



# Accelerate Your Service Management Tools Transformation

Radically reduce the cost, risk, disruption and aggravation of migrating and upgrading your Service Management toolset to the cloud.



## Migration doesn't have to be so hard.

Ah, the allure of a new cloud-based Service Management (SM) system. It's almost enough to keep IT leaders and service desk managers awake at night. The easy access to data from all sources. The consumer-like digital service desk experience. The multi-channel access to a broad range of services. The elevated employee satisfaction scores and productivity levels...

But then reality creeps in—a premonition that the actual migration process could keep you awake for very different reasons. The complexity of disentangling siloes of legacy systems and data. The anxiety over new security considerations. The unexpected impacts on employees and disruptions to critical processes. The dread of delays and cost overruns.

Capgemini offers you a way around this quandary: Let us handle your SM tools transformation. Take advantage of our expertise with both legacy SM systems and modern, cloud-based SM platforms to maximize the benefits of migration with minimal cost, risk, disruption, and delay.

Whether you are interested in implementing a new cloud-based SM system, moving your existing SM to the clouds, or migrating from one cloud-based system to another, Capgemini can manage the process quickly, confidently, and completely.

We'll minimize the disruption to employees and the migration timeline—in many cases from months to days. And in the process, we'll deliver something you never expected from an SM system: peace of mind.

## Your SM transformation accelerator.

Business leaders have learned that SM is a linchpin for digital transformation. Simply put, transformation can only move ahead when employees can do their jobs quickly and efficiently—and disruptions create delays for the entire transformation agenda.

That is why the move to the digital workplace and cloud-based service desk solutions has accelerated in recent years. In one survey, 56% of executives said ITSM is either “extremely important” or close to extremely important in their cloud computing efforts<sup>1</sup>.

Capgemini can accelerate your SM migration and upgrade efforts and get you to the benefits of a digital service desk faster—so you can accelerate your enterprise digital transformation initiative. We are absolutely unique in our ability to expedite your implementation schedule for a number of reasons, including:

- **Deep expertise with legacy and cloud-based SM:** We have an intimate knowledge of the SM world you're leaving and the new world of capabilities you're striving to adopt. That means we can help you avoid common mistakes and pitfalls while enabling you to maximize the benefits and value of the new world—in the shortest possible timeframe.
- **Strong alliances with major SM vendors:** Capgemini maintains strategic alliances with the world's leading SM system vendors, including BMC/Remedy, ServiceNow, and others. We have considerable experience implementing, upgrading, and maintaining their systems, and we offer a level of best-process knowledge and sector-specific expertise that even their professional services organizations cannot match.

<sup>1</sup>Source: Forbes' The State of IT Service Management, 2017

- **Standardized, proven methodology:** Capgemini has developed an industrialized methodology that accelerates migrations and upgrades for BMC/Remedy customers. We harness specialized tools and techniques to reduce the time and costs of migrations, and combine them with the right people and processes to deliver maximum value.
- **Advanced automation capabilities:** The SM Tools Migration services help you automate key elements of migration processes, based on Capgemini's extensive experience with automation technologies and solutions. Clients can also leverage Capgemini's Automation Drive suite to help optimize IT process automation.
- **Solution accelerators:** Our approach to each engagement is focused on minimizing delivery timeframes, costs, and disruptions. We start with a detailed assessment to understand your business goals and technology constraints. Our automated project cost calculator quickly gives you an estimate based on your specific requirements. And we offer customized training toolkits to accelerate system orientation for end users.

In addition, we offer capabilities and credentials that neither SM vendors nor competitive service providers can match, including:

- **Mission-critical system experience:** Our track record in managing mission-critical systems enables you to quickly and confidently achieve productivity gains, security, and resilience.
- **Global delivery and scalability:** Our Rightshore@ methodology, combined with Capgemini and industry best practices, puts the right resource, at the right location, at the right time, leading to reduced implementation costs.
- **Accelerating innovation, not just transformation:** We offer resources that help you explore new innovations and the art of the possible—so you can transform your business, not just your SM system. For example, Capgemini's global Applied Innovation Exchange (AIE) facilities allow you to discover and evaluate innovations within your specific industry.
- **Experience with cloud-age integration:** We have pioneered services across single and multi-vendor environments and offer advanced capabilities in aggregated and orchestrated services.

