

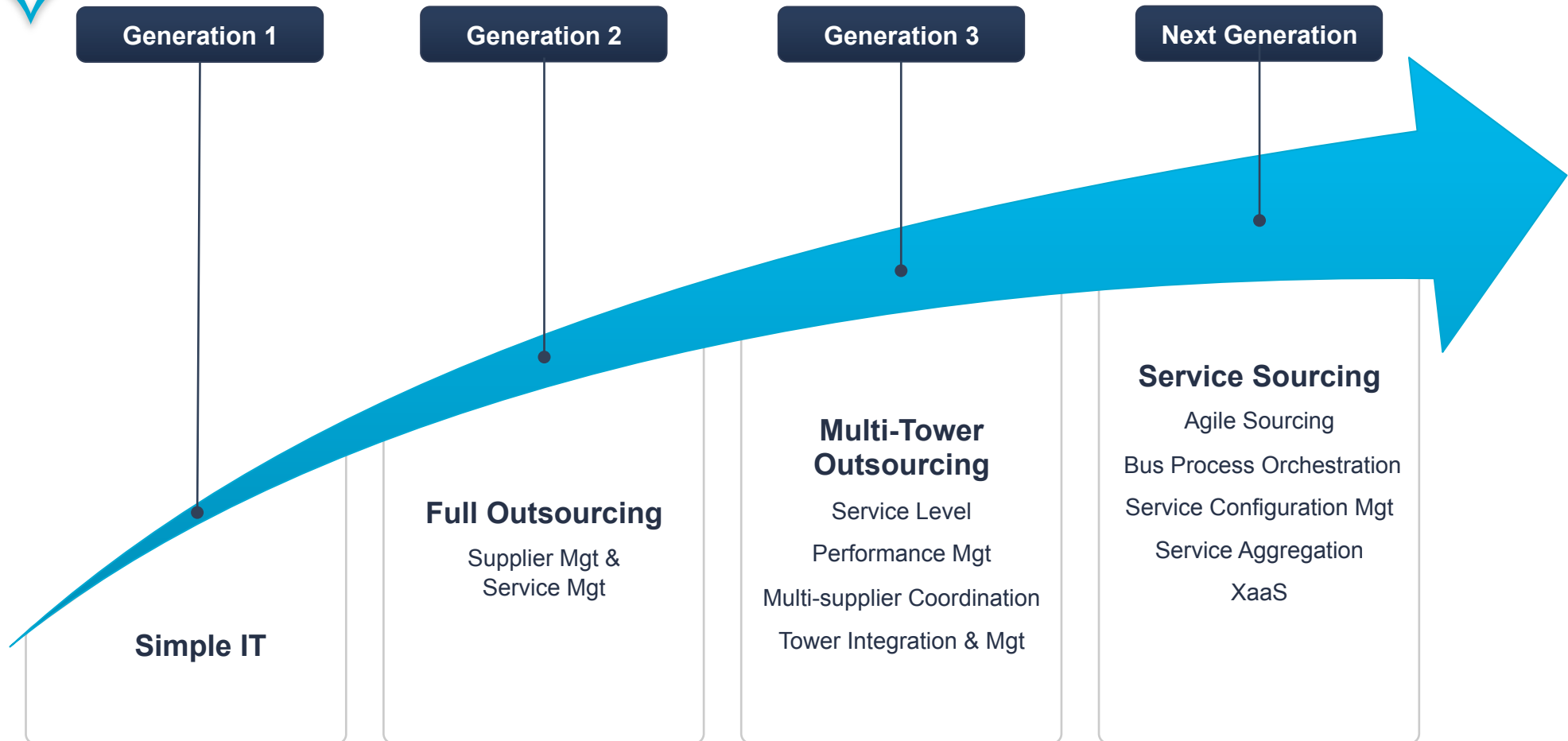


# Competitiveness

Patrick Nicolet

People matter, results count.

