

Capgemini's Application Management Services

Do more than 'keep the lights on' for your financial services business applications

When it comes to IT application service needs, most financial services companies have historically viewed sourcing as a way to lower costs to run current applications or support projects on a need basis. This simply achieves cost reduction by using lower cost destinations and people through a sourcing vendor.

Though an understandable first step, this approach to sourcing often impacts a firm's ability to react quickly and be flexible to business changes. The ongoing shift from IT as business cost to IT as business value means that companies should apply the lesson of value-based sourcing by

treating sourcing as more than a cost reduction mechanism. Value based sourcing can help drive innovation and support business growth.

In today's chaotic market, most financial firms are looking to sourcing as a platform for both cost reduction and innovation. This requires companies to view IT sourcing as more than just operating systems, but rather based on the required IT and business services.



The Right People in the Right Place with the Right Skills: Rightshore®.

Our Rightshore® network contains over 75 centers in 24 countries including India, Taiwan, China, Poland, Brazil, Chile, Guatemala and the Philippines.

Capgemini's application management service provides full lifecycle support for business applications specializing in the unique systems and processes used by financial services and insurance firms. We don't just help you 'keep the lights on' but provide insights and innovation to help you better drive your business forward.

Our application management services can provide improved value to your firm through our mature Rightshore® model which provides the right people in the right place with the right skills. More than just offshoring, Rightshore® brings tools, methods and processes specifically created by working with financial services firms. Our application management approach covers all three aspects of the lifecycle: Build, Run and Evolve:

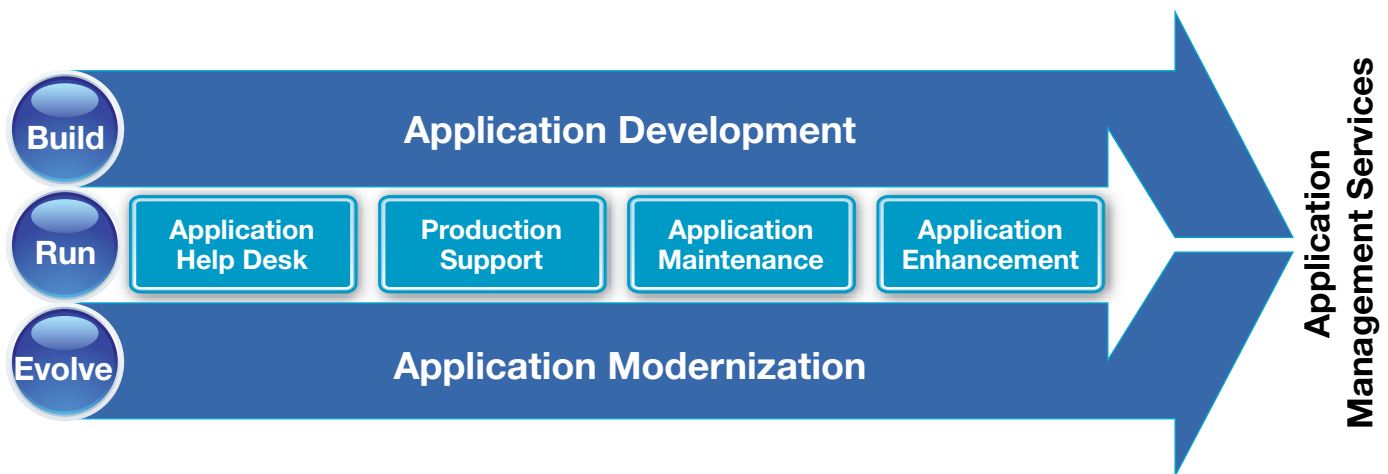
- **Build:** Create custom applications or implement industry-specific packages like Calypso or Guidewire using our experienced staff
- **Run:** Full suite of services to manage your applications from Help Desk to maintenance and enhancements

- **Evolve:** Move to the next level of maturity for your applications through our transformation and modernization services. Capgemini has unparalleled hands-on experience with legacy systems in the financial services domain

Capgemini's componentized approach to application management means your company can pick and choose from our service components to meet your unique needs. We can work on one application, a portfolio of applications or an entire business area such as claims, trading or credit cards.

Our approach lets us engage with you in the most optimal way which aligns to your overall business objectives. We provide consultants with domain expertise down to the keyboard who specialize in banking, capital markets and insurance. As one of the world's foremost providers of consulting, technology and outsourcing services, Capgemini has a global network of centers including 32 devoted to application management.

Capgemini's Application Management Services Help you Build, Run and Evolve Your Systems



Planning for success

Our application management services are driven by committed Service Level Agreements that focus on delivering business value regardless of the cost or delivery model you choose. Our flexible models and service level framework helps your firm reap benefits no matter where your IT organization fits in the service maturity curve.

