



Enterprise Content Management

Manage and optimize the business content lifecycle to improve operational efficiencies and customer service

The financial markets credit crisis is forcing many financial institutions to cancel, defer or reduce the scope of ongoing initiatives to save costs. Even initiatives with a strong ROI to add to the company's bottom line are being evaluated and postponed. The industry is also facing increased regulatory scrutiny, an aging workforce and legacy information systems. Many organizations are taking this opportunity to put an enterprise content management (ECM) implementation into high gear because they realize the strategic advantage and cost savings ECM efforts will yield to jump ahead of the competition and support survival under tough market conditions.

Capgemini brings experience and expertise to help your firm with ECM initiatives, from advisory consulting services through implementation. We help fast forward your implementation through our proven solutions and frameworks leveraging our extensive experience with IBM FileNet tools and applications.



Strategy + Domain + Technology = Your Successful ECM Implementation

Advisory Services

Capgemini's advisory and consulting services for enterprise content management help you assess readiness, build strategic solutions, and create a roadmap to enable a successful ECM solution implementation.

ECM Strategy Assessment

- Identify ECM and non-ECM organizational pain points
- Support key ECM initiatives and information needs through stakeholder interviews, infrastructure assessments and prioritization workshops

Infrastructure/Solution Assessment

- Evaluate your organization's infrastructure and existing technologies
- Uncover integration points, gaps in the existing infrastructure and additional investments for consideration

Business Case Development

- Help build ECM champions and sponsorship for the initiative
- Evaluate potential revenues from doing business faster, added revenue streams and savings from operational efficiencies, and reducing headcount
- Develop the business case and help seek funding for future phases

Rapid ECM Health Check

Capgemini's ECM Health Check lets you quickly assess the current content management adoption maturity of your organization to help you uncover problem areas and set the path forward. Our consultants can recommend content-based solution which fit your enterprise and provide the highest impact to help manage your information. We help your company reap the true value of ECM by:

- Providing recommendations to help optimize and advance your current implementation
- Identifying areas where you can apply and/or expand ECM efforts based on the maturity level, goals and priorities of your firm
- Discussing how to complement existing technology stacks seamlessly with ECM to help maximize value
- Presenting options for efficient maintenance services

Capgemini can help your company unlock the power of ECM as a strategic tool to drive organizational goals and business objectives.

Package Selection

- Plan and execute the RFP and package selection process
- Arrange vendor demonstrations and work with selected vendor to meet requirements
- Architect the high level solution and identify potential gaps

Implementation Services

Capgemini's offers end-to-end implementation and maintenance for ECM product-centric and custom built solutions to help maximize the return of investment and manage the content lifecycle within your enterprise.

Implementation

- Perform implementation planning using a rigorous design phase which focuses on taxonomy and metadata development to uncover detailed requirements

- Utilize an iterative solutioning approach to address requirements
- Build, test, train and support the implementation for proper delivery and hand off
- Manage and maintain your ECM application using Rightshore®

Organizational Knowledge Management

- Help your firm understand and execute knowledge management practices to support long-term success
- Illustrate how knowledge management practices can be embedded into daily functions and practices
- Identify, communicate and institutionalize knowledge management practices across your organization

Capgemini & IBM



Capgemini is an IBM Premier Business Partner and IBM ECM ValueNet Business Partner bringing proven tools and competencies in IBM FileNet P8. Together, Capgemini and IBM leverage our experience to create repeatable, high-value solutions for our clients. Capgemini offers ECM services using IBM FileNet to lower costs, reduce time to market and improve the predictability of applications. We bring:

- Value-based solution frameworks developed around common financial service processes
- Toolkits, methodologies and frameworks for rapid deployment
- Financial services domain expertise to help map processes and identify inefficiencies
- Proven specialization in IBM FileNet P8 product suites to support end-to-end solutions
- Strong technology expertise in mainframe, distributed systems, middleware and database applications
- Rightshore® global delivery model which provides the right people with the right skills in the right location to support your engagement

