

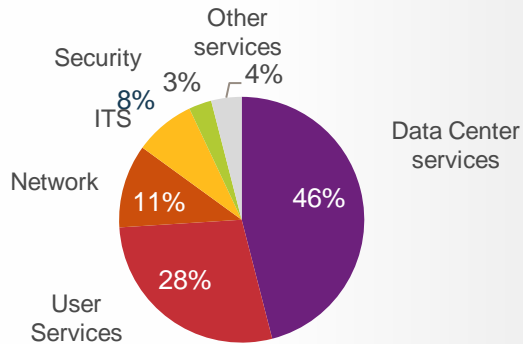


Infrastructure Services

Patrick Nicolet,
Les Fontaines, 12-13 June

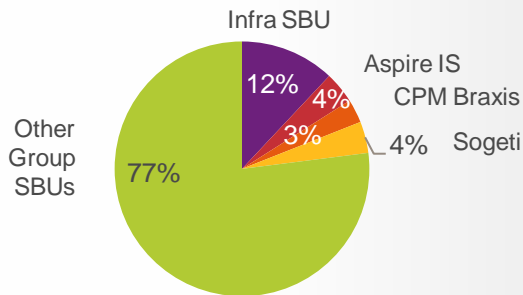
From Infrastructure Outsourcing to Business Infrastructure Services