# IT Services are Industrializing to Increase Competitiveness

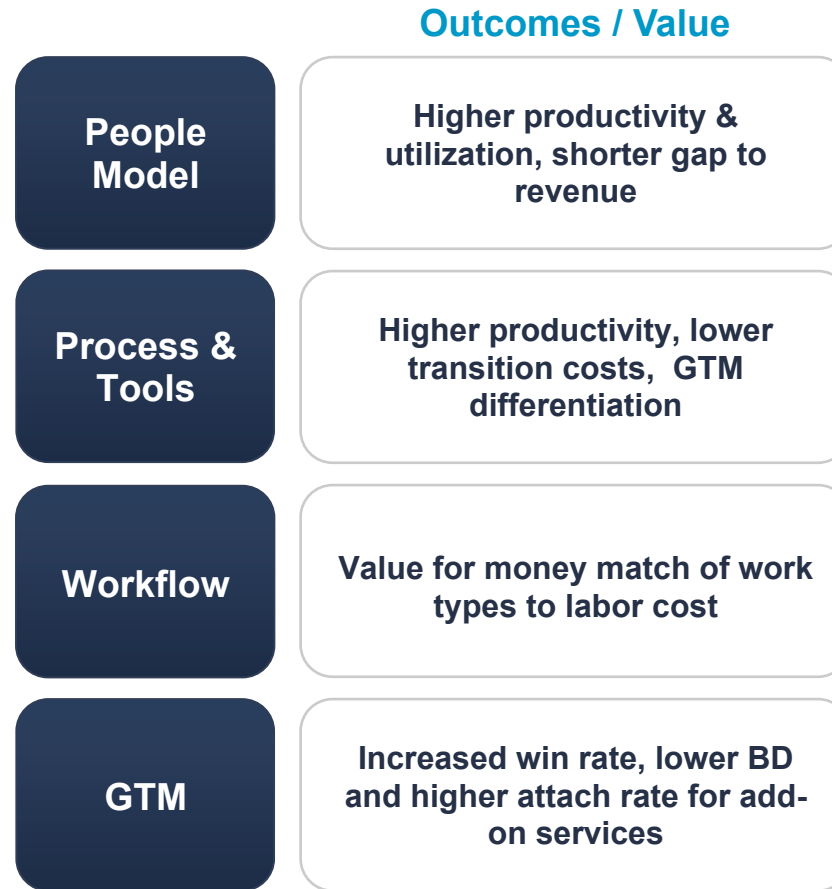


# Capgemini's Competitiveness Journey



*“Ability of a firm to offer products and services that meet the quality standards of the local and world markets at prices that are attractive and provide adequate returns on the resources employed or consumed in producing them.”*

# Success with AM Factories: the nextGEN Platform Brings Quality and Cost Improvements



Using these levers, we were able to improve the cost structure by 20-30%

# The TCO Story – the Case of Storage

## People Model

Hardware

Software

Maintenance

Support

Environmental

Solutioning

## Situation

- Infra historic focus had been on buying the best priced technology on a client by client basis
- We reviewed our storage estate and found 10 technologies from 5 different suppliers
- We had 30 Pb of storage, 15 Pb owned by Capgemini
- Early views of TCO showed cost of the asset as 30% of the total cost to Infra over a 5-year period

## Outcome

- **EMC chosen as Group's 6<sup>th</sup> Strategic Partner**
- **80% of storage now on EMC technology**
- **80% less hardware, DC space & power**
- **60% reduction in the TCO of storage**

# A More Holistic Competitiveness Approach to Build on Successes to Date

## Competition

- Market Prices

## Clients

- Quality of Service (QoS)

