Unit Costed Services the link to the Software Defined Data Centre
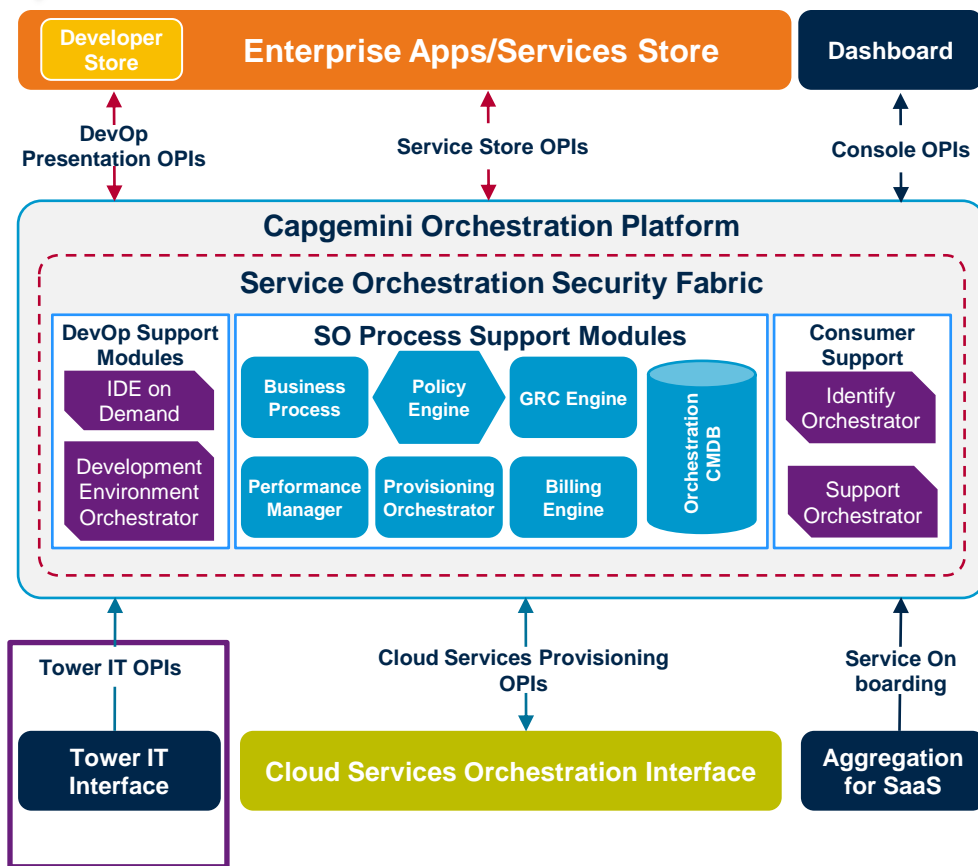
Steve Wanklin

Deputy COO Infrastructure Services

Analyst Day 2014

Holborn, May 22

C o m p e t i t i v e n e s s

People matter, results count.

Supporting Innovation through Competitiveness

| | Developer Store | Enterprise Apps/Services Store | Dashboard |

DevOp Presentation OPIs — **Service Store OPIs** — **Console OPIs**

Capgemini Orchestration Platform

Service Orchestration Security Fabric

DevOp Support Modules
- IDE on Demand
- Development Environment Orchestrator

SO Process Support Modules
- Business Process
- Policy Engine
- GRC Engine
- Performance Manager
- Provisioning Orchestrator
- Billing Engine
- Orchestration CMDB

Consumer Support
- Identify Orchestrator
- Support Orchestrator

Tower IT OPIs — **Cloud Services Provisioning OPIs** — **Service On boarding**

Tower IT Interface — **Cloud Services Orchestration Interface** — **Aggregation for SaaS**

