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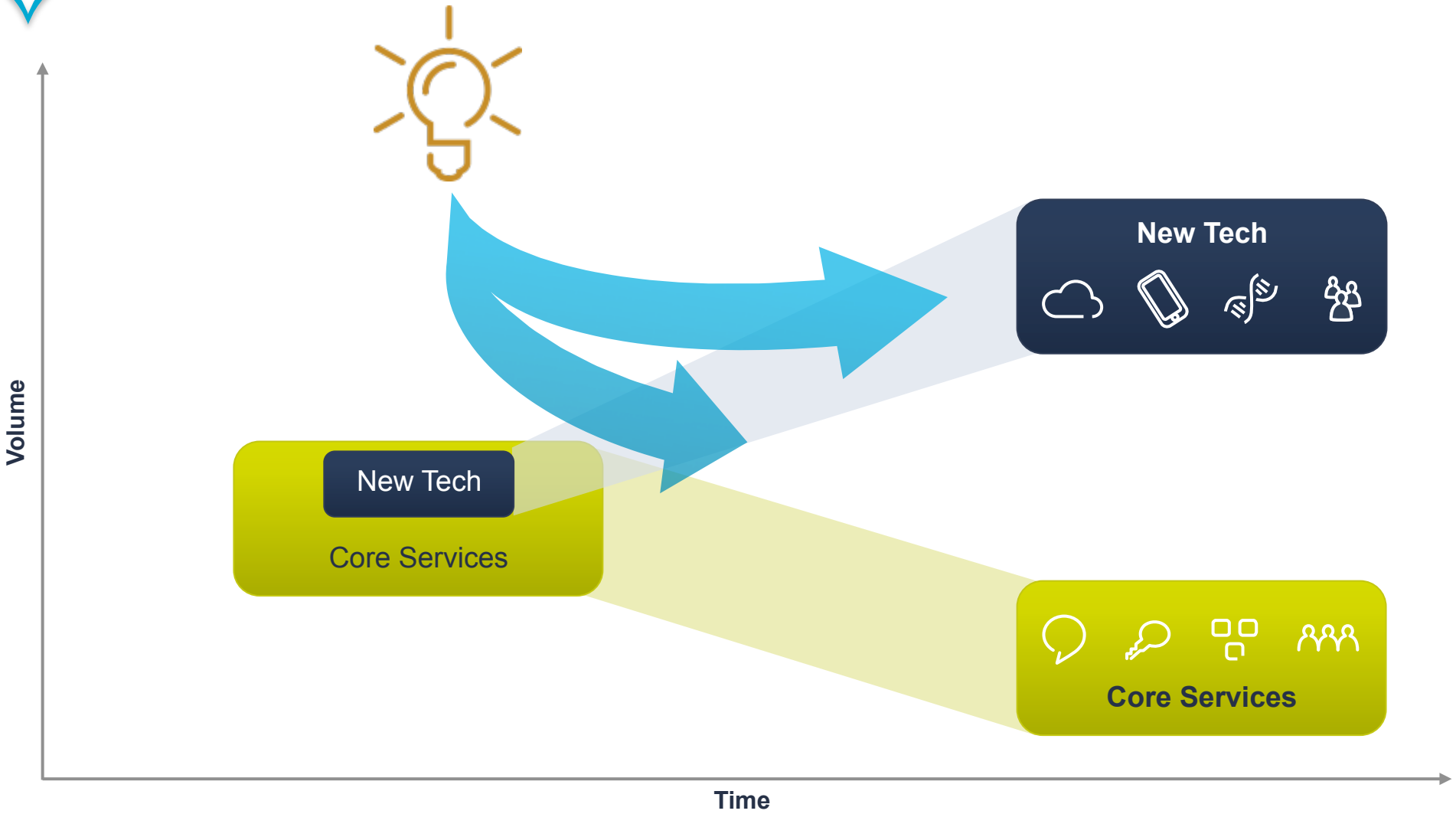
North America, a source of Innovation for the Group

Salil Parekh

People matter, results count.