## Service Offerings

### SM Tools Migration

Move from your existing SM system to a different SM system using Capgemini's proven methodology. Capgemini provides a comprehensive migration solution including consulting, design, implementation and project management.

### SM Tools Upgrade

Upgrade your existing SM system to higher versions. Capgemini offers consulting, design, implementation and project management services leveraging its vast experience in upgrades.

# Migration and upgrade methodologies: a closer look.

Capgemini's standardized methodology leverages specialized techniques and third-party tools across four phases to reduce the time and costs of migrations. The phases include:

- **Planning:** We work with your team to understand the current state of the system. We analyze the system in areas such as business workflow customizations, integrations, reporting, foundational and transactional data, etc., to confirm that decisions meet the requirements of the future target system as well as meeting the appropriate business needs. As a result of the planning phase the team defines the exact solution to be implemented.

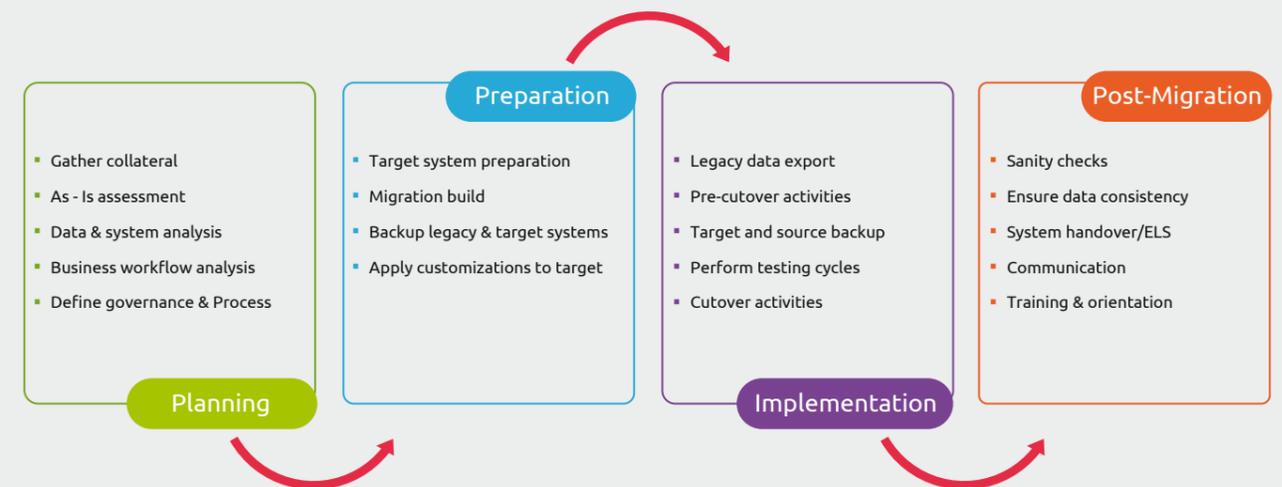


Figure 1: The four phases of the SM Tools Migration methodology.

- **Preparation:** The system design and customization are carried out per the solution defined in the planning phase. The designed system is tested prior to implementation to ensure all the pre-migration conditions are met and the system is working as expected.
- **Implementation:** The actual migration and switch-over to the new system is carried out within an agreed business outage window. A number of activities are performed to ensure that the actual live cutover period during the outage window is kept to a minimum.

- **Post-Migration:** After cutover, Capgemini executes final sanity-test cycles, decommissions legacy systems, switches on upgrades or customized new features, ensures that stakeholder communications and training programs are on track, and submits a completion report documenting activities and lessons learned.

The Capgemini SM Tools Upgrade methodology follows a similar four-stage progression, delivering fast and efficient SM upgrades in the shortest possible timeframes and at the lowest possible cost. The methodology is summarized in the diagram below.

