



# Jump Start Your Business Process Management Implementation

The recent liquidity crisis in the financial markets has unnerved a number of firms. Consequently, many insurance and financial institutions are facing increasing pressures to cancel, defer or reduce the scope of ongoing initiatives. Even initiatives with a strong ROI are being impacted.

Yet within this crisis some organizations see business process management initiatives as the catalyst for driving down costs, integrating businesses and getting a jump on the competition.

Capgemini has the experience and expertise to guide firms through their BPM initiatives—from business case through strategy and implementation. We can help fast forward your BPM implementation while minimizing the risk inherent in new initiatives using our experienced consultants and proven solutions and frameworks.



# Strategy + Domain + Technology Management = Your BPM Success

## Advisory services

- Business Process Strategy and Alignment
- Business Case (ROI) Development
- BPM Maturity/Readiness Assessment
- Business Architecture Baseline
- BPM IT Architecture Baseline
- Package/Vendor Evaluation

## Process design & optimization

- Business Requirements Capture
- Business Process Modeling & Analysis
- Benchmarking
- Business Activity Monitoring
- Continuous Process Improvement
- COE Enablement
- Rules Harvesting

## Platform & pilot selection and PMO

- Build vs. Buy
- Package Implementation
- Pilot Project Selection
- CSF's and Success Criteria
- Governance Model and PMO

## BPM implementation

- Package Implementation
- Framework Implementations and Development
- Custom Solutions
- Business Process and Rule Development
- Quality Assurance
- System Integration
- Performance Assurance
- Change Management

## Application management

- Production Implementation
- Post Production Support
- Knowledge Transfer
- Ongoing Support and Monitoring
- Growth/Capacity Planning
- Change/Release Support
- Quality Assurance
- New Project Support

End-to-end solutions for business process management

Advisory  
Services

Process  
Design and  
Optimization

Platform/  
Pilot Selection  
and PMO

BPM  
Implementation

Application  
Management

### Our Integrated Approach Makes all the Difference

Capgemini offers integrated BPM services that leverage our product expertise, delivery expertise, governance and domain capabilities. Our proven processes, frameworks and technologies have been used at successful engagements across financial services and insurance. We have strong competencies in industry leading packages including Pega and can give your firm access to a pool of skilled resources with technology and product experience.

Our Rightshore® model helps Capgemini deliver your engagement using the right people in the right place with the right skills—all using CMM level 5 processes and proven methodologies. Our Rightshore® network includes over 75 centers in 24 countries including India, Taiwan, China, Poland, Brazil, Chile, Guatemala and the Philippines. Capgemini brings domain expertise honed across all areas of the financial services industry: banking, capital markets and insurance. Each year we publish key findings in the areas of wealth management, insurance, payments and retail banking through our world reports.

By choosing a partner with experience across the business process management lifecycle, you can realize the benefits of BPM including lower cost of ownership and faster ROI realization. We help you manage the peaks and valleys of demand while providing end-to-end services from a single vendor.

### Pega Center of Excellence

Our Pega Center of Excellence provides knowledge management, customized training and support to build skills and share experience for our PRPC teams.

Our comprehensive COE strategy enables quick ramp ups to jump start your Pega initiatives. Key tasks include:

- Train domain experts as PRPC Process Architects
- Train Java-experienced developers as PRPC System Architects
- Leverage Capgemini's global testing services to provide quality assurance for PRPC projects

All Capgemini trained PRPC architects are involved in the development of a proof of concept to provide hands on experience on the PRPC platform.

#### Capgemini & Pegasystems

As a Pegasystems Service Partner, Capgemini has acquired tools and competencies in PegaRULES Process Commander® and related frameworks. Earlier this year Pegasystems engaged Capgemini to carry out an independent productivity benchmark study. The team comprised of PRPC and Java experts concluded that organizations could achieve five times efficiency by using SmartBPM® instead of manual coding using Java within the Eclipse IDE. Please contact [financialservices@capgemini.com](mailto:financialservices@capgemini.com) to request your copy of the white paper highlighting the results from the study.



### Capgemini's Experience in BPM for Financial Services

Capgemini has helped our financial services clients design and implement a variety of BPM solutions including:

For a [global banking and financial services institution](#), Capgemini used Pega PRPC and Filenet to implement a new electronic document management and workflow solution for the benefits management group of the actuaries and consultants division. The system enabled seamless execution of work from remote locations.

Capgemini helped one of the [world's largest insurance brokers](#) enhance a call center application by seamlessly integrating Pega with external systems. The new system lets customer service representatives access a single system to handle all call center services and supports business process changes.

For a top [U.S. property and casualty insurer](#), Capgemini's consultants helped define the strategy, priority of initiatives, methodology and standards for BPM implementations. We categorized various initiatives for implementation using the most suitable technology platform.

Capgemini used PRPC to help a [global bank](#) implement a flexible workflow system to requisition IT services across the enterprise. Real-time dashboards present live summary information on project metrics such as resolution time, productivity and estimation accuracy.

For more information, contact us at [financialservices@capgemini.com](mailto: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](http://www.capgemini.com).