resources, and **1100+** Infrastructure Management Operations Center (IMOC) resources
- A wide range of industrialized services, including Storage Resource Optimization (SRO) as a Service, SAP HANA Cloud (with Virtustream), Oracle Engineered Systems as a Service, Oracle DB Platform as a Service, and more

Example: Remote Infrastructure Management (RIM)

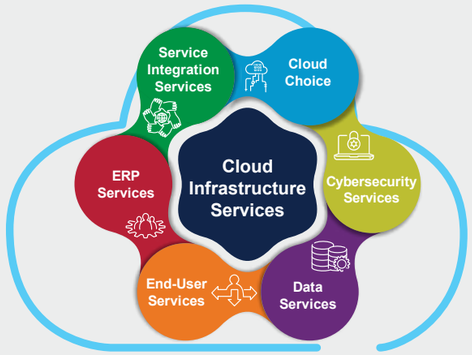
Capgemini RIM services provide comprehensive, expert, integrated infrastructure management. Our Infrastructure Management Operations Center (IMOC) control room displays the health and status of your infrastructure and networks, and we provide 24/7 operational monitoring, first-line support to address problem escalation, second-line support, base-level technical support, automation, and client liaison services. Additional service capabilities include:

- **Storage Resource Optimization (SRO)** service is a repeatable, rapid deployment, optimization service that provides detailed insight into the enterprise's application storage infrastructure to highlight opportunities for CapEx and OpEx efficiencies.
- **Managed Services** including Storage, Managed Compute & Server, Managed Mailboxes, Managed LAN/WAN, Managed Network Services, and more.

A comprehensive arsenal for digital transformation

Our Cloud Infrastructure Services portfolio also gives you access to integrated infrastructure services from a broad range of functional areas, including:

- **Cloud Services:** The Cloud Choice portfolio of cloud services empowers our clients to make cloud the primary way of delivering and consuming IT within their business. This means turning "cloud first" from an intent to a reality—making it possible for clients to innovate and outperform competitors.
- **Cybersecurity Services:** Capgemini guides you securely through every phase of your digital transformation, maximizing protection across all critical areas of digital identity and users, applications, endpoints, and infrastructure. The result: our services put security at the core of your digital transformation strategy and cover new vulnerabilities as they emerge.
- **Digital Workplace Services:** Today's end-user services must focus on increasing end-user satisfaction and improving user-related business processes. Our My Experience portfolio provides a complete, end-to-end, integrated suite of services aimed at meeting the requirements of the new generation of users.
- **ERP Services:** Capgemini's ERP services provide the expertise clients are looking for to exceed market-based service levels around availability, reliability, performance, and responsiveness. We're a certified SAP Hosting Partner and a Certified SAP National Implementation Partner, and we have extremely strong partnerships with SAP and Oracle so you can take full advantage of their innovations.
- **Service Integration:** Capgemini brings a comprehensive approach to service integration, focusing on business results delivered through our uniquely collaborative engagement style. We enable universal adherence to a single operating model, so clients have one version of the truth, one service catalog, one performance report, one financial summary—one integrated service.



Integrated Cloud Infrastructure Services for the Digital Age

Trust a partner who's truly in it with you.

It's ironic: the vast majority of service providers want to take you to the new world of digital innovations using an old-school engagement model: the same old fixed-price, fixed-duration, fixed-resource contracts; the same piecemeal services; the same arm's-length approach to working with your people.

Capgemini understands that the new era requires a new engagement model—one that is more collaborative, more integrated, more business-focused, more comprehensive, and more intimate.

That is why we have recast the traditional engagement model into a true partnership. We see each engagement as a joint venture, with shared risks. Simply put, we are willing to take a stake in your success. We are confident enough in our ability to deliver quantifiable business value that we will negotiate contracts where your success in meeting KPIs, predicted savings, and other quantifiable metrics determines our compensation.

Explore "next" while reducing the TCO of "now."

Capgemini is uniquely qualified to assist you with modernizing your legacy data center operations while also helping you evaluate and explore new opportunities of the digital age.

We know how to squeeze costs out of data center operations, streamline existing processes and workflows, consolidate and optimize current data center resources, and boost the productivity of data center staff, as we have proven in hundreds of engagements with global enterprises.

But we also have an exceptional track record of leadership in planning and executing digital transformation initiatives. We have helped enterprises in all industries take advantage of the latest advancements in autonomics, big data analytics, digital workplace systems, machine-to-machine communications, cloud-based DevOps and infrastructure provisioning, and much more.

Find the budget to fund exploration

By extracting cost, complexity, and delay from transformation initiatives, Capgemini makes it easier to find the budget and staffing resources needed to explore new technologies, solutions, and business models that deliver new competitive advantages. And with Capgemini you have the agility to move traditional IT assets and capabilities into new realms at your own pace, without making expensive or risky trade-offs in terms of new vs. legacy systems, deployment options, and technology choices.

> **"Many client references cited strong overall satisfaction with Capgemini. Many stated that Capgemini is flexible with its contract structure and pricing and that they find its account managers to be open to negotiation for change requirements and treat the customer more like a partner."**
>
> **–Gartner, 2016[6]**

[6] Gartner: «Magic Quadrant for Data Center Outsourcing and Infrastructure Utility Services, North America,» David Edward Ackerman, William Maurer, and Christine Tenneson, 7 July 2016.