- **The business drivers of Infrastructure Services**
  - Continuity – deliver enterprise grade service and service assurance
  - Capacity – guaranty of IT resources "as a Service"
  - Cost – Effective and Efficient
- **IT Service Management**
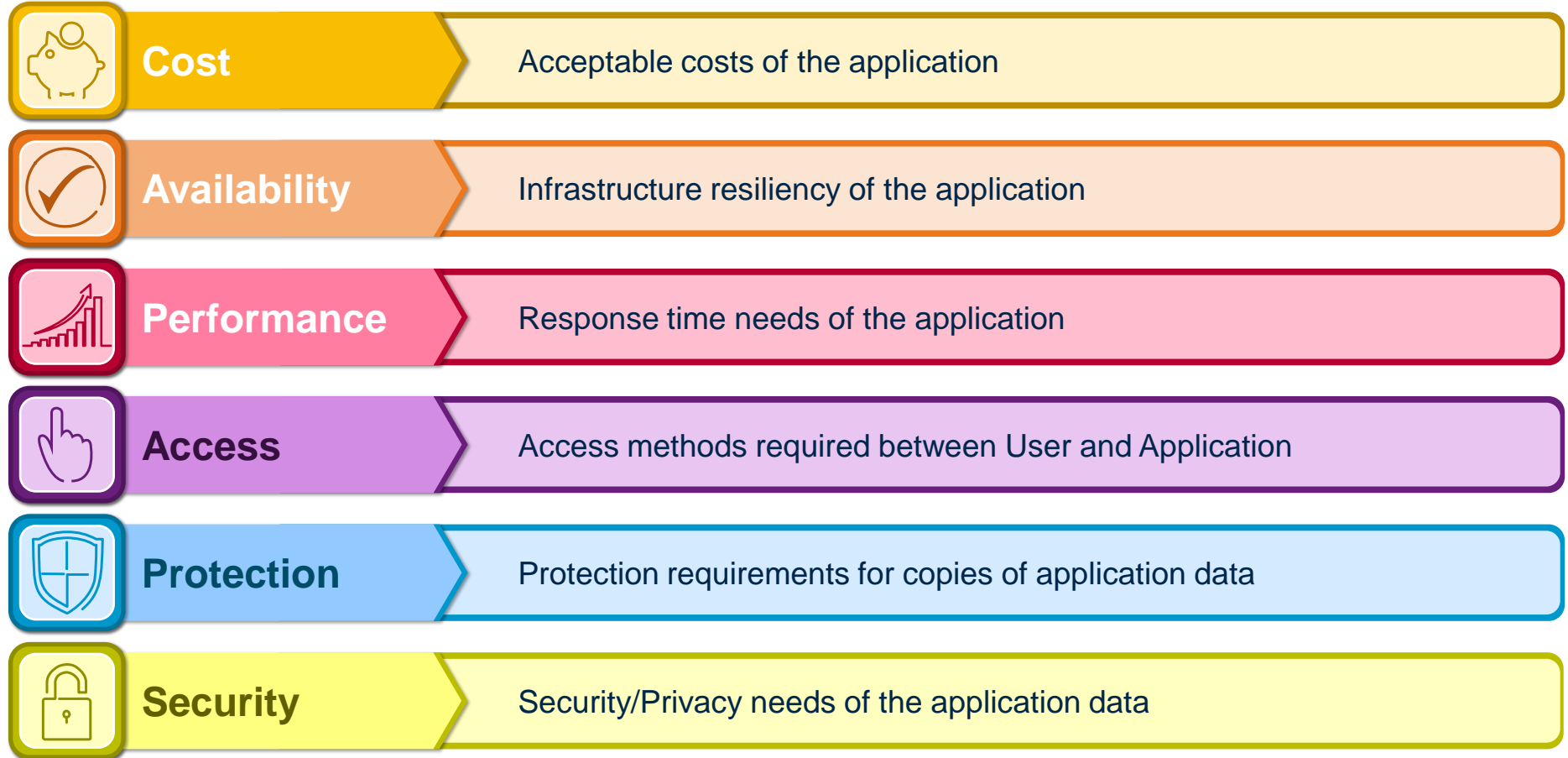 - Enhance customer satisfaction whilst supporting increased choice in delivery
- **Software defined consumption**
  - Support new models of service delivery
- **Optimise the legacy**
  - 80% of services continue to come from traditional services
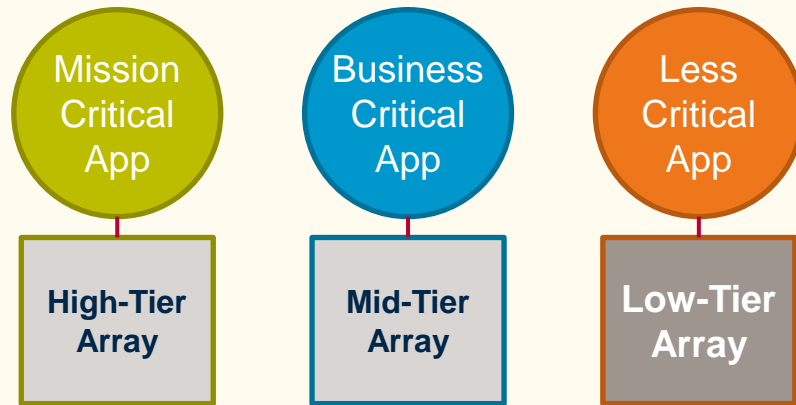 - Evolve the approach to unit costing.