Infrastructure Services 1186m€ revenue in 2011

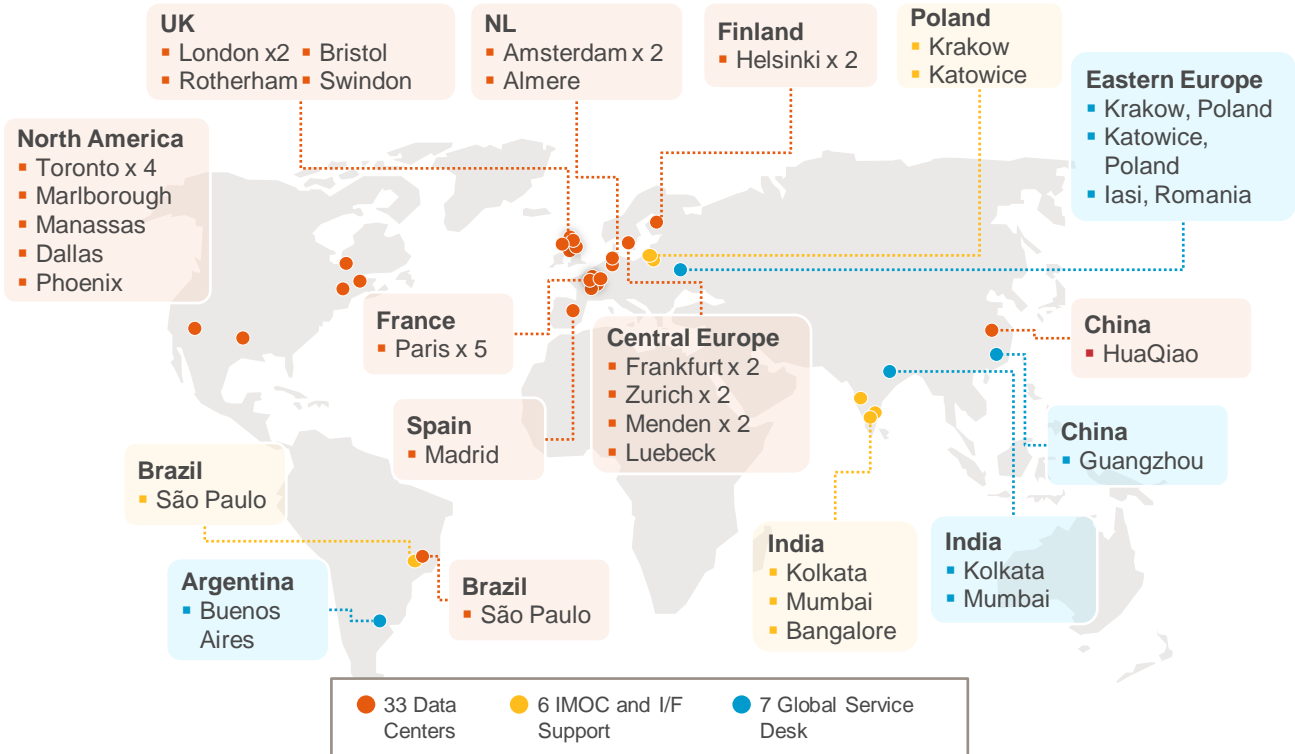


N.B. North American Hosting now represents 4% of Total Revenues

In 2011 the Infra Discipline represented 23% of Group Revenue

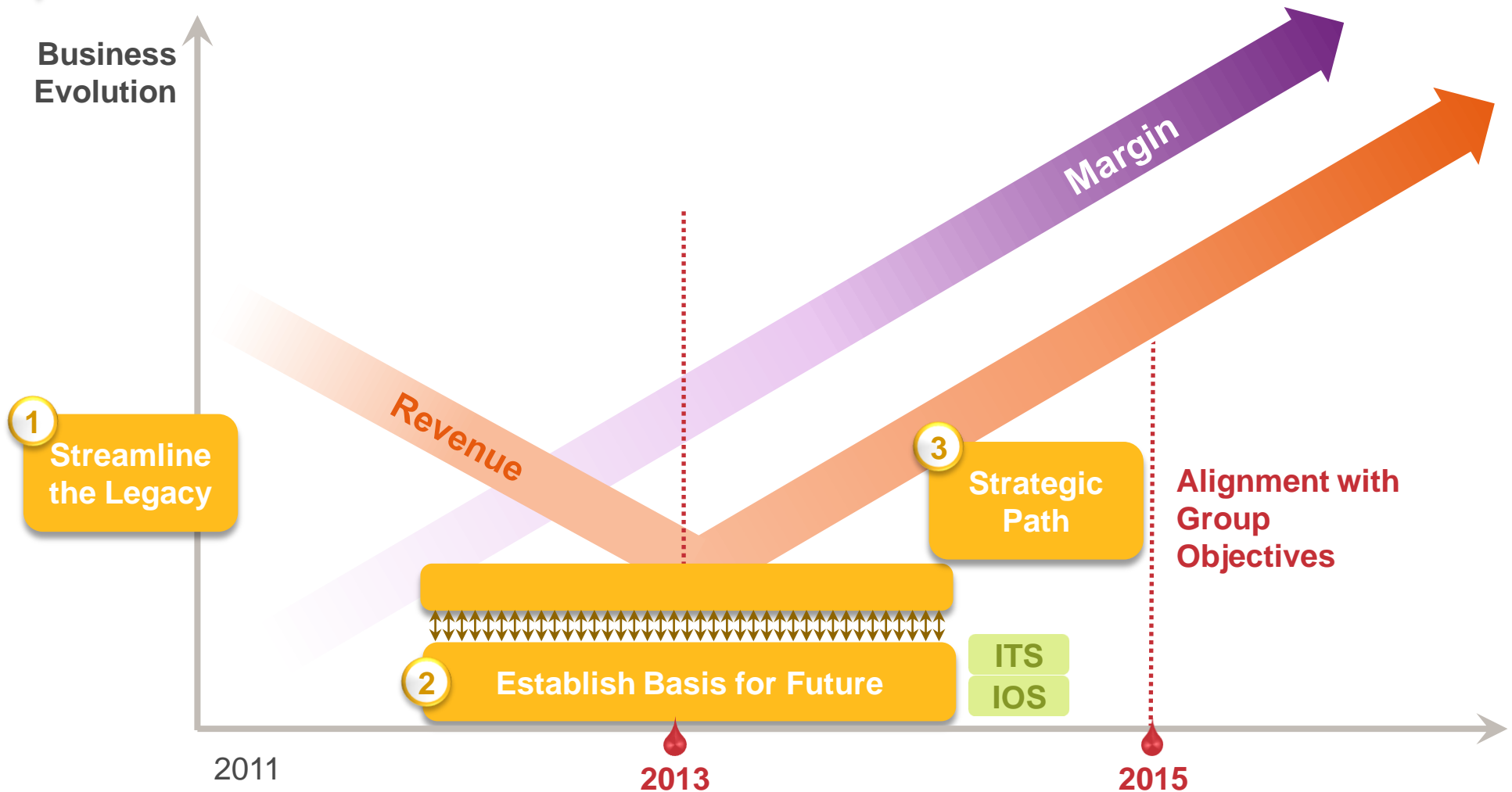


N.B. Changes in Aspire contract will affect this split in 2012

