

Transforming Service Delivery for State and Local Government Agencies

Meeting the Demands of a Citizen-Centric Public Sector



A changing US Public Sector landscape

New regulatory requirements, an uncertain economy, shrinking resources, and the ever greater expectations of taxpayers—these challenges have created a new operational landscape for government agencies. In response to ever increasing pressure to do more with less, government agencies are looking to transform the way they deliver services through innovations in management and technology.

Experience

Capgemini is one of the few global players that can offer our state and local governments a full range of advisory, implementation, and management services—from Information Technology (IT) strategy, business process consulting and solution development to systems integration, infrastructure, application management, and business process outsourcing.

With over 40-years of experience partnering with governments on four continents, we help build solutions to enable agencies to respond to today's challenges.

We combine proven approaches with the leading business practices and technologies, working collaboratively with federal, state, and local government agencies to help improve the ability to deliver quality services with greater efficiencies and value return. Our transformation projects have included mission-critical engagements with the Departments of Defense, Homeland Security, Justice, and Treasury, as well as multiple state and municipal tax, social welfare, criminal justice, and public health departments in such states as Ohio, Nevada, Georgia, New York, Massachusetts, and Virginia.

Capgemini's approach to solution delivery leverages leading practices and "lessons learned" from successful projects in both the commercial and public sectors, enabling us to address government-specific issues in ways that are uniquely efficient and effective. We combine the necessary domain expertise in the areas of Security, Tax and Revenue Management, Justice and Public Safety, and Healthcare with deep, cross-industry technical and consulting services to deliver value-based results.

The Capgemini family of companies has achieved more than \$13 billion in annual company-wide revenue for 2013 with approximately one-quarter of our revenues coming from serving government clients worldwide. We are known for hiring and developing the best and the brightest talent in the industry. With more than 130,000 people in over 40 countries—approximately 10,000 of whom are based in the US—Capgemini has the depth and breadth of experience necessary to solve today's most complex challenges. Our high levels of customer satisfaction and emphasis on project quality have earned us a reputation for excellence in service delivery in all markets.

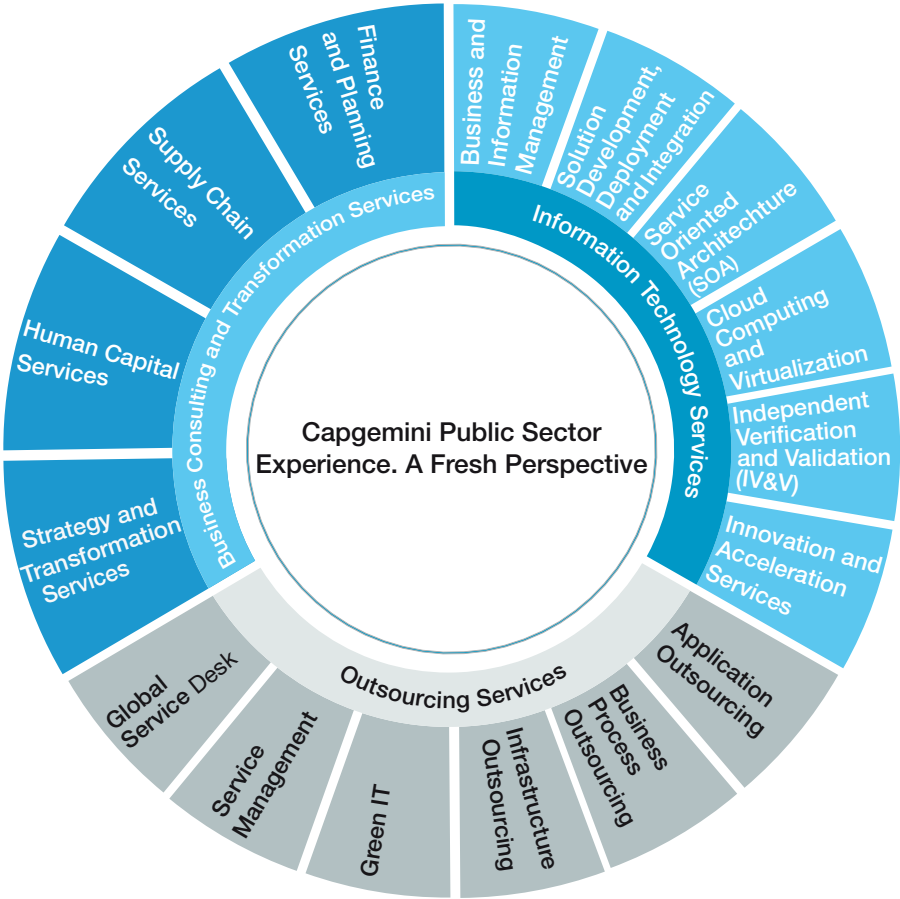
About Capgemini's Public Sector services