2

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Unit Characteristics for "as a Service" world

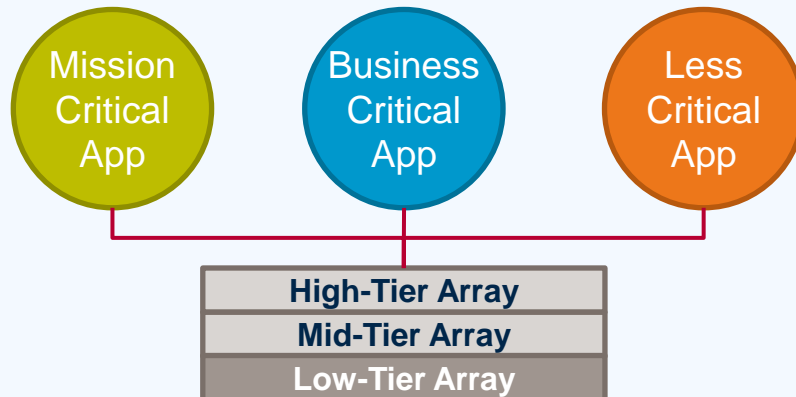|		
Cost	Acceptable costs of the application
Availability	Infrastructure resiliency of the application
Performance	Response time needs of the application
Access	Access methods required between User and Application
Protection	Protection requirements for copies of application data
Security	Security/Privacy needs of the application data

Consumption model requires services constructed out of units with predefined characteristics which are attractive to the User and the Supplier