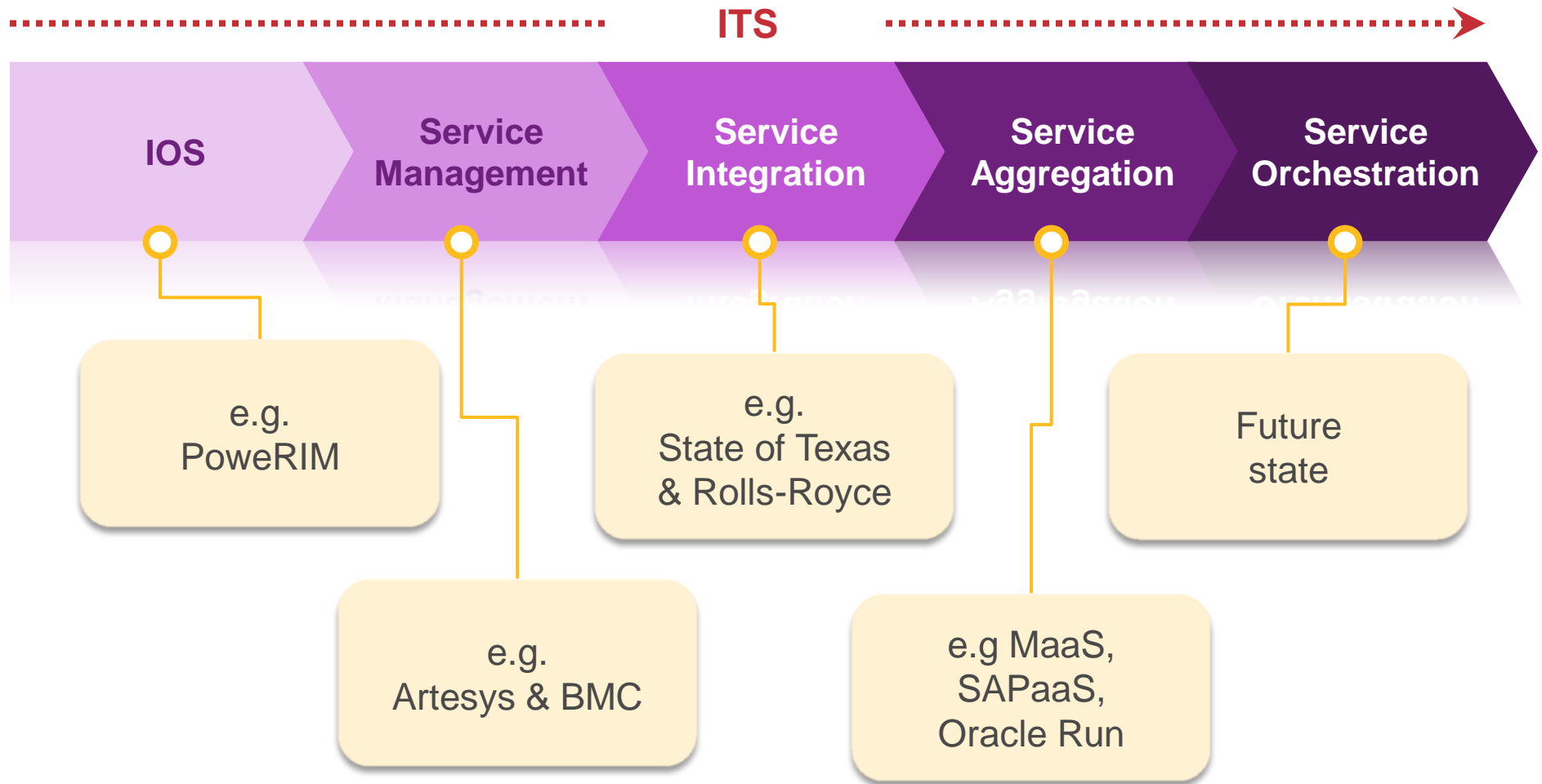


Excludes Infra related to the recent Prosodie acquisition	Desktops Managed	1.0Mn	Mainframe MIPS	38.8k
	Deskside Support(users)	948k	Physical Servers	44.1k
	Network Devices Managed	161.6k	Managed Storage (Petabytes)	30
	Helpdesk Services (users supported)	1.25Mn	Operating System Instances	63.6k