Capgemini's IBM FileNet Center of Excellence

Capgemini's expertise in IBM FileNet P8 product suites provides efficient solutions in content, process and compliance management for complex financial services systems. Our Center of Excellence supports IBM FileNet solutions for banking, insurance, securities and investment companies using a comprehensive ramp up strategy to meet the unique needs of financial services firms. Capgemini's IBM FileNet COE provides:

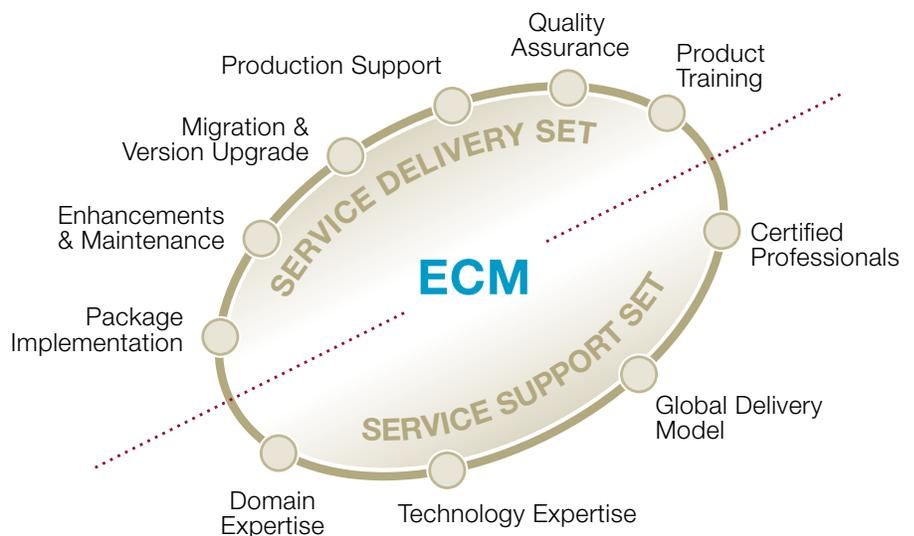
- Experienced domain consultants who serve as process architects on ECM implementations
- Trained Java consultants who serve as IBM FileNet system architects and developers
- Testing specialists to provide independent testing for our IBM FileNet projects

Industry-specific Expertise

Our industry-specific solution frameworks are based on our extensive work with financial services firms and support common functions such as acquisition, care, retention and growth.

- **Banking.** Loans and mortgage origination; administration; straight-thru-processing; branch renewal; compliance; account opening and maintenance; and end-to-end card services
- **Insurance.** Underwriting; claims handling and management; compliance; customer self service; and collections and billing
- **Securities & Investments.** Straight-thru processing; exceptions management; and reconciliation

Capgemini IBM FileNet Center of Excellence



Capgemini's Experience in ECM for Financial Services

Capgemini has helped our financial services clients design and implement ECM solutions across the enterprise.

For a **global banking and financial services organization**, Capgemini is a strategic partner who created a workflow Center of Excellence to support various enterprise-wide business process management and enterprise content management initiatives using IBM FileNet P8 Image Manager and IBM Content Manager. Through our services, our client cut maintenance costs by half, achieved 99.9% uptime on all imaging systems and gained 24x7x365 support.

Capgemini helped **one of the world's largest financial services firms** reduce time to market for new product launches using IBM FileNet P8. We implemented an enterprise business process management solution to support business acquisition and customer servicing and provided business managers with process visibility and business intelligence to streamline decision making.

At a **global financial management company**, Capgemini improved merchant processing using IBM FileNet P8 and Visual Basic. We performed business as usual and run time support of the merchant processing platform, implemented a titling project using IBM FileNet P8, and migrated workflow from DocPro to IBM FileNet P8.

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.