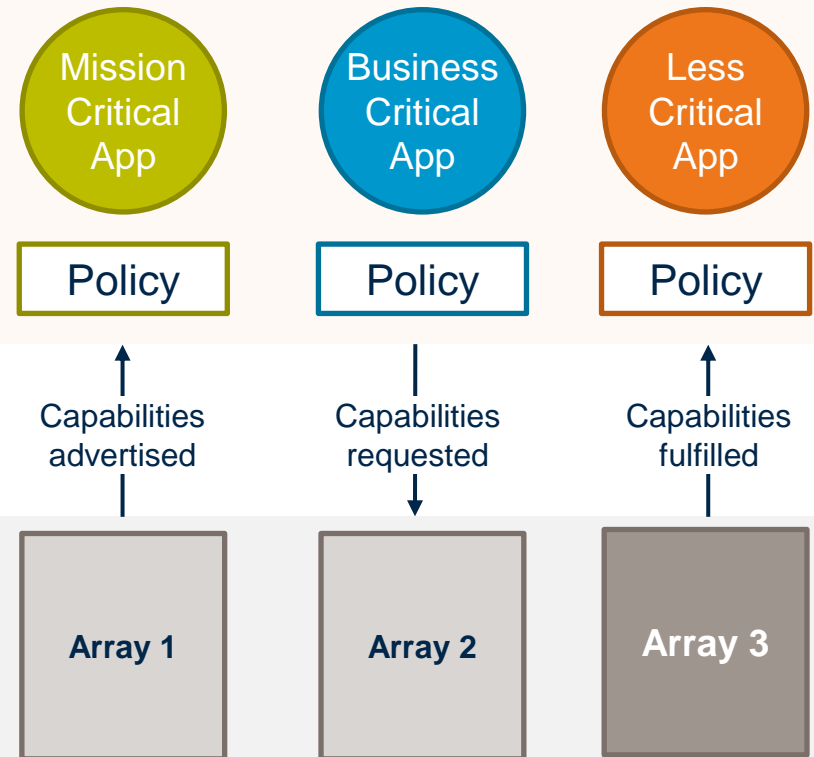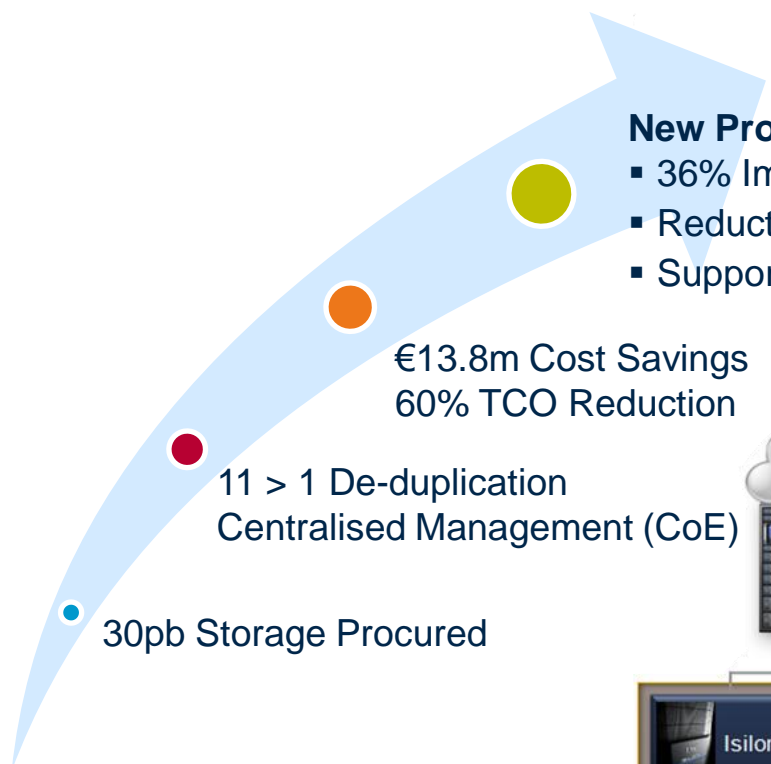# Storage Unit and impact of Software Defined...

