

Infrastructure Services

Ensuring business agility and profitability



People matter, results count.

Delivering business value

For many years, businesses have driven consistent balance-sheet growth by using IT as a catalyst for cost reduction and efficiency improvements. In outsourcing terms, big multi-year, multi-million euro and often single-supplier IT infrastructure contracts have been the norm. Until recently this model has served business well.

The value of IT outsourcing has been clear for years. Organizations also clearly understand that outsourcing can be exploited for much more than just the savings to be had from shifting operational responsibility for IT provision to a specialist organization. Increasingly perceptive organizations have sought to gain maximum value through complex and advanced IT supplier frameworks.

Meanwhile, several powerful factors, including globalization and a continuing trend towards multi-sourcing (often including cloud based suppliers), have fundamentally shifted the relationship between IT and the business it serves. As IT suppliers move towards an 'as a service' delivery model, businesses are also procuring and deploying IT infrastructure in a very different way than before.

Employees also increasingly expect to be able to access and use optimized services on personal devices, like smart phones or tablets.



“Infrastructure services represent the foundation of the IT machine. Without them, an IT initiative would not succeed or deliver value.”

Gartner, Inc., 'Agenda for Infrastructure Services, 2012', Gianluca Tramacere, Rob Addy, Christine Tenneson, 16 January 2012

Capgemini's Infrastructure Services manage and optimize IT infrastructure to deliver true business value by:

Reducing capital expenditure

A flexible, agile infrastructure that grows and shrinks on demand and reduces opportunity costs of large upfront investments in technology installations. We have seen our clients save on average between 50% and 60% in capital expenditure.



We have successfully completed an AIX server consolidation project for a global retailer, assuring a 67% cut in capital expenditure costs.

Reducing operational expenditure

Efficiency gains realized through virtualization, resource pooling and automation mean smaller IT investments for lower Total Cost of Ownership (TCO) and a lesser IT infrastructure management and maintenance burden. Most of our clients note a cut in operating costs of at least 25% compared to managing a physical IT environment.



For German manufacturer Hochtief we reduced operational costs by 25% by increasing IT process efficiency and providing value through economies of scale.

Integrating quality service

The integration of all aspects of service delivery across an in-house, single-sourced or multi-sourced IT service means improved quality and service levels. We help to implement detailed processes and procedures for service providers to deliver services in a clear and consistent manner and to ensure that an efficient governance model is in place to deliver against business KPIs. Our clients gain access to information that is crucial for making the right decisions.



For US State of Texas, we improved service and reduced costs by aligning IT service components to business objectives and consolidating disparate legacy facilities.

Embedding environmental considerations

Having pioneered the delivery of reduced-carbon infrastructure services and developed the world's most sustainable data center, Capgemini helps business to

- lower power and cooling costs while reducing its carbon footprint,
- reduce e-waste by extending the lifecycle of IT infrastructure,
- harness IT to deliver cost and carbon savings across the business, and create a greener work environment for employees.



We have demonstrated our commitment to environmentally considerate services through a data center improvement program that significantly reduces our CO₂ emissions. In doing so for one client, we received an award for saving 436 tons from our Swisscom-partnered facility in Zurich.

Improving productivity and end user satisfaction

With a tradition of delivering high quality IT transformation and management services, and by working with best-of-breed technology partners, Capgemini knows how to align the right technology to business requirements. We understand that it is not just about having the right view of corporate data but foremost about delivering that data to end users whenever and wherever they need it.



For UK retailer Matalan, we have undertaken a major desktop transformation program that has shown gains in service availability and end user productivity.

Capgemini's Infrastructure Services offering comprises a comprehensive portfolio of services that maps across all aspects of IT infrastructure advisory, design, implementation and ongoing management, to serve as true end-to-end capability partner entirely focused on business outcomes. The result is an infrastructure solution that is efficient, scalable and secure, that strikes a balance between flexibility and cost, while facilitating innovation and future business planning.

Our extensive capabilities drive client transformation....

	Advise & Plan	Design & Implement	Manage & Integrate	
Data Center Services	✓	✓	✓	Infrastructure Strategy Data Center Strategy Data Center Fabric Design & Automation
Workplace Services	✓	✓	✓	Office Automation & BPOS/Google, Windows & AD BYOD, Messaging; Identity & Access Management
Remote Infrastructure Services	✓	✓	✓	Infrastructure Management Operations Center (IMOC™), X-RIM
Storage & Data Management	✓	✓	✓	Data Management Solutions, Disaster Recovery & BCP Storage Consolidation, Cloud Storage
Virtualization Services	✓	✓	✓	Virtualization Feasibility & Maturity Assessments; Implementation and Management
Cloud Computing	✓	✓	✓	Identity and Access Management; Service-Oriented Architecture; Risk Management
Service Management	✓	✓	✓	Service Management Consulting; ITSM Enablement
Service Integration	✓	✓	✓	ITIL Process & tools, Advisory and Implementation, Service Assurance, Governance, Risk Management & Compliance Performance Management, Continuous Improvement
Service Aggregation	✓	✓	✓	Ecosystem Management, Governance, Resource Management, Service Acquisition and Procurement

A Business-Centric Approach

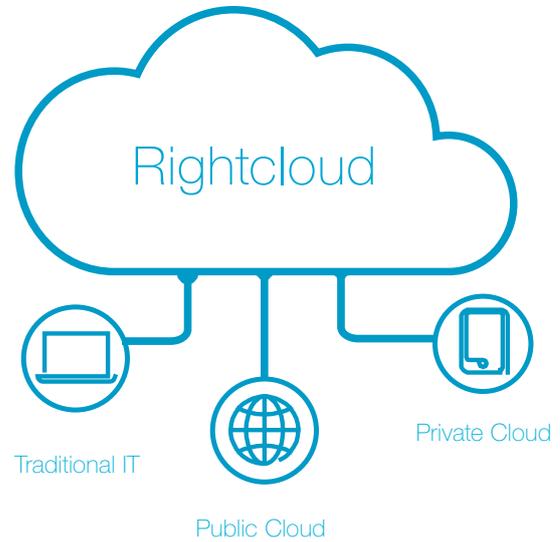
Capgemini has some very powerful tools for deriving cost efficiencies while enhancing business agility.