Innovation to Transform Portfolio



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North America is the Source of our Innovation

NA has the right ingredients to develop successful recipes of leading edge business solutions for the Group

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Innovation is across our Core Offers and new Areas

Examples of Innovation across traditional & new technology portfolios

Packaged Apps	Cross-platform, vertical offerings bundled as OnePath, DDSC for CP&R, Insurance PaaS
Custom Dev	All Channel Experience solutions on partner platforms like Oracle, IBM, Drupal
Support	AM 6-week assessment
Integration	Systems integrations across on premise & hosted apps; service integration modernization
Cloud	Complex SaaS implementations, integrations & global deployments
Mobile	Enterprise mobile device & applications management on Cloud, app factory
Big Data / Analytics	Elastic analytics and Big Data/HANA
Social	Social media management & marketing

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Elastic Analytics offers an end-to-end BI Solution in the Cloud on AWS

Our BIM AWS Offering

Industrialized solutions and architectural design in virtual private clouds to meet security and scalability needs, in collaboration with AWS

Business Use Case

Identify ▶ Acquire ▶ Organize ▶ Analyze ▶ Act ▶ Run ▶ Support

hadoop, amazon web services, R, COGNOS, Business Objects an SAP company, cloudera, SAP, hp, sas, Microsoft, QlikView, INFORMATICA The Data Integration Company, MicroStrategy Best in Business Intelligence, tableau

Service Management	Security and Compliance
Service Automation	Usage and Accounting
High Availability	Monitoring
Server, Storage, Network Hardware	Platform/Virtualization Management

Cloud Infrastructure Abstraction & Aggregation Layer

amazon web services, Capgemini CONSULTING.TECHNOLOGY.OUTSOURCING

- Address uneven or rapidly growing computing, reporting and analytics needs
- Procure infra. & capacity as needed; eliminate undifferentiated heavy lifting
- Reduce CAPEX spend as well as the TCO
- Increase innovation & go global in minutes

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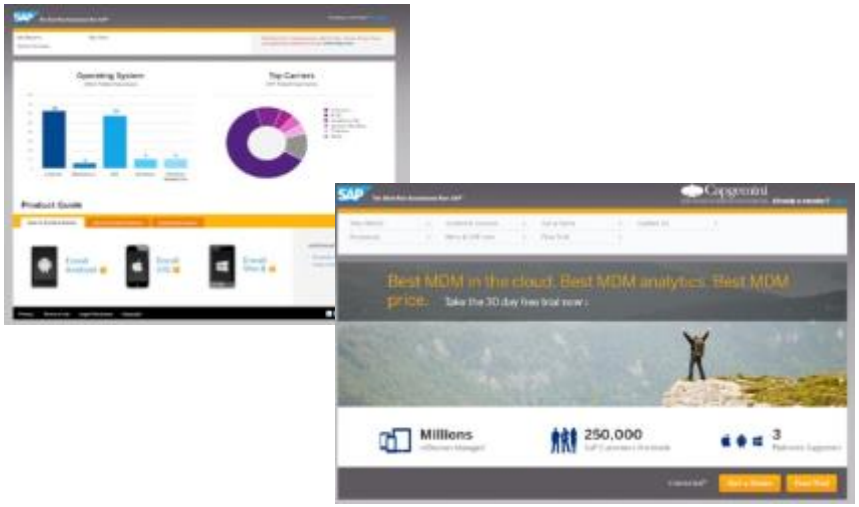
Afaria in the Cloud meets BYOD needs
Solid Foundation for Mobile Transformation

SAP	**SAP Afaria with Analytics**
amazon	**Global Cloud Service**
Capgemini CONSULTING.TECHNOLOGY.OUTSOURCING	**Enterprise Support**

€1 per device per month



sapafaria.com/CAPGEMINI

Business Benefits

- Reliability with lowest TCO on the market
- Security in everything from application management to OS upgrades

Differentiators

- SAP Afaria is a leading industry solution now available as true SaaS offering
- Free 30-day trial
- Support for Android, iOS and Windows Phone 8 devices
- Perfect for any enterprise size
- Analytics is part of the SAP Afaria and Business Objects reporting
- Self-service portal updates / co-branded portal for customers