Capgemini's US Public Sector group leverages decades of experience as a leading global provider of consulting, technology, and outsourcing services to commercial and governmental organizations. With our US Government Solutions subsidiary located in the Washington DC metro area, we have a base of resources ready to address the most complex problems with a deep understanding of government needs and priorities. We bring a balance of flexibility and discipline to deliver against unique public sector requirements on time and on budget.

Our deep industry experience can support government decision-makers every step of the way, from strategy development through to execution. We focus our services in the following domains:

- Defense and Homeland Security
- Tax and Revenue Management/Treasury
- Justice and Public Safety
- Health Services
- Agriculture

Innovative and pragmatic solutions



We help government organizations maximize investments and optimize IT performance while strategically and selectively incorporating emerging technologies. Our enabling capabilities include transformation consulting, process design and six sigma, change management, organizational optimization, IT and business alignment, program management and planning, and human capital management. Services include:

Across the US, state and local government agencies are talking about transformation; Capgemini's clients are actually executing on it.

Business Consulting and Transformation Services

Strategy and Transformation Services
Human Capital Services
Supply Chain Services
Finance, Planning, and Budgeting Services

Information Technology Services

Business and Information Management Advanced Analytics
Solution Development, Deployment and Integration
Cloud Computing and Virtualization Program Independent Verification & Validation (IV&V)
Innovation and Acceleration Services

- Accelerated Solutions Environment
- Rapid Design & Visualization

Outsourcing Services

Applications Outsourcing
Business Process Outsourcing
Infrastructure Outsourcing
Green IT
Service Management
Global Service Desk

Improving reliability and responsiveness in state and local government agencies

In today's fluid economic and legislative environment, state and local governments throughout the US share a persistent and perplexing challenge: enhance effectiveness in public safety, justice, social services, economic development and revenue collections (taxes, license fees, etc.) within an environment of restricted operating budgets.

Capgemini's consulting, technology, and outsourcing solutions are focused on helping agencies and departments maximize the operational return on their IT investments and improve the efficiencies and effectiveness of their business processes. By bringing extraordinary experience, best practices, enabling tools, and methodologies to our work—everything tailored for the unique requirements and environment of governments within the US—we help state and local governments build knowledge and capabilities, as we work together to achieve nothing less than a measurable transformation of the way they deliver services and satisfy the demands of elected officials and constituents.

Capgemini Government Solutions LLC, an independent operating division of the global Capgemini family of companies, was specifically created to serve government entities—state, city, county and municipality levels of operation—from coast to coast. As one of the leading suppliers of professional services to government entities worldwide, we have a renewed focus on successfully serving our US public sector clients.

Tax and Revenue Management

For state tax authorities, labor departments, and county/municipal property tax administrators, keeping up with today's frequent legislative and regulatory changes while maximizing tax and other fee collection can be overwhelming. Capgemini helps state and local governments respond to these challenges, promoting:

- Reducing the tax gap to assist the government in achieving the revenue streams necessary to fund constituent services
- Promoting employability resulting in people having the right skills to return to or stay in the labor market
- Integrating modern benefits processes and IT systems to support governmental policies and streamline service delivery
- Delivering efficient and value-added services while reducing costs of your operations

Our domain expertise and services include:

- Integrated Tax Solutions
- Unemployment Insurance
- Business Process Reengineering
- Benefits Management
- “Trusted Advisors” to senior tax and welfare leaders
- Program Management Office (PMO) support
- Independent Verification & Validation services
- Strategic, Change, and Management consultancy
- Large-scale Application Lifecycle services
- Transformational Outsourcing

Labor/Unemployment Modernization

High unemployment, reduced budgets, and an overall pressure to do more with less typify the challenges faced by today’s Unemployment Insurance (UI) agencies. Add to this current computing technologies that struggle to support governments in the efficient, fair, and transparent administration of UI laws and policies, and the need for modernization is clear. Capgemini applies consulting, technology and outsourcing to help labor/unemployment organizations to:

- Raise customer service quality with more customer-centric models
- Reduce operating costs by improving work processes

Drawing on extensive state, government and UI consulting experience, we offer a rules-based solution known as AcUity which provides singular integrated tax, benefits, and appeals data repository. This web-based solution can provide accurate data, optimize agency processing, reduce paper processing, and minimize cost.

