



Accelerating Deployments in Manufacturing Companies: Capgemini and Microsoft Dynamics AX

**Capgemini offers a proven approach for
successful transformations**



In today's economic downturn, no industry segment may be impacted more severely than manufacturing. Reduced consumer demand has led to production cuts at factories in many markets, while the credit crunch has prompted some companies to hoard cash. In this climate, more than ever, businesses seek IT solutions that produce cost savings, reduce risks and provide maximum flexibility for their organization and processes.

As a global leader in providing transformation services for the manufacturing and automotive industries, Capgemini is in a position to help you find these solutions using the right technology and a proven approach.

The Power of Partnership: Capgemini and Microsoft

Capgemini and Microsoft work together to help clients develop and implement powerful integrated solutions. Our Microsoft solution portfolio embodies both sector-specific and technology-specific solutions in areas such as business intelligence, portals and cloud computing (or software + services).

These solutions take advantage of the latest Microsoft enterprise technologies, including Windows Server, Office System (including SharePoint), SQL Server, Performance Point Server and .NET software such as BizTalk and Visual Studio Team Services.

Capgemini also specializes in helping enterprises attain the most value from their ERP systems. Using Microsoft technologies such as BizTalk, Duet, OBA and LOBI, Capgemini is well positioned to maximize the value received from an enterprise ERP installation as well as technology available from Microsoft itself, like Dynamics AX.

Microsoft Dynamics AX

Microsoft Dynamics AX is an adaptable business-management solution that enables you and your people to make business decisions with confidence. The solution is

designed to make it easy to do business across locations and countries by consolidating and standardizing processes, providing visibility across your organization and helping to simplify compliance. Dynamics AX is a comprehensive solution for mid-sized and larger organizations that works like — and with — familiar Microsoft software to help your people improve productivity. The result: You can build on the investments in systems and software that your company might already use. Plus, the familiar working environment helps lower learning curves so users can focus less on technology and more on their business goals.

Capgemini's Approach to Implementing Microsoft Dynamics AX

Capgemini uses a proven methodology called DELIVER to implement ERP projects. This methodology has been customized for AX projects and is called DeliverAX.

Taking advantage of two Microsoft Competence Centers (one in Milan and another in Lyon), a strong competence in Supply Chain Management and extensive experience in automotive and manufacturing ERP implementation, Capgemini is able to provide fast, low-cost and reliable customized AX solutions for your specific needs.

Our custom AX templates cover a wide range of processes — including finance-to-management, purchase-to-pay and many others — providing clear and up-to-date information for streamlined management of both operational and strategic projects.

Capgemini's implementation approach incorporates the use of our proprietary Accelerated Solutions Environment (ASE). The ASE yields breakthrough solutions and action plans in days rather than months. Our proven ASE methodology aligns diverse stakeholders (business, IT, customers, vendors, subject matter specialists) to define the future from high-level strategy to detailed design.

Why Choose Capgemini for Your Microsoft Dynamics AX Solution?

- ERP implementation experience
- Knowledge of manufacturing industry
- Methodologies and certifications
- Multinational coverage
- Commitment to and leadership on Microsoft Dynamics AX
- AX competencies and references
- Application Maintenance offering and capabilities
- Accelerated Solutions Environment (ASE)
- Microsoft Competence Centers

Capgemini's Collaborative Business Experience™

Our success in implementing Microsoft Dynamics AX is based heavily on our approach to collaboration. We believe the best way for us to work *for* you is to work *with* you. With Capgemini at your side, your business will gain the freedom to overcome constraints, seize opportunities and realize its potential. Our Collaborative Business Experience™ helps you define the rules of the game, rather than be limited by them.

Guided by the four dimensions of collaboration, we target value, mitigate risk, optimize capabilities and align the organization to achieve its objective.

Collaboration in Action

Capgemini is the partner of choice for leading businesses across all sectors. Our client success stories show how the Collaborative Business Experience™ helps organizations discover the freedom to increase performance through innovation. In addition, Capgemini provides freedom of choice for the best IT support system that will help you achieve your goals, guaranteeing the right solution for your unique needs.