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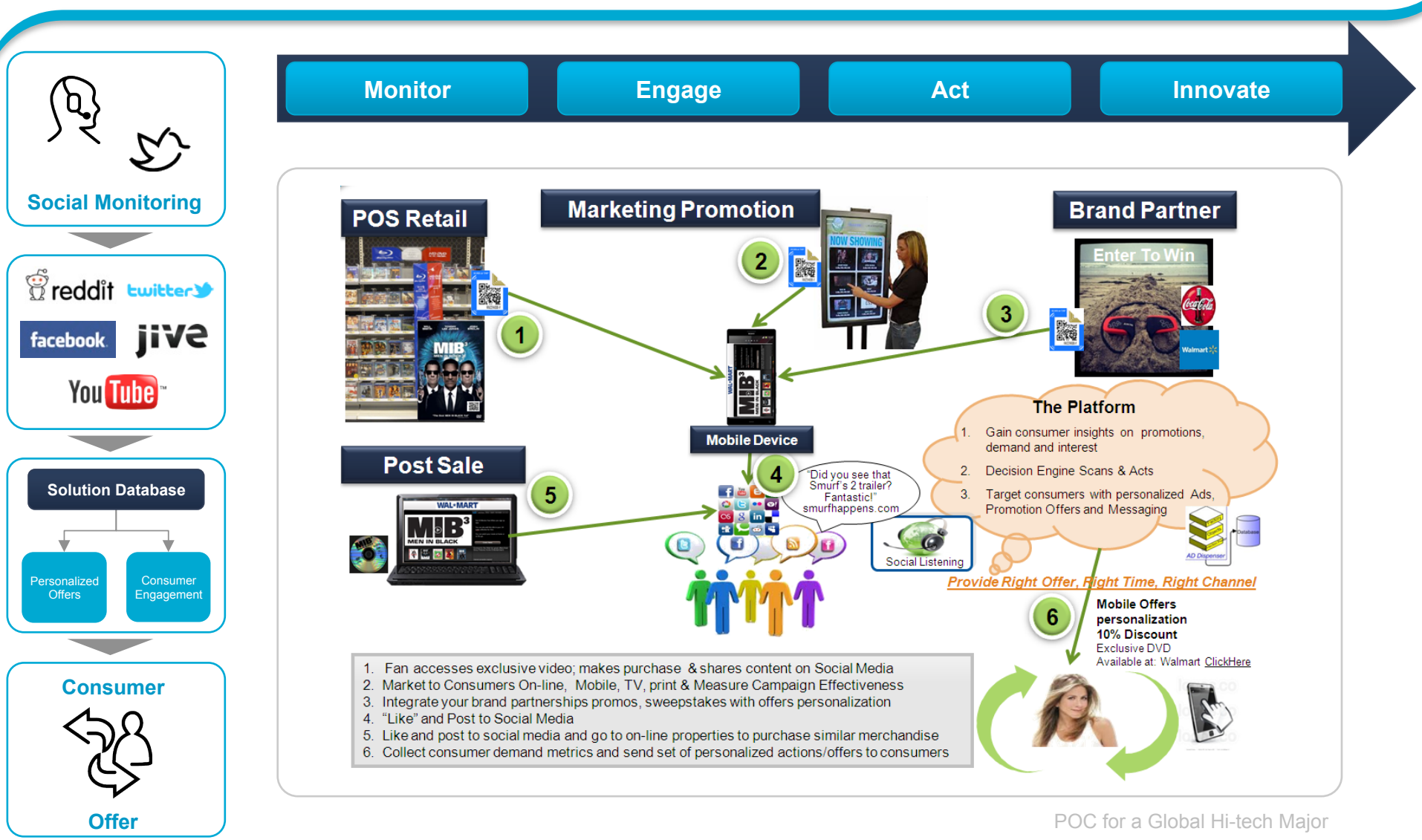
Social Marketing Platform for end-to-end Consumer Engagement across the Product Lifecycle



POC for a Global Hi-tech Major

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Smart Energy Services (SES) for Utilities Improves Power Reliability and Enhances Customer Experience

What is the SES?