Build automation in rather than bolting it on.

Automation is an integral part of many Capgemini infrastructure service offerings, making it easy to leverage our automation expertise, IP, and resources. Simply put, automation is built into many of our existing services.
For example:

- Capgemini can assist you with automation as part of a cloud enablement strategy, allowing you to automate workload allocation among private and public clouds.
- We can help you digitize and automate the service desk, enabling employees and contractors to access a single user experience in the way they access support, empowering IT to expedite the resolution of issues and requests through automation services such as virtual digital assistants and natural language processing.
- We can bring together separately contracted and supplied IT service providers and orchestrate interactions among multi-vendor services—so your enterprise can manage the complexities of multi-sourcing and drive continuous business process improvement.

Explore and apply the latest innovations.

Capgemini gives you access to our unique Applied Innovation Exchange (AIE) network, a global platform designed to enable our enterprise clients to discover, experiment, contextualize, and apply the most relevant digital innovations.

The AIE provides an immersive, transformative, secure environment to enable you to see and understand what's possible. Each Exchange offers deep sector expertise to enable you to apply these innovations to your specific business context. The Exchanges also provide exposure and access to the portfolio companies of selected venture capital and private equity partners, while enabling the immersion in and application of the vast sources of industry-specific innovation Capgemini has access to.

Achieve the full business value of transformative services.

The new dimensions of integration and choice delivered by Capgemini Data Services lead to significant business advantages, including:

- The ability to accelerate digital transformation. By removing the barriers to data center transformation and providing the ability to translate your data into insights, Capgemini allows your key business initiatives to move ahead rapidly.
- The ability to cut risk and cost simultaneously. We are willing to negotiate contracts where our revenue depends on your success in meeting pre-agreed metrics. Moreover, through our innovative engagement methodologies your costs come down because technologies and suppliers can be more effectively aggregated, integrated, and managed.
- The ability to increase service levels. Your service levels improve—for IT services, employee services, and customer services—because they are benchmarked and monitored more consistently and effectively.

Capgemini Data Services: Distinct advantages

Capgemini is your partner of choice for data-driven digital transformation because we are uniquely capable of helping you:

- Create and benefit from operational excellence. This is the backbone of all Capgemini data services because it not only guarantees successful transformations, business continuity and Quality of Service, but also market-conforming TCO combined with the right level of agility. Simply put, operational excellence is the key to competitiveness, and no one delivers like Capgemini.
- Harness the latest innovations without locking in. Capgemini's vendor-agnostic approach gives you access to the best solutions from the leading suppliers and enables you to harness them without vendor lock-in. We ensure that you can fully exploit the innovations of leading-edge technologies and implement them as quickly as possible.
- Scale up and down freely. Capgemini does not require volume commitments, so you have the resources you need when you need them without about pre-set limits or excessive costs.
- Benefit from our cross-industry expertise. Capgemini has extensive expertise in virtually all vertical markets and can tailor Data Services offerings to industry-specific requirements--for example Big Data Lake as a Service (BDLaaS) for the auto industry provides insights that are uniquely business-relevant to auto OEMs and partners. Capgemini Data Services also customizes services to meet the needs of aerospace & defense, banking, consumer products & retail, financial services, healthcare, transportation, insurance, life sciences, manufacturing, oil & gas, telecom, government & public sector, and utilities.
- Harness the efficiency of eco-efficient, "green" data center facilities. Capgemini sets a new standard for green technologies in its state-of-the-art data centers. For example, our Merlin data centers deliver an industry-leading Power Usage Effectiveness (PUE) rating, significantly lower running costs than comparably sized data centers, and strict adherence to sustainability, resilience, modularity, and recyclable resource usage.

Moreover, Capgemini integrates all of the elements that are required to deliver on your business objectives, including:

- The "what" and the "how": Capgemini can provide expert advice and assistance in both what needs to be implemented to achieve your business goals and how to actually build and deploy it—and we can implement and manage it for you. We are a single source for comprehensive, end-to-end solutions that incorporate multiple solutions, services, and suppliers.
- Global production centers: With almost 180,000 people in over 40 countries, we are one of the world's foremost providers of consulting, technology, and outsourcing services, and Capgemini maintains an extensive network of delivery centers.
- Service and supplier integration: Capgemini is a recognized world leader in Service Integration because Capgemini is the one partner that can deliver truly holistic Service Integration solutions.
- Expert, collaborative teams: Our uniquely collaborative approach and collaborative tools help you overcome resistance to change. Channeling the expertise of thousands of global professionals and our leading technology partners, we put the right tools in the hands of your teams.

Capgemini

Explore the Possibilities

Contact your local Capgemini representative today for full details about the My Workspace offering or any of the complementary My Experience services. Or visit www.capgemini.com for additional information about the full spectrum of Capgemini services.

For further information please contact:

infra.global@capgemini.com

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 2016 global revenues of EUR 12.5 billion.

Visit us at

www.capgemini.com

People matter, results count.

The information contained in this document is proprietary. ©2018 Capgemini. All rights reserved.

This message is intended only for the person to whom it is addressed. If you are not the intended recipient, you are not authorized to read, print, retain, copy, disseminate, distribute, or use this message or any part thereof. If you receive this message in error, please notify the sender immediately and delete all copies of this message.