

Business Process Insight

Bridging the gap between IT and business:
A step on our application roadmap.

Business Process Insight (BPI) is a Business Service Management product that delivers business process health, performance and impact information. This business-prioritized approach to IT management provides context for both IT and business to have a common understanding of how IT is meeting business needs.

“Instead of having nerdy IT people running around, we have effectively mainstreamed IT services provision to enable business transformation at a much faster pace.”

Nathan Elvery
Director of Finance and Resources,
Croydon Council

A business can succeed only if its business processes are working effectively. Hence business processes should be the key measurement area for an IT department to be clear how it is meeting the needs of the business. IT personnel must understand how well business processes are flowing over the infrastructure they support. Further, they must also understand the impact on a business process when an IT service or component either fails or performs slowly.

Using Business Process Insight, you can gain the appropriate level of visibility into business processes and their key performance indicators. As a result, you will be able to focus just on the key milestones of a business process without having to worry about all the intricate details of every other area.



Why Business Process Insight?

Automatically monitor and generate alerts for any violations of key performance indicators (KPIs) or service level objectives (SLOs)

A major European retailer depended on a central system of dispatching data on inventory to and from all its stores. The information was often incomplete and not in time, leading to missing or incorrect product data at stores, which impacted end-customer satisfaction. BPI was implemented for end-to-end visualization of information flow, to proactively alarm when any thresholds of defined KPIs were violated.

Understand how infrastructure or application performance impacts business by linking business process steps to IT services they run on

A European bank faced a problem with placing stock trades in the necessary stock markets as its IT (and business) had little visibility into the risk profile of how many stock trades were 'sat' within the IT systems and in jeopardy of not being placed in the relevant market by market close (thus exposing the bank to market shifts). BPI was implemented to provide IT with visibility of trades still within their system with a view to giving agents a tool with which they could prioritize which trades to 'manually' progress to limit market exposure.

Measure process peak loads or service oversubscriptions to allow IT to properly provision and better budget for actual business demand levels

A European telco introduced a new VoIP service for its customers. Unexpectedly high demand for the new service led to long lead times and lost orders. To prevent customer attrition, BPI was implemented to monitor the order flow and to trap delayed or lost orders so that IT could proactively manage demand for the new service and resolve potential oversubscriptions.

Business Aware Application Outsourcing

Aligning IT with the true needs of a business can provide significant and tangible value. The challenge is how to make the transition from the systems-centric, cost-based IT of today to capitalize on the advantages of value-based IT.

Our Approach

Capgemini's business aware approach to Application Outsourcing is the answer. We offer an expanded AO solutions portfolio, built on client successes and alliance partner innovation, focused on new technologies, such as SOA and Web 2.0, and on areas of differentiation and business optimization to help increase the agility and pace of change. Our transformational lifecycle approach to applications management not only reduces costs, but also drives innovation and change to deliver business value.

30 Years Experience in Application Outsourcing

Capgemini has almost 30 years experience and over 20,000 staff worldwide providing Application Outsourcing solutions. It has repeatedly created new opportunities for IT cost reduction and improved business focus for its clients, enabling IT to grow the business via a managed IT investment.

Bring your business service management 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 Business Process Insight and our other Application Outsourcing solutions, visit: <http://www.capgemini.com/application-outsourcing>



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.