- Meter deployment, orchestration and smart meter network operations
- Systems implementation and integration for new meter network, collection and data management technologies
- Legacy enterprise system modifications triggered by new smart meter infrastructure
- Demand Response Management, Customer Experience (Portals & All Channel Experience) and Mobility
- Telecommunications, Network Operations, Engineering Design, Process Automation & Operations
- Smart Grid programs

A Recent Win in NA

Scope of the program

- Supporting 2.5 Million Electric and Gas Advanced Metering Infrastructure (AMI) Endpoints

Our Partners

- SAP
- Itron

Our Role

- Implementation of Smart Metering technology and associated network and computing infrastructure

Capgemini provides Smart Energy Services to over 75 utility clients around the world, representing 113 million metered customers actively engaged in smart energy programs including directly managing mass deployment programs for over 23 million smart meters

e·on BC hydro ONTARIO POWER GENERATION hydro one

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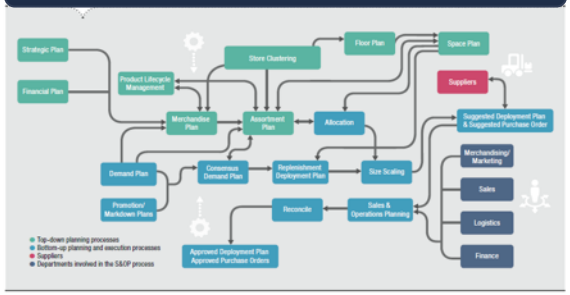
Retail Demand-Driven Supply Chain Transformation Co-enabled with Partners

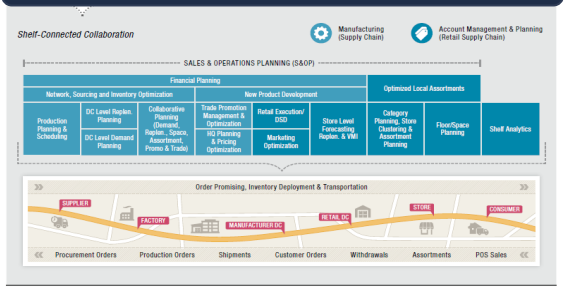
What is IP&E And Shelf Connect?

Capgemini's Demand-Driven Supply Chain approach that helps Consumer Products and Retail companies create a "pull" supply chain driven by consumer demand

Integrated Planning & Execution



Shelf Connected Enterprise



With an Integrated Planning & Execution solution from Capgemini & JDA Software Group, The Sports Authority is transforming its enterprise-wide technology platform & business processes

SPORTS AUTHORITY

- "Sense & respond" to actual purchases, achieving more accuracy in assortments, control over inventory & more success in merchandising
- Integration of production, merchandising and logistics, to enable a "fast fashion" business
- Single system of record & clear visibility across all brands: everyone sees – and acts on – the same data, at the same time

23% increase in customer satisfaction

+94% improvement in in-stock levels

96 basis-point margin increase

20-25%+ delivery efficiency in implementation

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Enterprise Cloud Services for SaaS Deployments

Our Cloud Services Portfolio

Consulting Services
- Digital Transformation
- Customer Value Prototyping
- ASE enabled Social Enterprise Discovery Day

Application Services
- Agile Sales Cloud Deploy
- Agile Collab Cloud Deploy
- Cloud Integration
- Agile Service Cloud Deploy
- Agile Platform Deploy
- Cloud Orchestration

Managed Services
- Social Media Listen BPO
- Managed SFDC deployment
- Netsuite BPO
- AppExchange
- Prosodie (Cloud CTI)

Our Recent "Cloud" Offers

- Cloud WARP
- 2-tiered ERP (on-Premise and Cloud)
- Vertical Solutions for Retail, Insurance & Telco