Justice and Public Safety

Capgemini works with police, courts, and other public safety and justice organizations to help state and local governments successfully navigate a rapidly evolving and complex security landscape. Our Justice and Public Safety team offers solutions for strategic, operational, and organizational change, as well as IT project management, with a focus on three functional areas: criminal justice, law enforcement, and emergency management.

Capgemini is uniquely positioned to leverage our experience with federal, state and local public safety clients to deliver integrated solutions which address the increasing demands of accurate and timely information sharing.

Health and Human Services

Leveraging our extensive international health capabilities, Capgemini provides consulting and technology services to city and state health and human service organizations. From strategic planning, health analytics and technology “proofs of concept” to large multi-year program management, our team assists government organizations to:

- **Improve effectiveness and efficiency** through organizational, process and performance improvement services.
- **Reduce program delivery risks** through data driven analytics and program evaluations.
- **Lower overall costs** through incentive realignment, reduced duplication, and improved waste, fraud and abuse detection capabilities

Our domain expertise and services include:

Collaborative Health Information Management

- Health Information Exchanges / Electronic Health Records (HIE/EHR) Programs
- Business Information Management
- Analytics for Fraud Detection/Investigation

Health Information Value Chain / Supply Chain

- Clinical Inventory Assessment
- Process Optimization
- ERP Implementation
- Independent Verification and Validation (IV&V)

State and Local Government ERP

To meet the challenge of delivering more services with smaller budgets, many state and local governments are investing in enterprise resource planning (ERP) systems. How can an agency or department optimize that investment? Capgemini supports a value-based implementation, from planning through to a full life-cycle deployment of ERP solutions using SAP, Oracle, and other software suites, including software upgrades and independent verification and validation (IV&V) services.

Capgemini has been independently assessed and named a top tier Gartner Magic Quadrant systems integrator with success leading more than 7,500 ERP implementations across functional domains, technical domains, and industries. Our methodology includes approaches, tools, deliverables, lessons learned, and risk mitigation strategies developed for state and local implementations specifically. Because our dedicated staff understands the challenges and dynamics of government clients, we help develop strategies and programs that drive the use of ERP more effectively into and across an organization and more broadly across an enterprise. Our secret to delivering ROI: accelerating deployment, extending and maximizing the solution’s functionality, and increasing user acceptance via innovative collaboration tools and technologies.

Collaborating to help public sector organizations master their IT landscapes

Industry analysts have long recognized the exceptional knowledge and skill of our consultants. With expertise in capturing true IT value, mitigating risks, and reducing costs, Capgemini helps organizations maximize existing investments and optimize IT performance while adopting emerging technologies.

Capgemini consistently delivers technology services that exceed expectations—from package selection to implementation, from application integration to web services, from modernization projects to IT outsourcing. Global alliances, including Cisco, HP, IBM, Intel, Microsoft, Oracle, SAP, and industry-specific IT partners, provide our government clients access to leading-edge solutions.

Delivering rapid return on investment with the right methodologies and tools

Leveraging our **Accelerated Solutions Environment**, our accredited innovation facilitators host client teams in specifically designed off-site locations. Using a proven methodology, we promote accelerated decision making and creative idea generation, while reducing the risks associated with complex problem solving. We often reduce implementation times by as much as 40 percent while delivering better and more sustainable results.

Through our **Rapid Design & Visualization (RDV)** methodology, we move our clients down a “Roadmap to Innovation” that covers four steps: ideate, iterate, create, and innovate. RDV combines simulation and communication tools to remove ambiguity from definition of solution requirements, to create virtual views of complex processes, and to show integration points between disparate systems. Developed to accelerate the realization of benefits, while reducing the risks, of technology implementations, RDV has historically helped organizations cut development costs by up to 50 percent and to reduce rework costs by up to 70 percent.

Through a **Collaborative Business Experience**—which is central to our philosophy and a pillar of our service delivery—Capgemini helps state and local governments respond successfully to complex and unpredictable challenges. Working beside our clients every step of the way, we guide them toward a true and meaningful improvement of the ways they fulfill their missions, every day.

Real transformation within reach

Capgemini does more than help government agencies become more effective, cost-efficient, and accountable; we also enable the transformational change needed to address today’s complex service delivery demands. Our methodologies, tools, and solutions are ideally suited to the challenges facing the public sector today. **Talk to us and learn more.**

For more information
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About Capgemini

With more than 130,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 billion (more than \$13 billion USD).

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-gs.com

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