

Application Development

Delivering continual business advantage:
A step on our application roadmap.

Capgemini's Application Development is an ongoing programme which continually extends and improves the application via small incremental deliveries. By identifying smaller, discreet, pieces of development, ideally with established interfaces and formal contracts, it becomes simpler to involve multiple different styles of delivery within one area and to better scale application development. This approach also acts as a stepping stone on the road towards SOA delivery as it enables all developments, not just those working in modern technologies, to take advantage of a service oriented approach.

“Working with Capgemini gave us the IT solutions that the business demanded to make us the Number One leader in the luxury segment. This level of success can be attributed in part to the advantages of the IT projects. Our main partner for all our IT projects is Capgemini.”

BMW Group Mexico Management

Capgemini's leadership in Transformational Outsourcing demands a full lifecycle approach to applications that incorporates support and development within a single contractual structure. Without the ability to continually develop and extend applications it becomes impossible to transform the IT estate or the business. This has led Capgemini to build globally distributed centres to support the integrated model and to create new collaborative ways of working to ensure successful delivery. Capgemini can effectively include 3rd party suppliers, internal IT and own resources within one unified program, and the program can evolve in the most effective way possible.



Transforming applications into business advantage

Why Capgemini's Application Development?

For the right evolutionary approach

China's biggest bus supplier recognized its global aspirations needed some help and guidance in Customer Relationship Management (CRM). Capgemini was asked to come up with a planning strategy that would help the company better understand its current situation and to develop a roadmap to guide the whole CRM development path. During phase one, Capgemini set up a CRM platform to solve some of the most urgent sales and service issues. Once the infrastructure process was underway, Capgemini worked to streamline the firm's business processes in sales opportunity management, customer analytics, customer reception and spare parts logistics. Finally, Capgemini provided a structured roadmap for further, ongoing development of the firm's IT systems.

For the right costing structure

US-based maker of value-added containers and papers realized that in order to stay competitive it needed to replace aging systems, including its mainframe. It wanted the implementation to be as cash neutral as possible. Capgemini's approach was two-pronged: to determine the most appropriate ERP solution while identifying areas within company's supply chain where money could be released. Capgemini's team quickly identified around \$35m in potential savings; enough of these savings could be captured in the first year to fund the ERP implementation. All in all, the savings were achieved in excess of projections and delivered under budget: 20% reduction in Work in Progress inventory, 40% in Finished Goods inventory, 5%-9% in targeted sourcing contracts, and 10% in transport costs.

For the right solution

A global leader of the luxury car segment was growing very fast and delivery efficiency was in jeopardy. Success was putting a strain on its information systems which needed to change to cope with the larger volumes. Capgemini created a Dealer Communication System (DCS) Internet Web portal linked to SAP® R/3. Dealers are now able to track order status, from headquarters throughout the rest of the world. Supported by the Dealer Communication System, parts orders have doubled, handled comfortably by the same number of staff. The firm is now better prepared to forecast vehicle sales, and inventory is streamlined throughout the supply chain giving full information and clarity to dealers.

Rightshore®

Rightshore® is Capgemini's global delivery model. With a far-reaching network of onsite, onshore, nearshore and offshore resources, Rightshore® cuts across geographies to access the right IT service, in the right place and at the right price.

By selecting the most advantageous mix of resources worldwide, Rightshore® lowers costs and boosts business performance.



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

Capgemini reported 2007 global revenues of EUR 8.7 billion and employs 82,000 people worldwide.

More information about our services, offices and research is available at www.capgemini.com.

Capgemini has almost 30 years experience and over 20,000 staff worldwide providing Application Outsourcing solutions.

Bring your Application Development needs to Capgemini. We're ready to respond instantly with the proven quality of expertise you expect from a global IT services provider.

For more information about Application Development and our other Application Outsourcing solutions, visit:
<http://www.capgemini.com/application-outsourcing>