Customer Connect Retail

Customer Connect Insurance

Customer Connect Telecom

Our Cloud Services Ecosystem

salesforce, CipherCloud, NETSUITE, ELOQUA, workday, DocuSign, xactly, Marketo

Our Success Stories

PHILIPS, AARP, Royal Caribbean International, Boehringer Ingelheim

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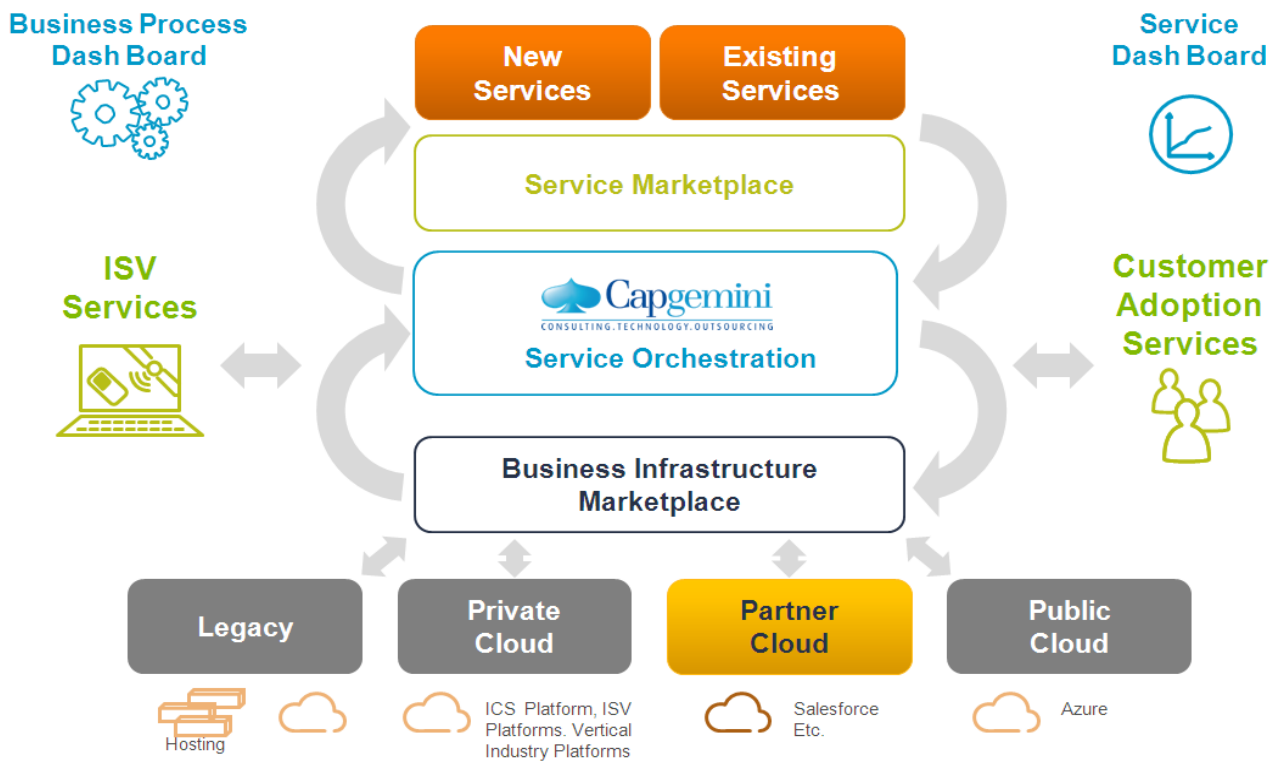
Orchestrated Delivery Platform for Cloud Services at State of Texas

Our Service Orchestration Offering

We position ourselves as a service orchestrator and broker, helping our customers seamlessly navigate the transformation from legacy infrastructure to private and public cloud-based provisioning

Our engagement at State of Texas has been instrumental in developing and maturing our Service Management, Integration and Aggregation offerings

Dept. of Information Resources



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Capgemini OnePath Industry Specific SAP Solutions

"OnePath" includes SAP licensing, implementation services, hosting and AM

License	Build	Host	Run	Operate
PartnerEdge Channel Program	RapidPath for Medical Devices	Public Cloud via Amazon Web Services	Staff Augmentation	Financials and Accounting BPO
CAPEX customers	EnergyPath	Private Cloud via Capgemini Hosting	Full Application Management	Procurement BPO
OPEX customers	CRESCENT for CP, Wholesale, Retail	**Off Premise**	Level 2, 3 Support	Human Resources BPO
SAP ITO Program	Capgemini (IBX) Procurement Solutions	**On-Premise**		
SAP Managed Mobility Partner Program	HCM EDGE	Client Hardware		
	CHROME for Manufacturing	Private Cloud via Capgemini Cloudburst		

- Built on industry leading practices and business processes
- Contain Capgemini industry enhancements – tested, reviewed and certified by SAP
- Include industry reference models, solution templates, layouts, reports, test scenarios and scripts
- Designed to bring quick results and ROI
- Highly scalable – and will grow with the customer

