

# Moving Infrastructure to the Cloud: Capgemini Dynamic Services

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SVP, Infrastructure Dynamic Services

Analyst Day 2014

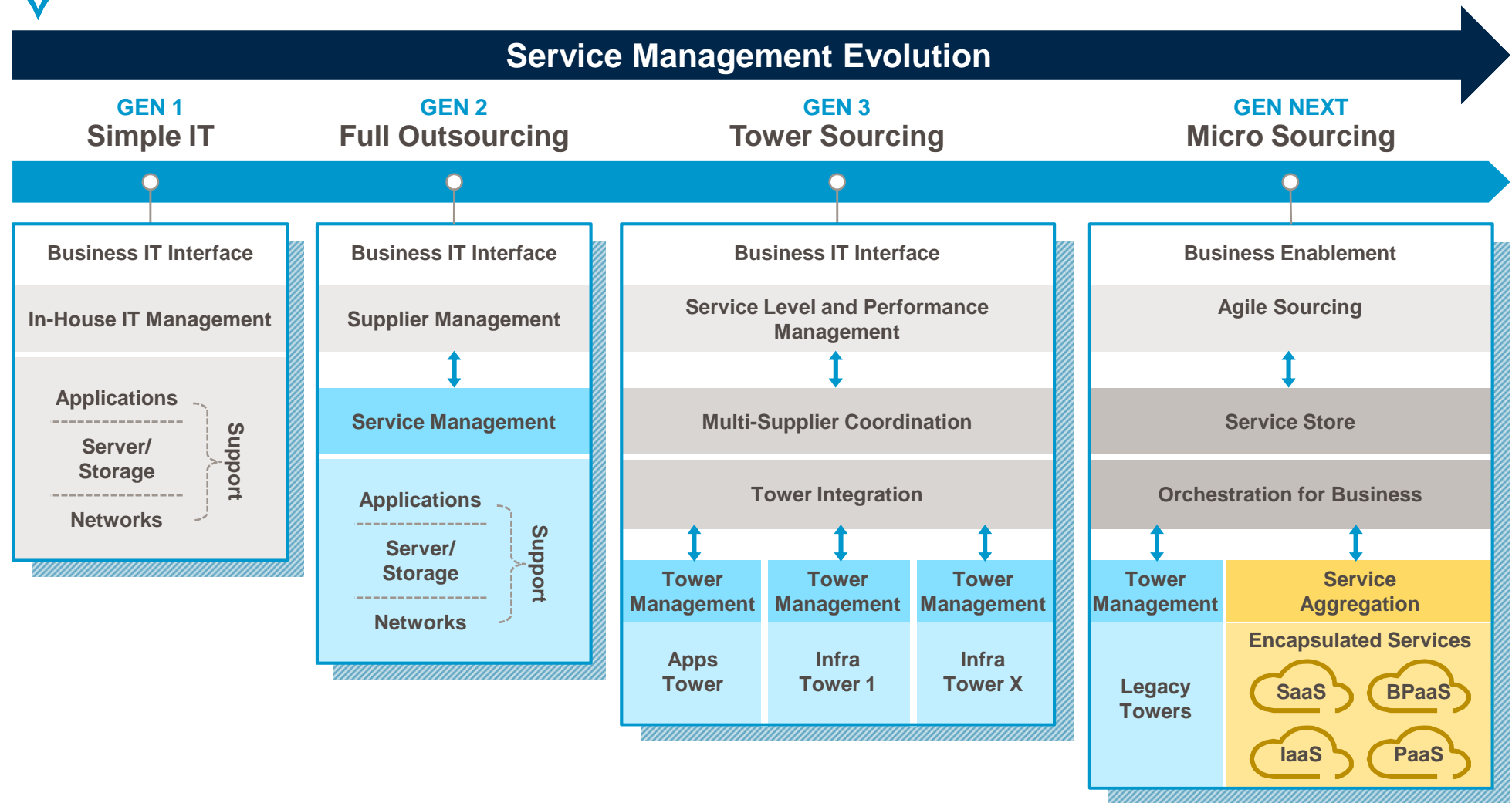
Holborn, May 22



I n n o v a t i o n

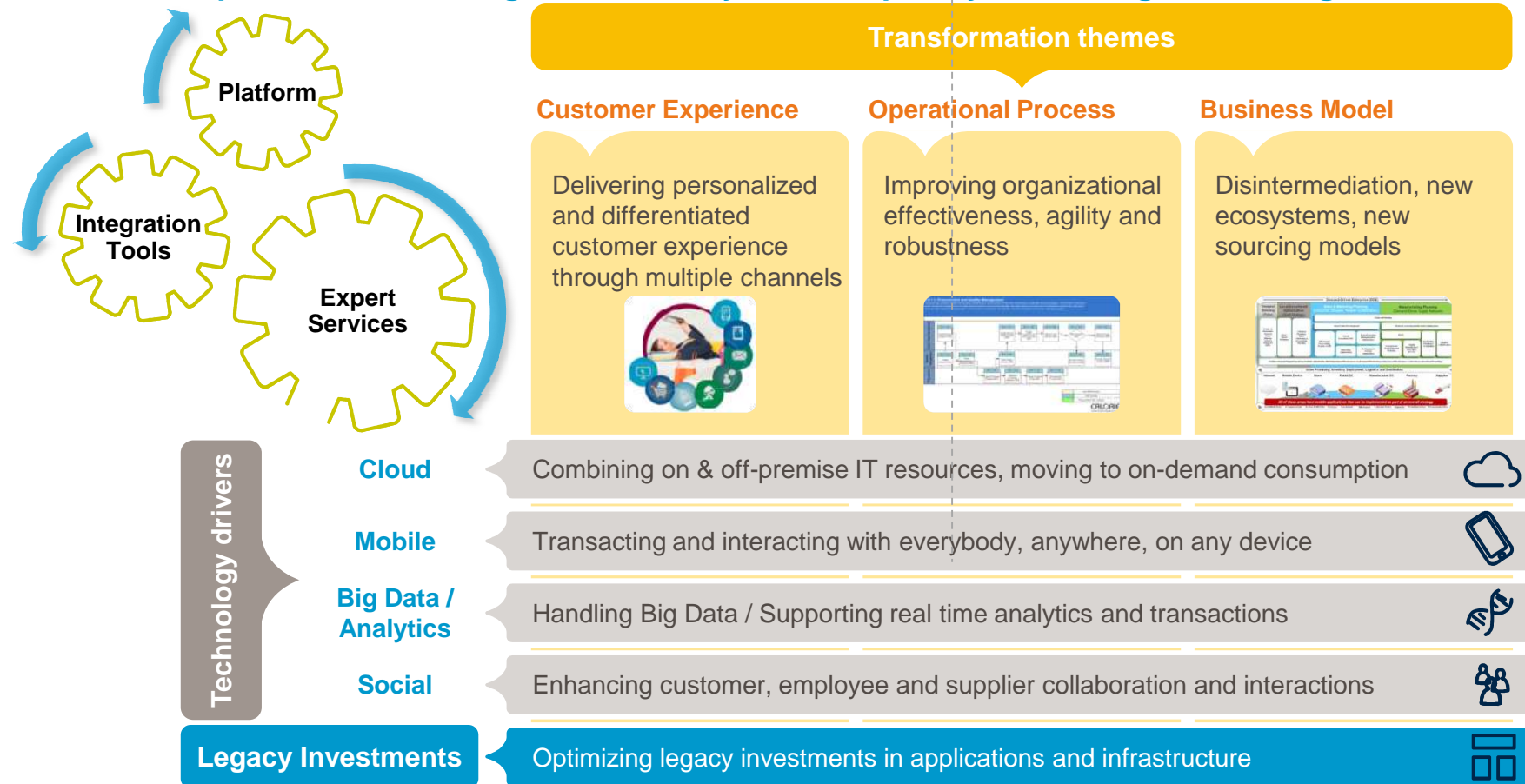
People matter, results count.