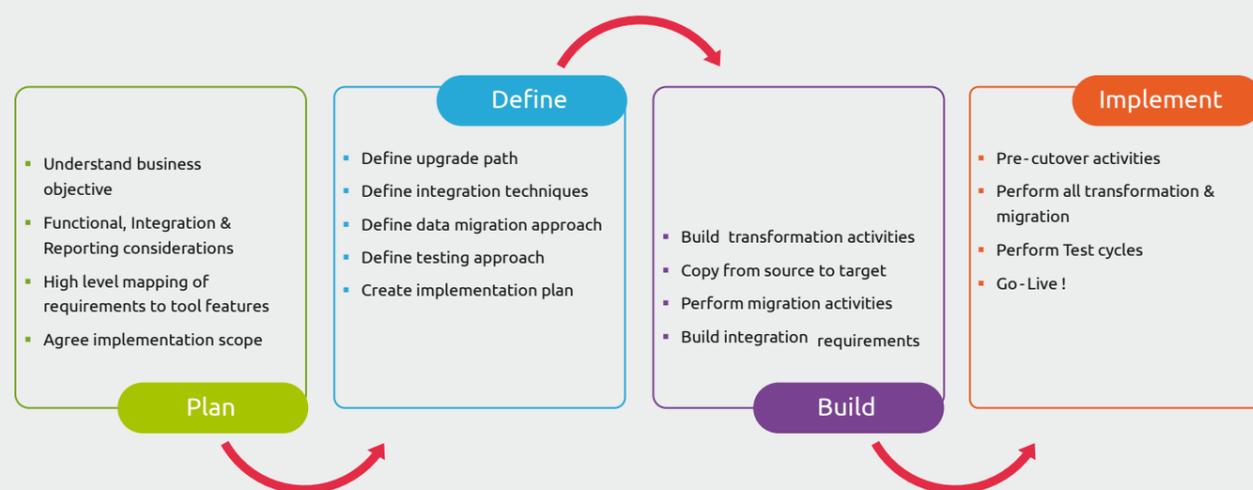


Figure 2: A high-level view of the SM Tools Upgrade methodology.

## The business value adds up.

What truly sets Capgemini’s SM Tools Transformation offerings apart is that they’re focused on business objectives, business priorities, and business value. The result is tangible benefits that meet business expectations, including:

- Shorter project duration with lower cost and risk due to our industrialized methodology
- Faster, more efficient migration processes through automation
- Minimal downtime for business services
- Minimal disruption for employees and SM processes
- Enhanced end-user service quality
- Improved employee satisfaction and productivity

## Real customers, real results

### Government Agency

- 68 million records migrated in <10 hrs (standard tooling method takes 3 months)
- 50% reduction in overall project days
- 65% reduction in project management & data migration effort
- 94% reduction in change freeze ration

### Leading Manufacturer

- 10,000 end-users, 400 ITIL users 4 successful upgrades conducted
- Integrated SaaS SM tools with Identity/access manager for SSO
- Automation of ticket assignment

### Healthcare Enterprise

- 500,000 end users migrated across 6 environments
- 4 complex integrations performed to the new system
- CMDB migration: 30,000 CIs migrated in record time

### Global IT Service Provider

- One of the largest SM upgrades in the world
- Migrated over 250 customers from legacy systems to full multi-tenant system
- Completed within 6 months
- 53% reduction in SM tools environments via consolidation
- Over 50% reduction in upgrade costs

## Connect with Capgemini.

The benefits of modern cloud-based SM systems beckon—and the transformation doesn’t have to be so difficult, expensive, time-consuming, and disruptive. Contact Capgemini today for additional details about our SM Tools Transformation services, or to arrange a demonstration.



## About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

Learn more about us at

[www.capgemini.com](http://www.capgemini.com)

**People matter, results count.**

This message contains information that may be privileged or confidential and is the property of the Capgemini Group. Copyright © 2017 Capgemini. All rights reserved.

This message is intended only for the person to whom it is addressed. If you are not the intended recipient, you are not authorized to read, print, retain, copy, disseminate, distribute, or use this message or any part thereof. If you receive this message in error, please notify the sender immediately and delete all copies of this message.

For further information please contact:

[infra.global@capgemini.com](mailto:infra.global@capgemini.com)