

Bringing SaaS Innovation to Desktop Solutions

The Rise of Collaborative IT

Capgemini is the first global IT provider to support outsourced Software-as-a-Service (SaaS) desktop solutions with Google Apps Premier Edition. In addition to offering traditional managed desktop services, this latest advance extends Capgemini's portfolio of desktop solutions so it can now support all client employees, regardless of their locations, platforms and roles.

Since 2001, Capgemini has led the managed desktop market through its Instinct model – a vision dedicated to delivering the right applications, through the right channel at the right time. Whereas most desktop solutions aim to provide standard solutions for average users, Capgemini recognizes end-users' need for customized solutions and seeks to reconcile this with clients' quest for a

standardized platform and pricing structure. Capgemini's partnership with Google and the implementation of Google Apps Premier Edition into the solution set available to clients represents Capgemini's expansion of its desktop vision to make it relevant to tomorrow's desktop users.

¹ www.capgemini.com/instinct_2.0



Collaborate without boundaries

Google Apps Premier Edition enables employees to work together on a project in real time from multiple locations. With just a login and a password, they can access email and share and edit documents wherever they are. What's more, the open platform eliminates hardware and software compatibility issues, thus removing potential boundaries to collaboration without jeopardizing IT security. This platform facilitates uninterrupted information exchange, enabling management to control global-scale initiatives and operations more efficiently, to deliver improved productivity and, ultimately, to drive business advantage.

The promotion of Google Apps as an SaaS desktop solution represents Capgemini's commitment to ensuring that IT costs accurately reflect IT usage and that IT is aligned with client business goals. Clients can now avoid superfluous IT costs by adopting Capgemini's flexible on-demand pricing model to change license commitments on a year-by-year basis to mirror IT usage and fluctuating business needs. By moving to our global delivery model and leveraging the resulting economies of scale, clients can typically save between 30 and 50 percent on desktop support costs.

Reduce and align costs

Capgemini recognizes the value of SaaS desktop solutions: flexibility and potential cost-effectiveness. With this in mind, Google Apps does not require local software installation or maintenance, and so significantly reduces IT infrastructure costs and downtime. In addition, Google Apps tools are simple to use and require minimal training and adoption outlays.

What is Google Apps?

Google Apps is a suite of applications that includes Gmail, Google Calendar (shared calendaring), Google Talk (instant messaging and voice over IP), Google Docs (online document hosting and collaboration), Google Sites (documents and web content in one place) and Start Page (a single, customizable access point for all applications). Postini-powered Google Apps Security and Compliance, provided free of

charge, enables inbound filtering and protection against viruses, spam and phishing attempts; outbound filtering to block prohibited content from being sent; message recovery tools for deleted emails and long-term message archiving and archive search tools. Understanding that different user groups have different requirements, Google Apps offers editions tailored to specific customer needs, such as the Premier Edition for businesses.



Customize en masse

Providing too much technology increases clutter and decreases focus; providing too little decreases efficiency. By understanding how each individual works, Capgemini can provide the most effective solution at the right price. We deliver modular solutions that accommodate individual user requirements while satisfying the demand for an industrialized framework.

Google Apps by Capgemini represents a scalable solution that runs from readiness assessments and transition planning, through support services for Google Apps alone, all the way to fully managed desktop outsourcing. Additionally, Capgemini has experience in providing “round the clock” support in 34 languages to more than one million end users.

The breadth of our service portfolio ensures that companies receive the right support for the adoption of new technologies. Moreover, given Capgemini’s expertise and proven track record of providing planning,

transition and integration services around a chosen product, clients can be confident that they have selected the best available partner to meet their IT needs.

Our solution provides the right technology, at the right time, in the right way to the right user.

The Capgemini proposition is simple, but powerful:

- Drive new business value by focusing on collaboration and providing people with the right applications for their job
- Reduce desktop support costs by leveraging Capgemini’s global mutualized support network
- Get started faster than traditional solutions. Capgemini can have users provisioned and working in under 30 minutes when using Google Apps.





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 worldleading 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 over 83,000 people worldwide.

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

For more information, please contact:

Andrew Gough
Global Lead, Google
+44 (0) 870 238 2807
andrew.gough@capgemini.com