The Right Approach

Rightshore® and Rightcloud ensure the right skills and the right IT environment is available for you.

Rightshore® is an advanced global delivery model that adds value by efficient deployment of onshore, nearshore and offshore resources to work as a unified team.

Rightcloud offers a wide variety of public and private cloud services within a single global services catalog for greater choice, flexibility and value.



Business-Centric Services

Capgemini’s Infrastructure Services are built on a highly business-centric foundation upon which sit three strong pillars of service governance.

Service Management

The delivery of IT service transformation from strategy and design through to ITSM on-boarding and operations, enabling cost reduction and driving higher service levels for the client.

Service Integration

The co-ordination and management of discrete IT service elements to ensure they function together as a single service that delivers clear, defined, and measurable business benefits.

Service Orchestration

A service brokerage model that facilitates the commercials, solutions and services for one or many clients, in one or many vertical markets, in an on-demand model.

Advise, Build, Run

Capgemini’s Infrastructure Services are delivered by a global team of more than 10,000 technical experts in all aspects of IT infrastructure services.

From assessment and advisory through to ongoing management, we:

- Implement multi-source service integration to facilitate the standardization of infrastructure processes and to maximize the value of services delivered by IT suppliers.
- Deliver end-to-end Cloud consulting and implementation services to transform existing IT infrastructure by leveraging a vast pool of global expertise and intellectual property.
- Provide effective outsourcing service and systems management capability across all infrastructure disciplines and legacy systems.

- Bring the benefits of the Cloud to business through the integration of dedicated or multi-tenant cloud services sourced from public and private providers, including our own cost-effective infrastructure-as-a-service.

Capgemini’s Infrastructure Services can help ensure that your infrastructure operations run as smoothly and reliably as possible. Whether you are an IT manager or business leader, we work with you to help you optimize your results by exploiting the many sources of infrastructure functionality. We implement robust integrated operations that are built to IT Infrastructure Library (ITIL) best practices, incorporate proven technology solutions, and are augmented by specialist technical expertise.

Service Integration Drives IT Efficiency, Stability and Flexibility for the State of Texas

The Situation

In the State of Texas, the State's Department of Information Resources (DIR) – responsible for administering citizen and state IT services – was beleaguered by many delivery challenges including project overruns and service outages. The DIR determined that a different approach was required to make the service successful: one that would utilize latest technologies, standardize processes, and deliver consistent, integrated and transparent services across the state.

The Solution

DIR introduced a new IT governance model and elected to rebid by dividing up the existing IT support contract into smaller pieces, allowing for greater vendor participation options. Capgemini was selected to integrate a variety of services including: Information Technology Infrastructure Library (ITIL) based service management, service desk solutions, program management, IT security, business continuity, disaster recovery, and financial management.

The Result

In the first phase of the project, Capgemini successfully transitioned the Data Center Services (DCS) project to a new, integrated IT service model within the allocated time. Key to the success of this phase was Capgemini's collaborative approach to:

- Align various service component providers to key business-based objectives
- Consolidate disparate legacy agency facilities
- Reduce state-wide costs for services
- Modernize aging IT infrastructure
- Increase security and disaster recovery capability.

Capgemini and DIR established a spirit of cohesion and collaboration – an absolute pre-requisite to delivering integrated services in an environment in which each customer has unique missions, statutory responsibilities, and business models.

For more information, visit www.capgemini.com and search for 'State of Texas'

The Cloud: Time for Delivery

All enterprises and public agencies face a series of game-changing shifts as a result of new technology infrastructures, devices and behaviors. Much of this is being driven by people, either as customers, employees, or citizens actively using their personal technology devices in an increasingly 'digital' society developing new expectations. Businesses and governments find themselves being 'driven' by these expectations rather than in the case of internal IT being able to decide when and in what to invest.

Cloud has the potential to help businesses and governments meet their challenges by offering increased agility and lower costs. Of course, this potential will only be realized after enterprises start taking the steps needed to seize the Cloud opportunity.

The key questions for decision makers should now be:

- How do we start using the Cloud?
- Where are the best opportunities for doing so?
- When can we realize benefits from the Cloud?

An extract from "The Cloud: Time for Delivery" by Andy Mulholland, Group CTO, Capgemini, published 3 February 2012

Why Capgemini

Capgemini has been a leading provider of Infrastructure Services globally for many years, and has a long-standing reputation for collaboration and delivering on business-focused objectives

- We are trusted with mission-critical systems ranging from airport management to citizen services, from pharmaceutical manufacturers to fuel retailers. Proven processes, methodologies and frameworks, that we implement safely and transparently, enable the delivery of essential systems and services.
- We scale and deliver globally thanks to a comprehensive portfolio of services across the full infrastructure spectrum, from consultancy and assessment to implementation and service management.
- We transform and innovate by combining Capgemini's integration and management skills with strong and independent global partnerships with the world's leading technology companies.
- We are recognized leaders in integrating increasingly complex multi-supplier IT environments.
- We have a strong reputation for delivering 'advise, build, run' Infrastructure Services, encompassing public and private Cloud providers.



About Capgemini

With 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

www.capgemini.com

For further information on Capgemini's Infrastructure Services, contact us at

infra.global@capgemini.com