



Why Capgemini

In business, we've never seen such a time of change and disruption. Technology is changing the nature of competition, intensifying the need for new thinking. While the potential of digital transformation is absolutely clear, the journey to get there is not.

Capgemini understands that business transformation cannot be achieved through technology alone. Capgemini works at the very forefront of innovation with companies of every size and in every industry to help organizations improve quality, efficiency and growth.

Capgemini is your partner in business transformation using ServiceNow

Capgemini offers a complete set of business transformation services to help quickly align with available technologies and industry trends to meet end-user expectations. Our focus is to extend ServiceNow capabilities to play a key role in your digital transformation program.

Capgemini's ServiceNow solutions and delivery model enable IT service transparency, flexibility and value creation that goes beyond cost savings to deliver real business outcomes.

We have the experience and expertise



With 200,000+ people in over 44 countries, Capgemini is one of the world's foremost providers of consulting, technology, and outsourcing services

ServiceNow Practice at Capgemini

- Certified ServiceNow Global Alliance Partner since 2009
- Strong knowledge base from large scale rollouts at Fortune 500 Customers
- Partnered in Worlds Largest ServiceNow Implementation

340+

ServiceNow Trainings

250+

ServiceNow Certifications

17K+

Person Months of Experience

150+

ServiceNow Accelerators

Intelligent Applications

AI & Automation

Smart Dashboards

Next Generation ITSM

Business Management

ITOM

Business Transformation

Experience & Expertise

- 1M+ End Users
- 85+ ITSM Implementations
- 40+ CMDB implementations
- 35+ Asset management
- 450+ integrations
- 20+ PPM, IT GRC, Demand Management
- 15+ Business applications

Capgemini Center of Excellence

- Gain from Innovations
- Improved Productivity
- Cost savings with Rightshore model
- Improved Operational Efficiency
- Intelligent Business applications

Solutions & Accelerators

ServiceNow

Capgemini offers a comprehensive portfolio of ServiceNow services to meet client's needs.

Consulting

Define ITSM / Non-ITSM processes and design road map for ServiceNow implementation including tool recommendation based on organizational requirements. Assessment also involves platform and process optimization for existing ServiceNow clients

Upgrade

Roll out new ServiceNow releases on client ServiceNow instance with optimum timelines and roadmap for the product extension.

Business Management

Enable clients to effectively leverage modules like PPM, IT GRC, Analytics.

Service Integration

Transform current IT services using industry standard best practices for better alignment with business goals and improved user experience. This covers process definition, tool implementation, Organizational Change Management, validated Testing and user experience management.

Platform as a Service

Development of business applications using native capabilities of ServiceNow.

Automation

Automate frequently performed, time consuming and error prone Infrastructure and Application maintenance activities.

Support & Maintenance

Routine maintenance and enhancements in existing service delivery platform with innovative pricing models like Catalog based pricing.

IT Operations Management

Extend CMDB implementation to tie it with Business Services.

UI & Dashboard

Develop sleek and user friendly interfaces using Customer Service Portal and KPI dashboards using Performance Analytics and ServiceNow's native reporting capability.

Business Transformation Benefits

Here are some examples of how Capgemini drives real business results.

Productivity



38% improvement through artifacts and accelerators

Rightshore™ Model



50% reduction in maintenance cost

First Call Resolution



80% increase in first call resolution

Spend on Facilities



~100K% saved through Hot Desking solution

IoT Integration



40% reduction in field services through IoT Integration

Cost of Project Management Tool



~450K% annual saving by leveraging ServiceNow PPM

Turnaround Time



20% improved turn around time for tickets

About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. 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

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