## Margin

- Production costs reduction

Outcomes

Levers

## Eco-System

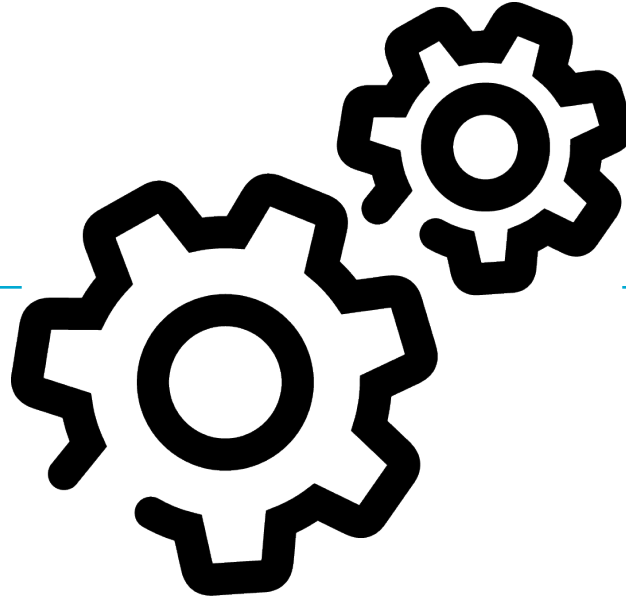
- Tools & Technologies

## Non-Labor Costs

- Total Cost of Ownership (TCO)