# Service Management Evolution

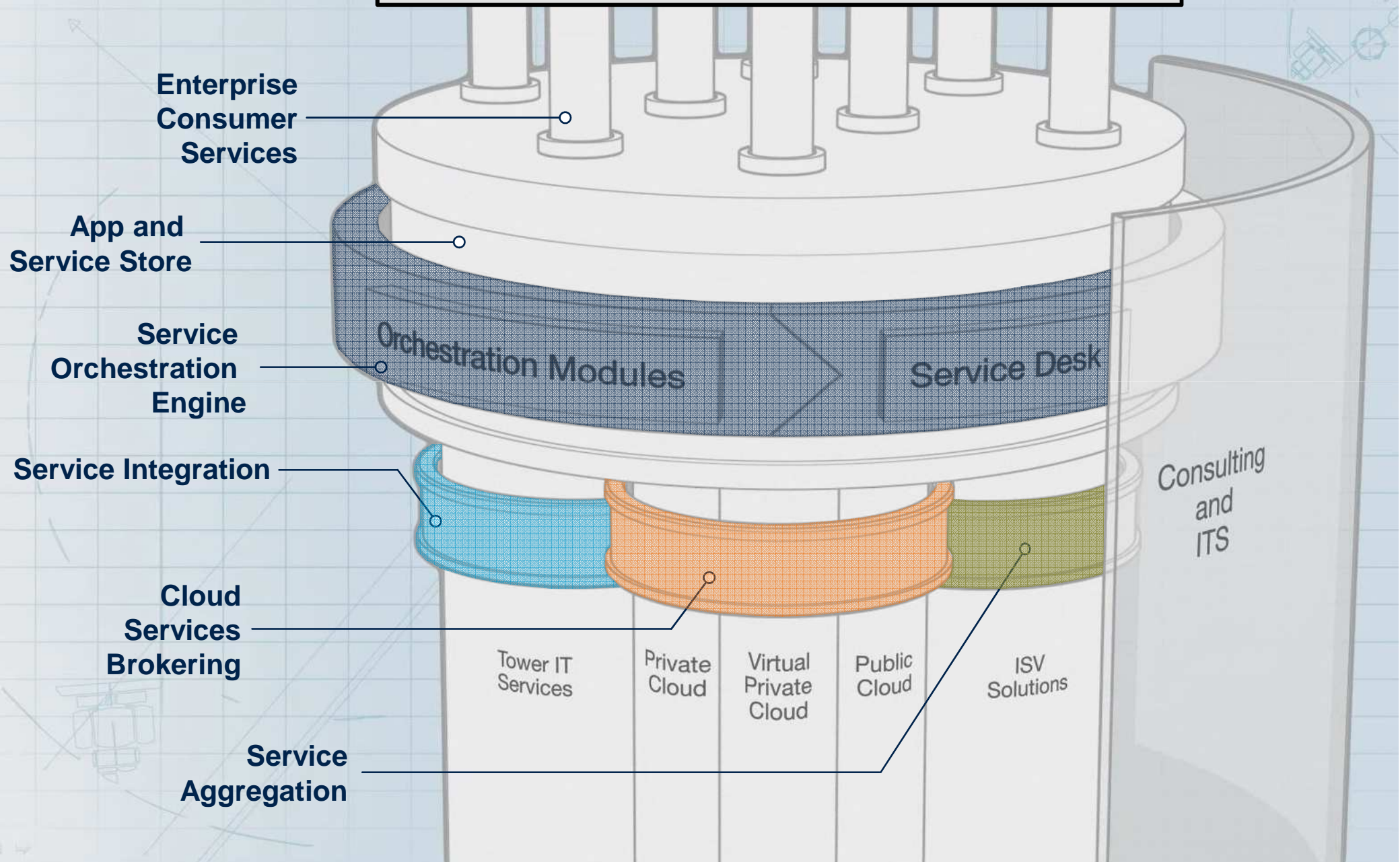


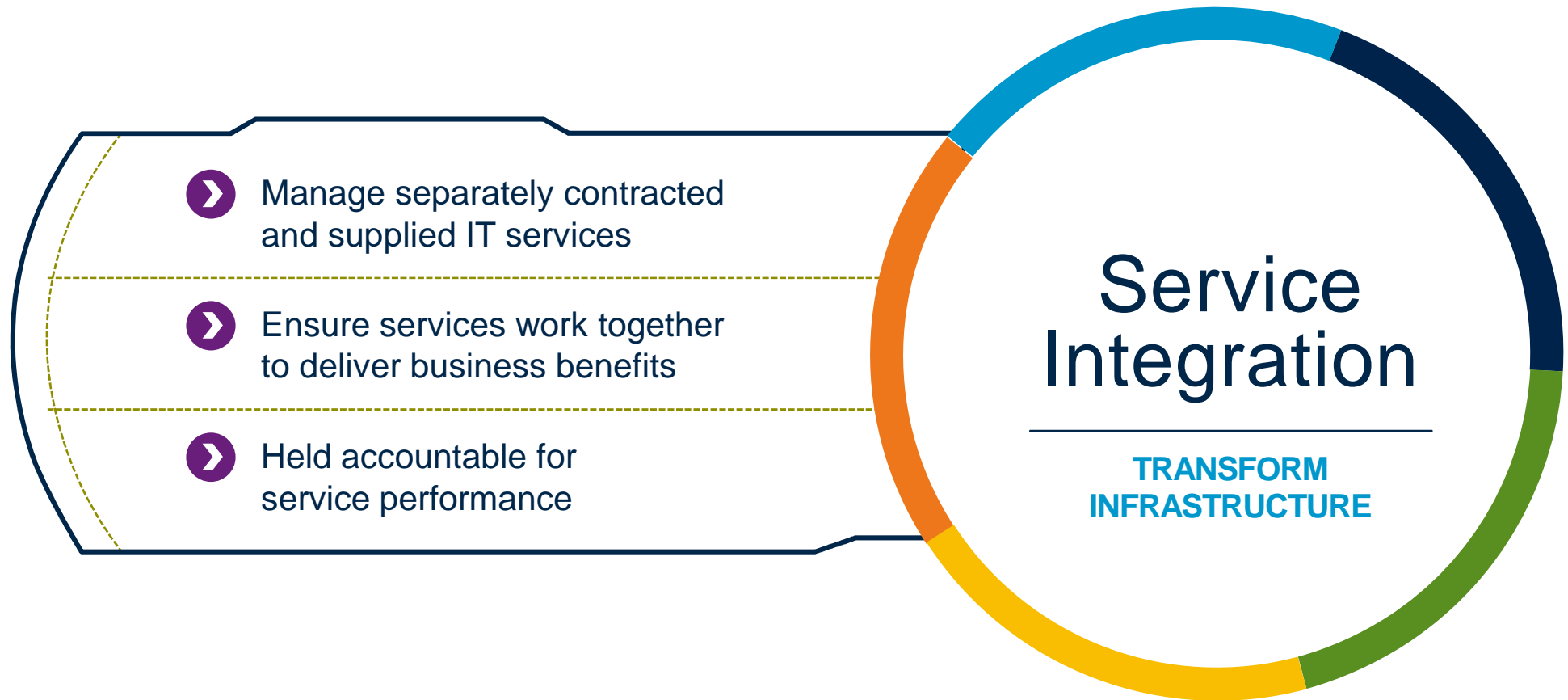
# The Client Environment

Capgemini's transformation strategy is centred around the response to the disruptive changes in the market and to help our clients manage the diversity and complexity in meeting demanding business needs.