Storage Unit – First Model

Mission Critical App — High-Tier Array

Business Critical App — Mid-Tier Array

Less Critical App — Low-Tier Array

Storage Unit – Second Model

Mission Critical App

Business Critical App

Less Critical App

High-Tier Array
Mid-Tier Array
Low-Tier Array

Storage Unit – Third Model

Mission Critical App — Policy

Business Critical App — Policy

Less Critical App — Policy

Capabilities advertised

Capabilities requested

Capabilities fulfilled
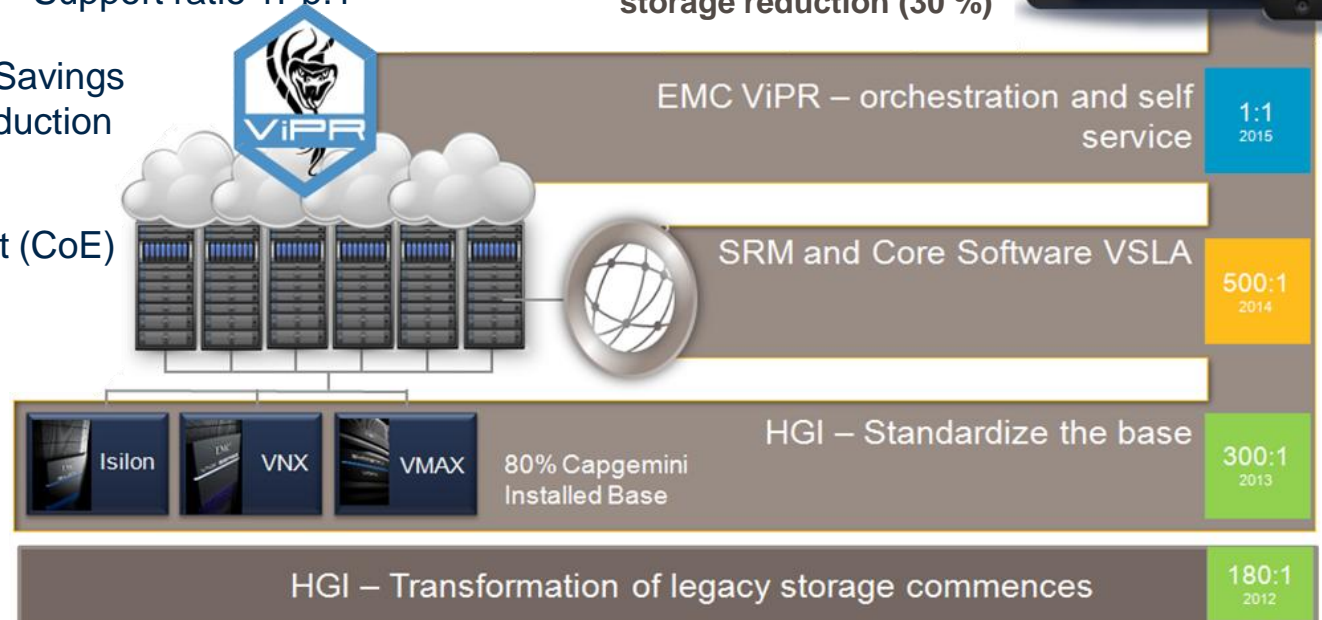
Array 1

Array 2

Array 3

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Unit Costs – EMC continued improvement

EMC²

New Programme
- 36% Improvement in TCO
- Reduction in HW/SW costs
- Support ratio 1Pb:1

€13.8m Cost Savings
60% TCO Reduction

11 > 1 De-duplication
Centralised Management (CoE)

30pb Storage Procured

hydro One

Transformation of legacy backup, 35% reduction in price

Eneco

VMAX & Isilon results in greater flexibility and storage reduction (30 %)

ViPR

EMC ViPR – orchestration and self service | 1:1 2015

SRM and Core Software VSLA | 500:1 2014

Isilon | VNX | VMAX | 80% Capgemini Installed Base

HGI – Standardize the base | 300:1 2013

HGI – Transformation of legacy storage commences | 180:1 2012

Infra Service Management

Competitiveness

- 80% of business continues to be based on traditional services, 80% built on Unit Services.
- New Business based on "aaS" business models
- Evolve from selling from a service catalogue to consumption of services via the Service Portal
- Globalization of 80% of Infrastructure Services staff into Service Lines.

New Business
- Service Portal
- Price Benchmarks
- aaS Business Models

▶

Consumption
- Policy Based
- Secure
- Compliant

▶

Delivery
- Unit Based
- Standard Service Model
- Market Benchmark

Service Integration

- Apply the new standards of tools, process and labour to our traditional services.

Client Satisfaction

- Focus on delivery of Client Dashboards to improve transparency of service delivery and reduce costs of service management.

	2011	2012	2013	2014	2015
IGO Costs charged through Unit Costing	10%	55%	70%	60%	80%

Unit Costs – The Organisation

- We are moving from Rate card performance to an industrialised Unit costing approach. Centres of Excellence will be created to focus on optimisation of the work units

Infra Global Governance

- Strategic and Partner Direction
- Business Case and Investment Approvals
- ROI monitoring.

Service Line and CoE Management

- Portfolio & Services Management
- Best practices & Knowledge Management
- Delivery & Financial monitoring.