Microsoft/Capgemini Success Case: Leading Automotive Parts Supplier

The Client

Recognized as a worldwide leader in technology for high-performance brake systems, this group is a supplier to the most prestigious automobile and motorcycle manufacturers in the world. The group operates in 14 countries and three continents, with 33 plants and commercial sites, and a network of approximately 5,800 collaborators. Of these, 9% are product experts and product engineers, both working directly on R&D. In 2007, revenues were approximately 912 million euros.

The Business Context and the Technological Choice

Despite the company's success, heightened competition and its own expansion had led to a need to transform from a multi-site organizational model to a global network model. In a context that had become more and more international, the company needed to reinforce

integration across processes, improve operational performance and facilitate the link between people who are geographically distant. This decision was crucial in order for the group to manage sales and supply chain processes in a coordinated way, with particular attention to the warehousing and planning aspects. At the same time, the company wanted to preserve the key distinctions of each of its businesses.

Considering the dynamic nature of the group, choosing a technological solution that could achieve this balance was not a simple task. Management selected Dynamics AX, Microsoft's ERP system, which, due to its flexibility and versatility, was determined to be the most suitable system to help sustain the desired growth and improvements.

Capgemini's Approach to Dynamics AX

Capgemini Italy was chosen as the partner to handle the program management and to work side by side

“The choice of Microsoft Dynamics AX strengthens the innovative spirit of the group. By adopting an ERP system that was solid yet still agile, and with Capgemini's support, our information system is able to quickly adapt to new strategic business challenges.”

CIO, Global Automotive Supplier

Capgemini's Process Map for Microsoft Dynamics AX Deployments



Note: Capgemini features include Order/Request Acquisition, Processing Order/Request, Distribution Goods/Planning and Service Delivery, Customer Invoicing, Manage Accounts Receivable, Vendor Identification and Contract Manage, Order Raw Materials and Services, Receive and Manage Raw Materials and Services, Define Accounting Model, Cost Accounting and Analytic Accounting, and Budget Reporting.

with the group's ICT team, designing the business model, analyzing and harmonizing the business processes for all geographies and companies of the group, defining the operating model for a start-up business unit, and performing functional and technical implementation of the new Dynamics AX system.

Given the complexity of the plan and the importance of the group to the worldwide market, Microsoft, following its "Technology Adoption Program," directly supported the initiative with its own R&D laboratories in Copenhagen, evolving the product according to the client's requirements, thereby widening its functional coverage.

The Results

"After proving the flexibility and innovative content of the Microsoft Dynamics AX solution, our management has integrated instruments that allow an increased ability to better control and guide the business, thanks to the native business intelligence, the elaboration of the P&L for each product/market and the factory automation," says the company's CIO.

The component for factory automation of the high-performance production plants and the Discs Division, developed directly on the AX system, is considered a best practice. The front end of the application is used for all the labor and material consumption/progress

declarations, directly on the production lines. This enables the recovery directly from the field of all the information generated from all the line operators — in a user-friendly (Microsoft-like) and real-time manner. The solution ensures complete traceability, through the serial number, for every disc produced (from the stamping, through the assembly and up to the delivery to final customer).

"The new system is perfectly aligned with our philosophy," says the CIO. "The choice of Microsoft Dynamics AX strengthens the innovative spirit of the group. By adopting an ERP system that was solid yet still agile, and with Capgemini's support, our information system is able to quickly adapt to new strategic business challenges."



About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model

called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and employs over 90,000 people worldwide.

More information is available at www.capgemini.com

For more information on Capgemini's approach to accelerating Microsoft Dynamics AX for manufacturing and automotive, please contact:

Daniele Munari
+39 348 3047027
daniele.munari@capgemini.com

Nick Gill
+44 870 904 5699
nick.gill@capgemini.com

Antonio Ziliani
+39 348 4002888
antonio.ziliani@capgemini.com