

# Sun shines on Capgemini Service Center

**In 1984, when Capgemini and Sun Microsystems signed their first technology partner agreement, no one could have foreseen how broad and interdependent that relationship would become. Over time, the technology partnership evolved into a client and service provider relationship. Today, Capgemini and Sun Microsystems enjoy a mutually beneficial alliance that brings value and innovation to both their clients and to each other while generating a multi-million euro balance of trade.**

## The situation

In 2004, Sun Microsystems took the decision to outsource some of its business functions and looked for a partner capable of providing these services in a cost-effective and reliable manner. Sun wanted a partner who not only had a proven reputation for service delivery but one who knew Sun's business intimately. Capgemini supporting the services Sun sought to outsource represented a natural step forward in their collaboration and Capgemini Outsourcing Services was awarded the multi-million euro contract.

## The solution

Capgemini's solution comprised a centralized service desk for Sun's German-, Dutch-, Italian-, Spanish- and French-speaking customers across Europe, the Middle East and Africa (EMEA). Sun's main requirement was to double the call volume while introducing new highest-profile cases. This required working within very demanding timescales and the concurrent reduction of ticket prices by an average of 40 percent. Capgemini delivered on all objectives stipulated by Sun.

**“Our decision to choose Capgemini as a service desk partner has enabled us jointly to deliver against some very aggressive expansion targets. Key to this success has been the collaborative approach to training, technology and service delivery.”**

**Sue Oliva**

Vice President of Services - Europe  
Sun Microsystems



**The Result**

Today, over 100 Capgemini employees work in Madrid, Krakow and Katowice on a thin-client computing platform to deliver hardware and software support for Sun Microsystems products in the EMEA region.

TSCP (Technical Solution Center – Partner) service desks provide second-level technical support to Sun’s clients in English, German, Dutch, Italian, Spanish and French from sites that are officially security audited by Sun Security Managers. Human resources dedicated to providing customer support work on equipment provided by Sun Microsystems. Staff training responsibilities are shared: basic staff training is provided by Capgemini; intermediate training is organized in-house by Sun-certified engineers; advanced training of Capgemini personnel is managed by Sun.

The intimacy established between the Capgemini team and the Sun Team led by David Gibson, EMEA TSCP Director, has facilitated the leveraging of partners’ strengths so as to overcome project weaknesses and constraints with the shared objective of providing the best quality of support for Sun clients. Model metrics/parameters directly linked to Customer Satisfaction measurements make it possible to easily gauge the quality of the provided services and to quickly implement any needed corrective actions.

The underlying business model has had to evolve to align Capgemini’s technical capabilities with Sun’s changing business requirements. Other changes have been propelled by the partners’ quest to secure further service improvements. The most recent innovative idea originated in Poland with the creation of the Sun Academy to attract and retain the best talent. A pilot run of the Academy is scheduled for the 2008/9 academic year in Poland. Capgemini will provide basic training to all interested fourth-

and fifth-year students, while Sun will supply the required hardware to participating universities. Successful participants will be offered a position in the Sun service support on graduation. The original relationship established

two decades ago has evolved significantly, yet the flexibility and adaptability that had served as foundation for the first contract signed by the two companies remains at the core of their joint success.

**A Closer Look at Sun Ray**

Although the thin-client model was developed many years ago, engineers in Spain and Poland are among the first to use Sun Microsystems Sun Rays remotely over public networks. This technology offers both workstation-like user functionality and reliability, making it suitable for mission-critical applications.

Sun Ray architecture consists of three main components: thin clients, called Sun Rays, applications servers, and Virtual Desktop Infrastructure (VDI) software. Centrally managed, Sun Ray is a simple, low-cost thin-client solution that provides a unique smart-card interface for users to instantly access their sessions from any Sun Ray located in Katowice, Krakow or Madrid.

A Sun Ray thin client does not have a CPU, memory or hard drive, so it uses about 5% of the electricity required to power a desktop PC. All applications and services run on a Sun Ray server. Engineers in Poland and Spain use the same Sun Ray servers over a network, through a secure VPN connection. The server-based Sun Ray software is used to manage workload and fail-overs, administer user sessions and provide the screen display for any Sun Ray thin client on the network. Thanks to this technology, engineers have access to the Solaris Operating System, Linux and Java applications, as well as access to Microsoft Windows applications in conjunction with technology from various third-party software vendors.



**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 over 82,000 people worldwide.

More information about our services, offices and research is available at [www.capgemini.com](http://www.capgemini.com).

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