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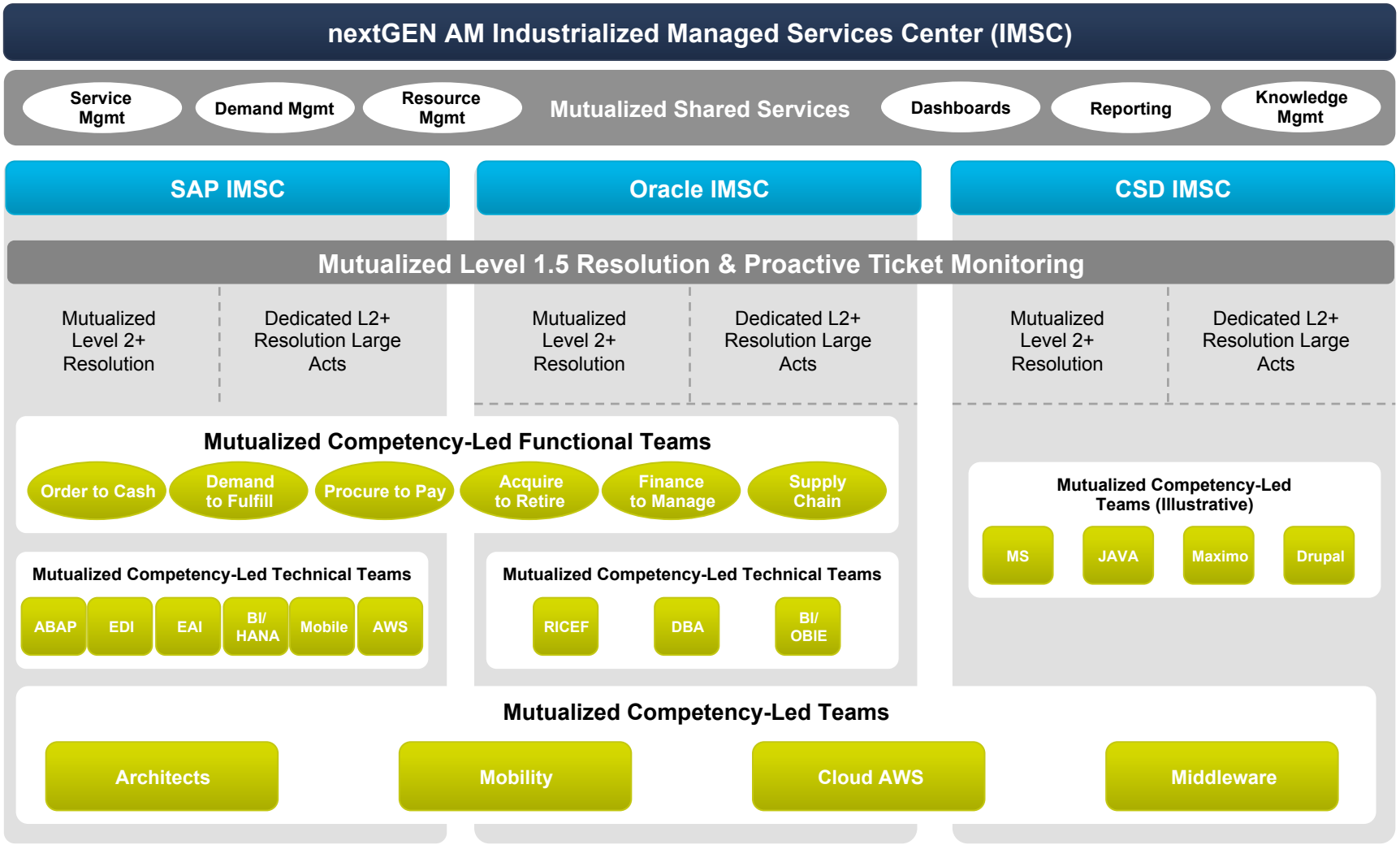
nextGEN AM for Offshore Delivery