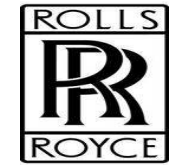


# Capgemini Dynamic Services





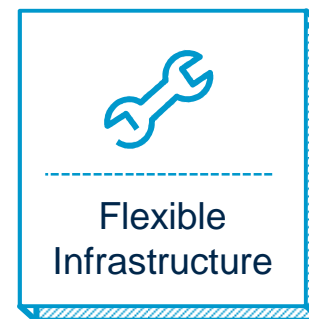
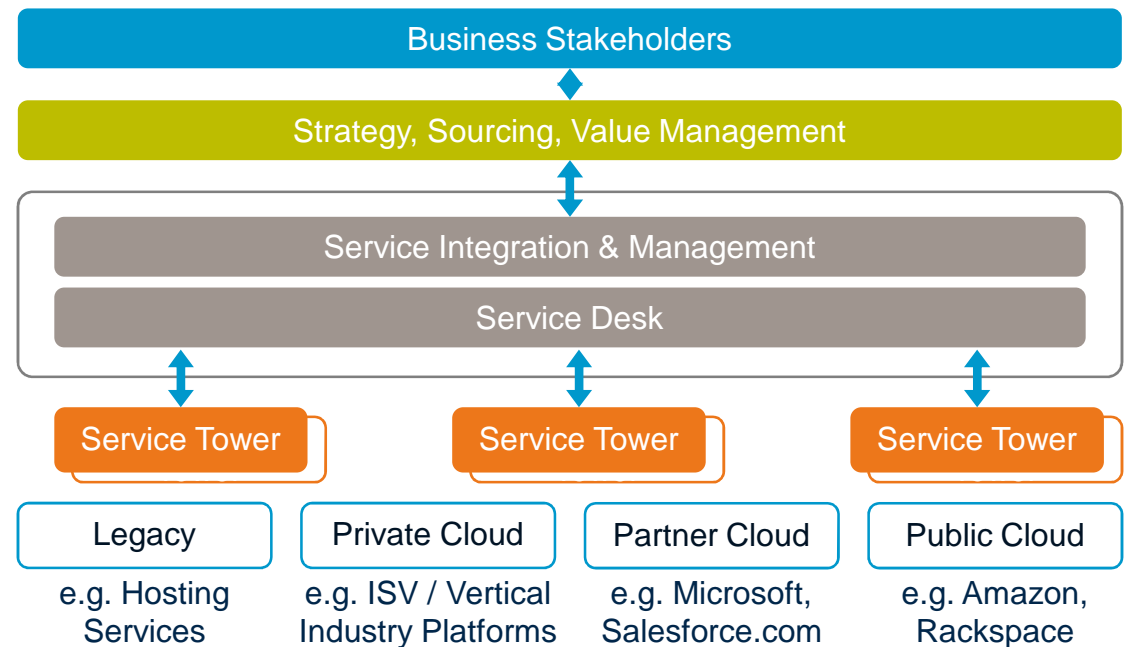
# Our High Level Model