New Services to differentiate & accelerate the Infra Strategy



We have defined a clear path from our traditional services to service orchestration



... our service models provide opportunity for Infra to enter and secure the cloud space

Service Management



- Clients with Outsourcing maturity
- Enterprise class offering
- Management of Infra owned or Client Assets
- Geographically independent

Service Integration



- Large Enterprise >100m IT spend annually
- '3rd generation' Outsourcing Clients
- Leverage Infra's Service Management and Service Desk assets

Service Aggregation



- Leverages Infra and Partner Asset base on a global basis (across hybrid clouds)
- Enhances value-add for clients of any size via IP from our partners
- Enabler for Capgemini Group Cloud Offerings'

Service Orchestration



- Aimed at Large Enterprises who want to combine cloud based services
- Infra owned assets key for ensuring core of Orchestration and maintaining control
- Global play with brokering of partners solutions

Services on the Strategic Path are focused on penetrating and expanding our footprint in large enterprises

What is Orchestration? Capgemini Rightcloud

Business Process Dash Board



ISV Services



New Services

Existing Services

Service Marketplace



Cloud Service Orchestration

Business Infrastructure Marketplace

Legacy



Hosting

Private Cloud



ICS Platform, ISV Platforms, Vertical Industry Platforms

Partner Cloud



Microsoft Salesforce.

Public Cloud



Amazon

Service Dash Board

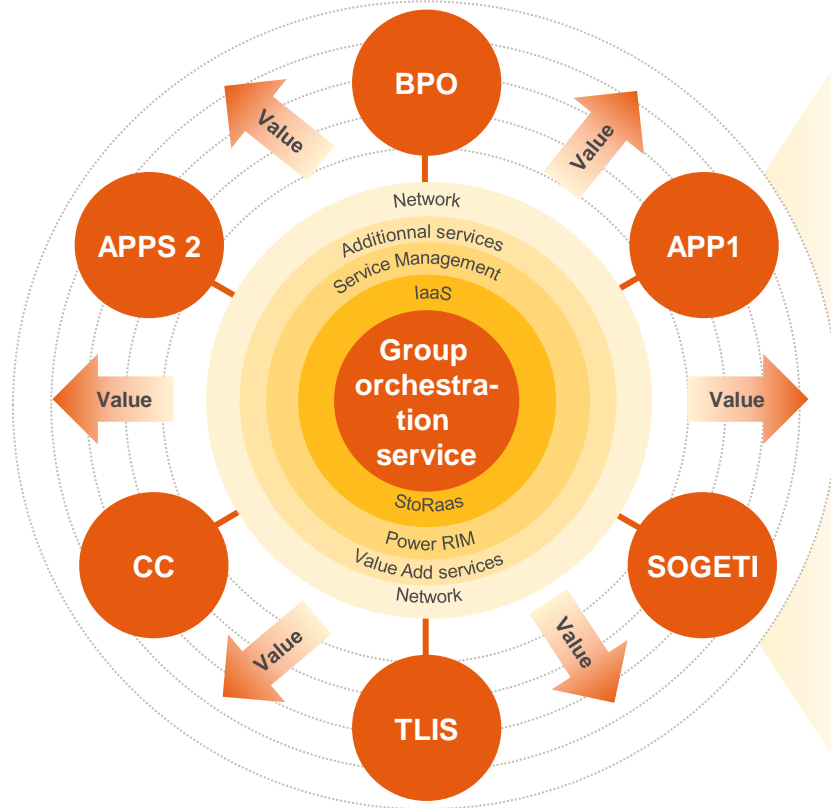


Customer Adoption Services



Infra provides valuable support to the Group & its shareholders

In an ITaaS world Infra Supports Group Aggregated & Orchestrated Services



TLI (Testing)	Capgemini	HP Load Runner offered as a PAYG service
SBU (Apps)	Phillips	Enhanced content management for B2B online marketing
TLI (Mobility)	French Utility	Hosting of SAP Sybase Applications
SBU (FS)	Public Lending Institution	Financial Services proof-of-concept
TLI (Smart Energy Services)	Hydro One	31.2M Smart Meter transactions daily
SBU (Apps)	Dutch Retailer	SAP Hosting delivered on a PAYG basis



Thank you