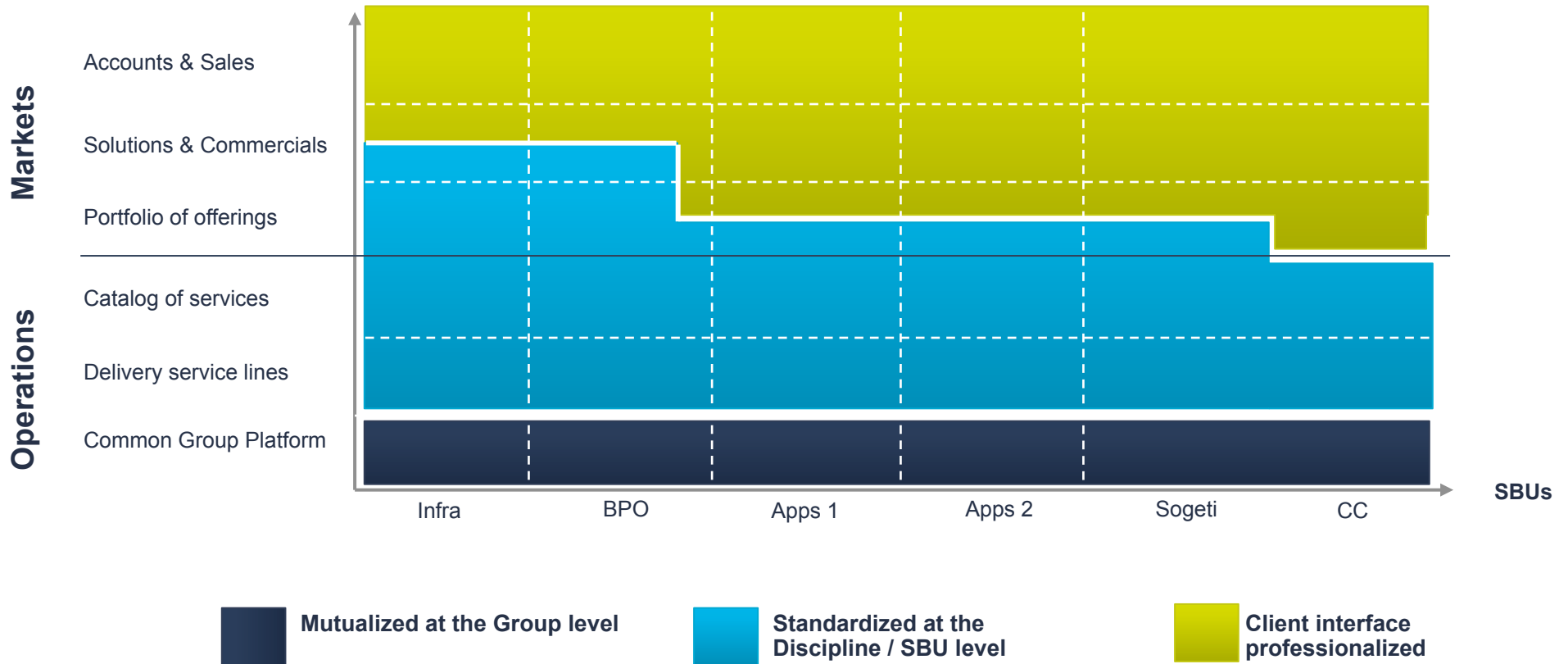
## Labor Costs

- Pyramid & Productivity

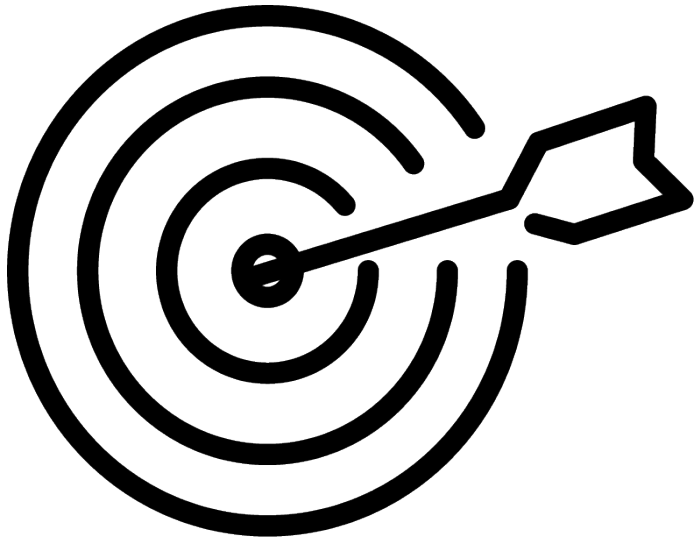


# A Differentiated Global Deployment

## Capgemini stack - Illustrative



# Business Objectives



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All **Disciplines** will be involved

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We will tackle **non-labor** and **purchased labor** costs in addition to labor arbitrage and labor productivity

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Progress will be budgeted and tracked through **measurable** outcomes

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# We will now Share Details of our Competitiveness Initiatives

## Delivery model transformation in Application Services

- Using factory models, shared centers / COEs and end-to-end pyramid to enhance our competitiveness

## Total Cost of Ownership optimization in Infrastructure Services

- Leveraging strong partnerships to achieve industrialization, standardization and cost reduction on non-labor items

## OnePath

- A wedge for high margin SAP business through re-use

## Application portfolio assessment and benchmarking

- 6 Week Assessment
- Benchmarking and IP

People matter, results count.



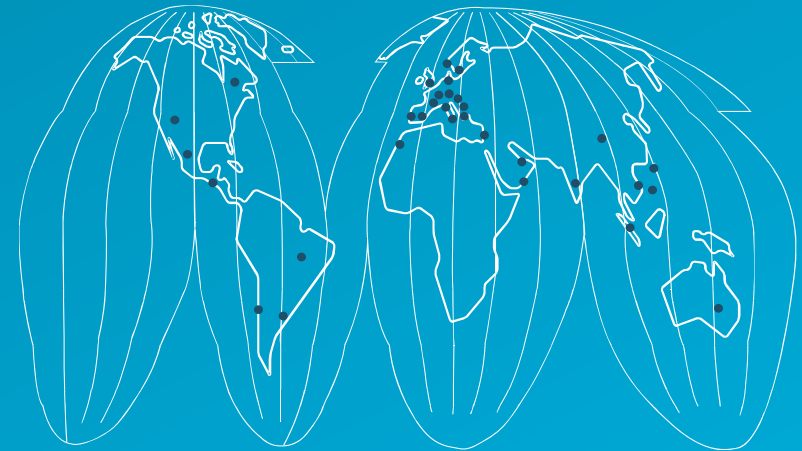
## About Capgemini

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.

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