

# Capgemini's Clarity Services

**Gain end-to-end visibility into your IT portfolio,  
projects and resources**

You need to bring operational efficiency, value and high ROI to the business you serve. Delayed information from disparate sources can prevent end-to-end visibility into your IT portfolio, projects and resources. To better serve the business, you need a solution which integrates data sources, providing both a high-end overview for executives and drill-down details for managers. Whether you're using the latest version of Clarity™ or a previous version of Niku®, Capgemini has the expertise to help you implement a robust solution for IT management and governance.

We help organizations achieve peak project performance using a project portfolio management tool like CA's Clarity for Portfolio Project Management. But implementing such a system requires more than just formal training and project management methodologies.



It requires knowledge and experience with the Clarity system to:

**Support business driven implementation:**

Most companies select and purchase a project management tool to gain control and visibility into investments. Capgemini can help make sure your implementation aligns with your business goals.

**Make the change:** Firms often underestimate the skills and effort required to implement a new project management system. Successful implementations are driven by deep knowledge and experience—of the tool's capacity, the technical architecture, the functional needs and your business requirements.

**Integrate systems:** Managing data integrity and accuracy across different systems is always a challenge. Companies who want to integrate enterprise back office applications to Clarity have an additional hurdle to overcome since synchronizing data between different systems brings another level of complexity. Experience helps. Knowing how to anticipate—and address—problems before they happen can ease your efforts.

**Perform data conversions:** Project management is a complex environment and many firms use multiple systems for specific project management tasks—e.g., document repository, scheduling tool, resource management system and time entry system. For companies using Clarity, data must be converted into the new system from these various tools.

**Plan information access:** To use data in reports and portlets, organizations must be able to extract it in specific formats and across various systems.

**Deliver customized training:** Providing customized training to project managers, functional users, technical users, and end users is a vital part of a new Clarity implementation. Training must take into account the unique business requirements of your company.

**Extend functionality:** Adding new modules to your Clarity implementation can be complex and challenging for first-timers. Experience with new modules, versions or functions can help smooth the upgrade or installation.

### **In Practice: Upgrade for a leading global financial services firm supports employees across three continents**

Capgemini performed a Clarity 8.1 assessment and upgrade for a leading global financial services firm with 37,000 active employees spread across three continents: North America, Europe, and Middle East and Africa.

**Our tasks:**

- Carry out a complete assessment of the impact on existing interfaces between Clarity and upstream/downstream applications
- Propose the solution phases and milestones for the upgrade
- Upgrade Clarity from 7.5.3 to 8.1 for 4 environments: development, SIT, UAT and Production
- Provide post upgrade implementation support

### Clarity Services & Solutions

Capgemini can support your Clarity needs from initial consultation through to implementation and deployment. Our services include:

#### Clarity 8.1 Assessment & Upgrade

- Assess the impact of upgrading Clarity to the latest version on existing architecture, interfaces and configuration.
- Recommend hardware and software updates to improve performance as part of the upgrade.
- Provide a detailed migration approach, solution phases and technical activities around the upgrade.
- Upgrade Clarity and data in the existing system to the latest version available from CA.

#### Application Maintenance & Support

- Set up a Clarity support desk to undertake Level 1 Support. Users can contact support via a toll free number or email to resolve login or setup issues.
- Provide Level 2 support for resolving minor bugs and enhancements.
- Provide Level 3 support which interfaces with CA and other third parties to resolve issues.

#### Consulting

- Provide functional consulting and solution design.
- Show you how to effectively implement Clarity to manage your cross-border projects.
- Support a true user's perspective with best practices learned from our own Clarity implementation.

#### Integration Support

- Design, build and test integration between Clarity and third party applications using XML Open Gateway.
- Help integrate Clarity with other back office applications such as Peoplesoft or Oracle by leveraging our deep application integration experience with Clarity project management.
- Bring together highly skilled and productive teams which can include PMP-certified managers with experience in global projects and specialists located onsite, offshore or offshore to work with your in-house staff.
- Utilize a proven governance model which promotes transparency and accountability across global projects.

#### Data Migration & Conversions

Migrate or convert data from legacy applications or older version of Clarity.

#### Customized Reporting

Design and develop custom reports using Business Objects and Actuate®.