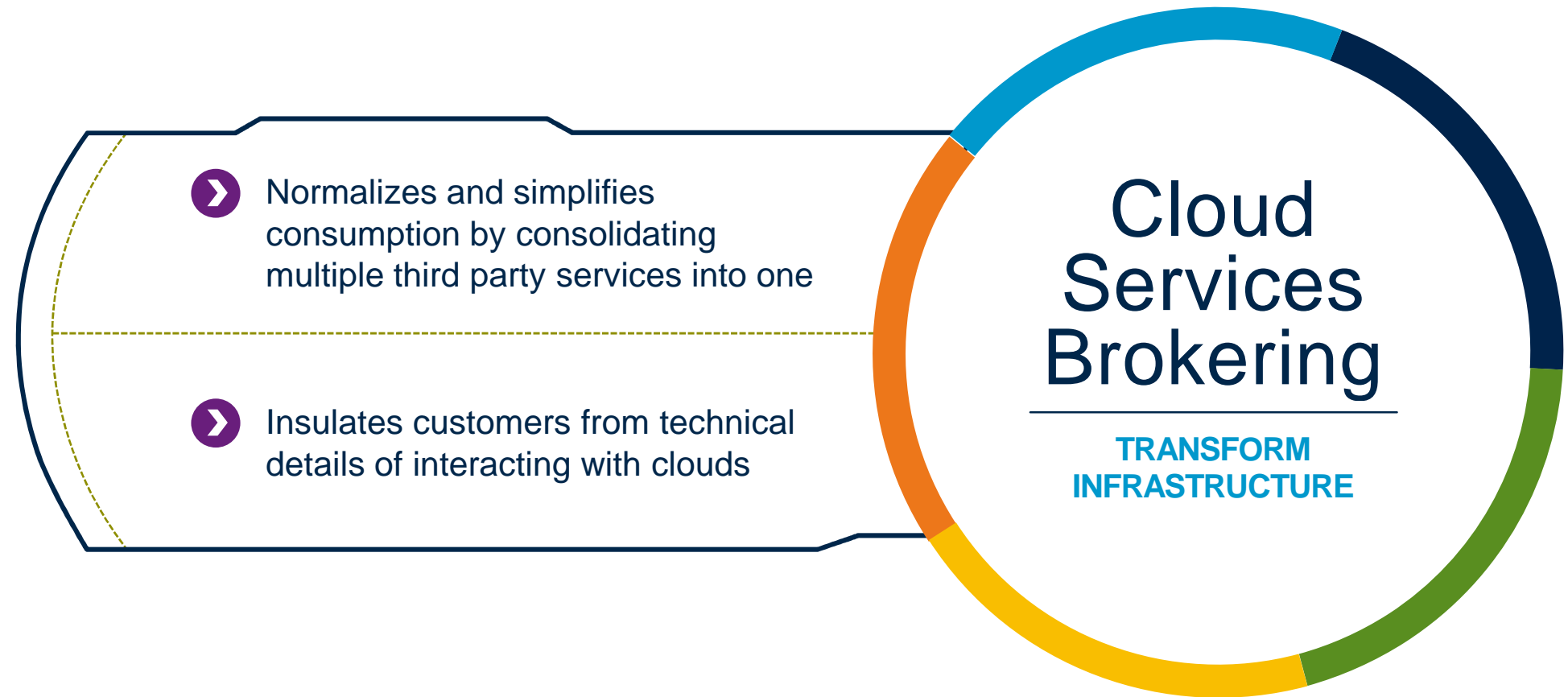


The management of separately contracted and supplied IT services to ensure they consistently work together to deliver business benefits.

Achieved by:

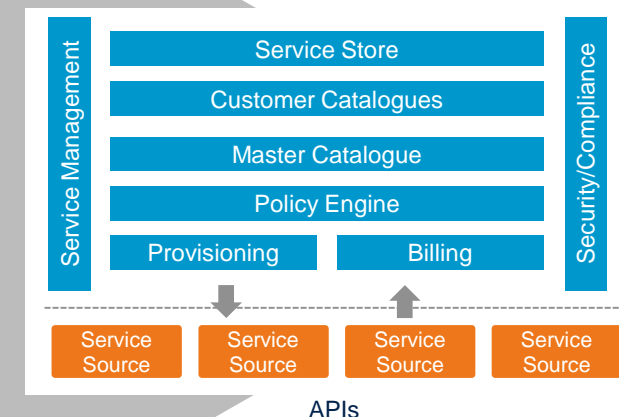
1. Centralizing governance
2. Implementing a standard operating model:
  - People
  - Process
  - Technology
3. Having access to complete service and performance data





# How does Capgemini's Cloud Brokered Services work?

- 1 Single and easy to use source of provisioning services
- 2 Multi-tenant operation
- 3 Easy to use portal based service store (Membership Access)
- 4 Services offered are stored in a Master Catalogue
- 5 Clients can receive a customized version of the Master Catalogue
- 6 Policy engine governs 'What, Where and How' services may be provisioned
- 7 Provisioning engine triggers the provisioning of services via standardized APIs
- 8 Billing engine consolidates all the metering information related to a specific customer account and provides an automated billing capability
- 9 Performance management, incident-management and general user support is provided as a consolidated service



People matter, results count.



## 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.

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.



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