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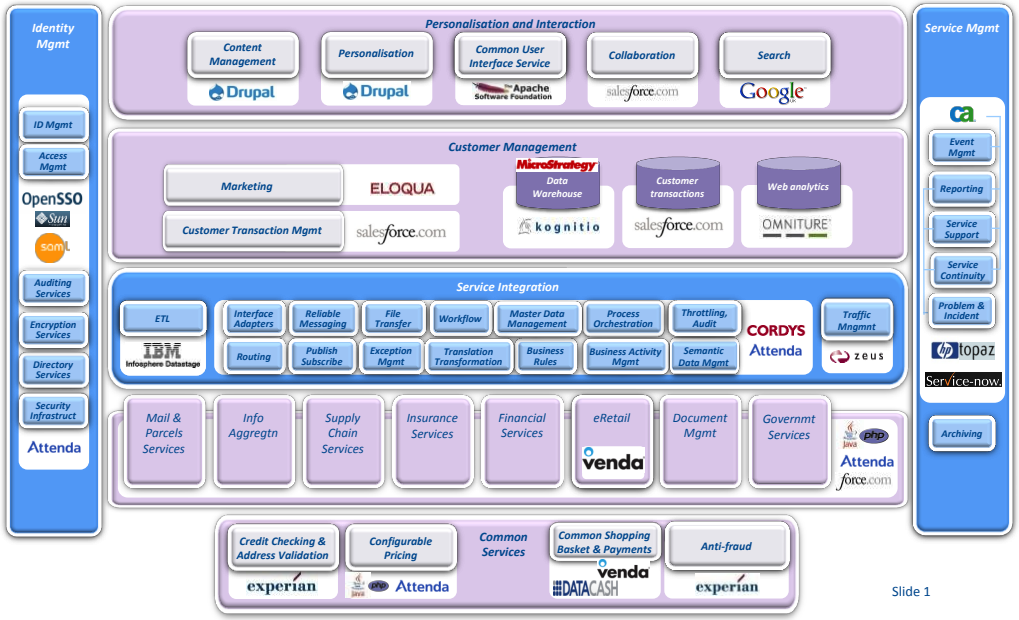
Immediate Platform for Orchestration, Integration, Implementation & Provisioning of Apps in the future

What is Immediate?

Immediate is a framework for managing an ecosystem of best of breed, cloud and on premise services, to continually deliver the best user experience

The Immediate "H" Model for Federated Service Management



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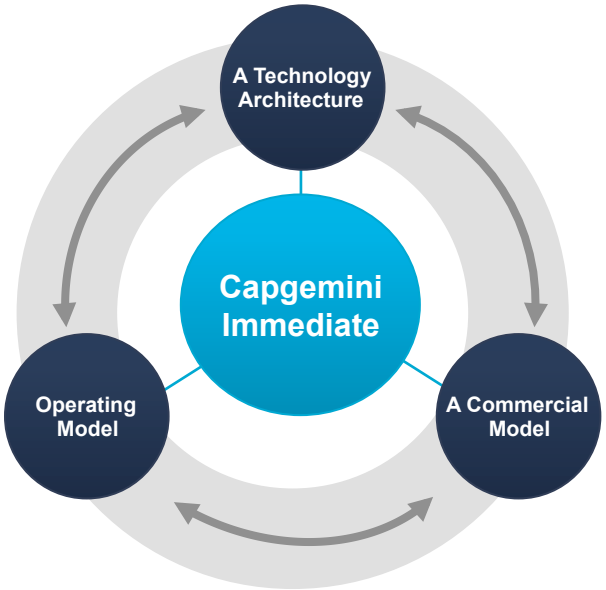

This framework allows us to orchestrate loosely coupled services across SaaS and on premise while retaining a single view of the customer

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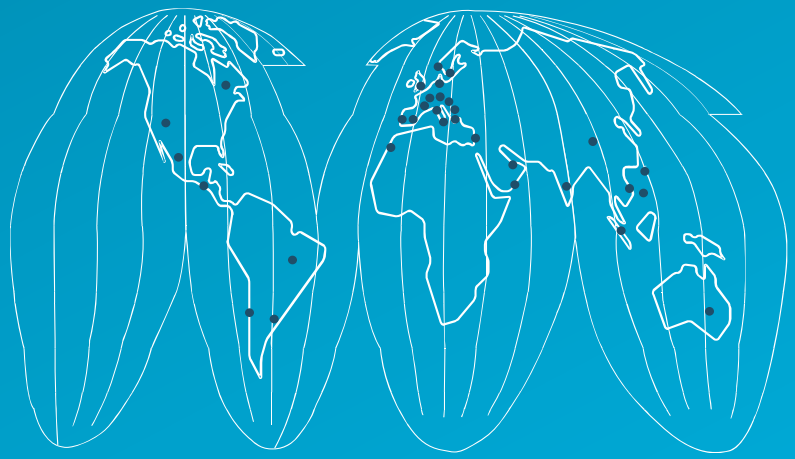
About Capgemini

With more than 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Rightshore® is a trademark belonging to Capgemini



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