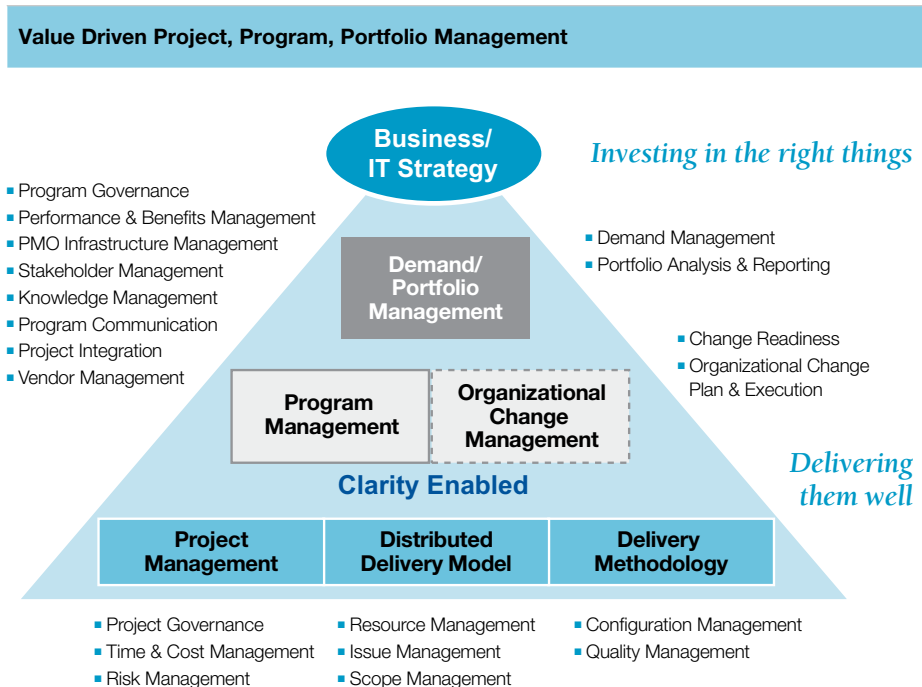
#### Custom Training

Provide mentoring, training and technical orientations to help get your team up to speed quickly.

#### Project Portfolio Management Solutions

Capgemini supports the full suite of Clarity solutions including Clarity@yourplace (hosting, application management and project portfolio management). We also support the full suite of value packs:

- Post Implementation Value Pack
- Reporting Value Pack
- ORACLE Interface Value Pack
- PRINCE2 Value Pack
- PM Assessment Value Pack
- PPM Process Benchmark Value Pack



**In Practice: Clarity 8.1 implementation for a global leader in asset management services**

Capgemini implemented Clarity for a global leader in asset management services. The user base includes 2,500 active users.

**Key tasks:**

- Conducted a Proof of Concept on a Capgemini hosted environment to demonstrate the capabilities of the Clarity tool.
- Utilized an onsite-offshore team to customize, deploy and support Clarity
- Implemented process management, project management and financial planning, forecasting modules
- Integrated Clarity with applications for Financial management and control

**Capgemini & Clarity**

Capgemini brings together over 200 Clarity associates across the world. We use our Rightshore® global delivery model to deliver Clarity services using the right people in the right location—onsite, offsite or offshore.

We are one of three CA Global System Integrators for Clarity and a strategic alliance partner.

Capgemini is one of the world’s largest users and implementers of the CA Clarity system. This helps us bring true user perspective when upgrading, implementing and supporting your Clarity installation.

For more information, contact us at [claritysales.fssbu@capgemini.com](mailto:claritysales.fssbu@capgemini.com)

**Knowing Your Business Makes All the Difference**

With a global network of over 15,000 professionals, Capgemini’s financial services group specializes in consulting and IT services using an effective next generation delivery model. Our six facilities in India include over 6,000 consultants with deep domain experience in financial services and expertise “down to the keyboard.”

Capgemini has a long track record of collaboration and innovation with over 900 financial firms including the world’s top 5 banks and many of the largest global insurers. We support the biggest names on Wall Street—and the community bank around the corner.

**Capgemini’s Clarity Center of Excellence**

Our Global Center of Excellence for Clarity promotes ongoing knowledge and best practices exchange between our global teams. Through the COE, we gather together consulting support and how-to resources and support continuous learning throughout your project.



**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).