We have successfully implemented our framework at IT organizations across the service curve: from firms without any formal service level commitments to mature IT organizations that have formal service levels aligned to their business needs.

Our *industrialized transition methodology* helps us seamlessly transition your applications from an internal team, incumbent vendor or

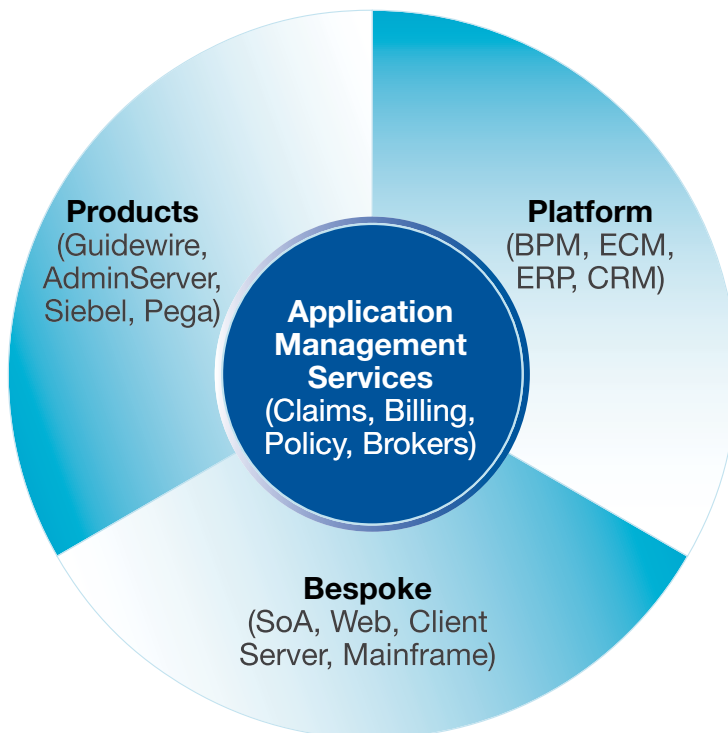
a combination of the two. Our global reach means we can work with a single location, multiple locations or across the globe. Using our industry-skilled specialists, proven assets and tools, and global framework, we can help you uncover the knowledge associated with your applications to best transition them. Our global footprint and local language skills enable us to provide near shore support during and after transition.

Proven value beyond cost

Capgemini's application management services have helped our clients achieve tangible value to their bottom lines. Some of the benefits that go beyond cost savings include:

- Leveraging higher value services in support of application maintenance beyond just lights out support
- Realizing true cost reduction. Many financial services firms discover oversight costs can offset cost reductions delivered from traditional outsourcing vendors
- Utilizing flexible delivery and engagement models that best suit your situation
- Improving productivity to gain increased capacity
- CMMi Level 5 compliant process quality
- ITIL compliant service management process
- Significantly improving IT to business service levels

Services for the Applications that Run Your Business: Products, Platforms or Custom



Capgemini combines technical knowledge & domain expertise to manage your applications

Overview	Coverage	Services
We manage the primary policy processing system for a US-based Fortune 500 insurer . At the start of our engagement, Capgemini was fixing defects within five weeks and completed knowledge transfer in three months in a highly tacit knowledge base environment.	24 hours a day 7 days a week	Level 2 technical support; Level 3 code fix and enhancements.
For a leading European asset management firm , Capgemini performs application support for asset management applications in collaboration with the firm's own team.	10 hours a day 5 days a week; on-call during the weekends	Level 1 Help Desk and user support; Level 2 technical support; Level 3 code fix and enhancements.
Capgemini works with a top 5 global bank to provide complete support, maintenance and enhancements for their VisionPlus implementations. We support the imaging system, provide complete infrastructure support to an 800 seat call center running 24x7, manage Unicenter ticketing support for over 4,000 servers, and manage a customized suite of global banking applications.	24 hours a day 7 days a week for most services	Level 1 Help Desk and user support; Level 2 technical support; Level 3 code fix and enhancements.
For a top 10 capital markets firm we work collaboratively to support data and CRM workflows for customized applications that are used by institutional equity sales and research professionals.	24 hours a day 6 days a week	Level 1 Help Desk and user support; Level 2 technical support; Level 3 code fix and enhancements.

For more information, contact us at financialservices@capgemini.com



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. Capgemini utilizes a global delivery model called Rightshore® which aims to offer the right resources in the right location at competitive cost, helping businesses thrive through the power of collaboration.

Capgemini employs approximately 92,000 people worldwide and reported 2008 global revenues of 8.7 billion euros.

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