Compute

Core Team

Unit Cost Initiative Team

Network
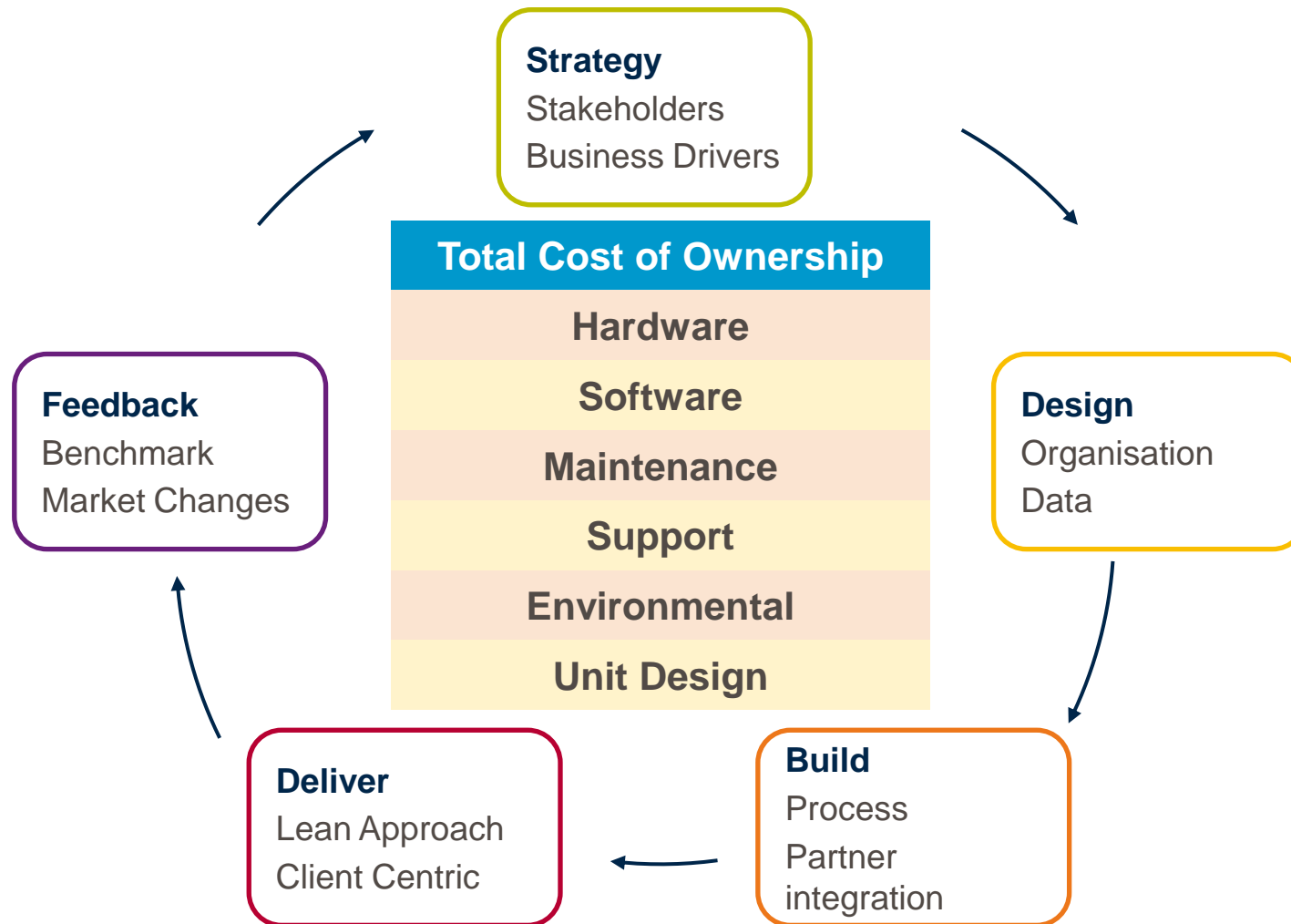
Core Team

Unit Cost Initiative Team

Storage

Core Team

Storage Team
- Assurance
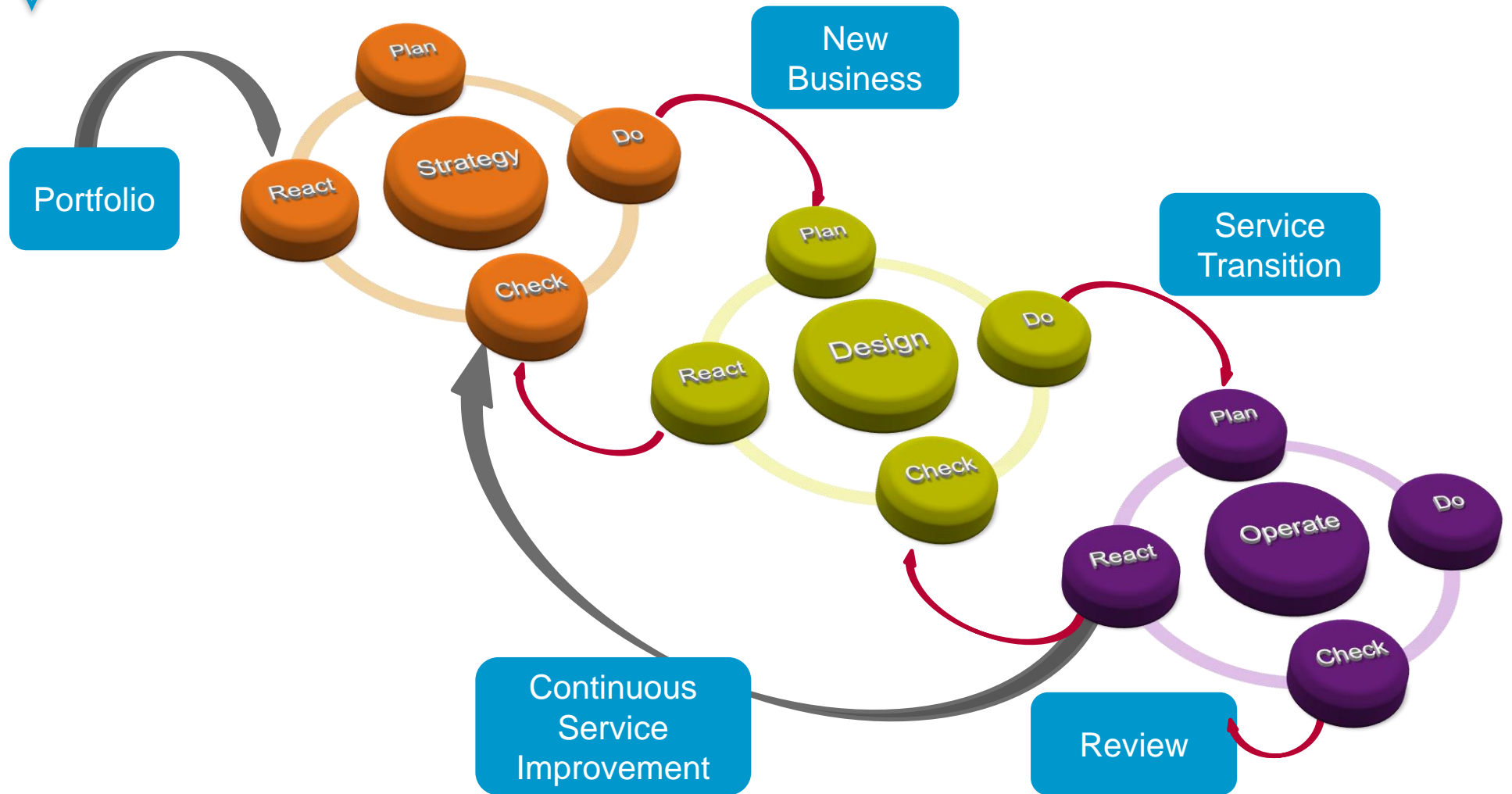- Orchestration

Delivery Organization (IGO)

- Thought Leadership & Implementation
- Partner ecosystem connect
- CoE Roadmap & Plan
- Waves of initiatives:
  - Scoping & Definition
  - Business case
  - Design
  - Build/Solutioning
  - Pilot
  - Industrialize.

Unit costing – TCO next steps

Strategy
Stakeholders
Business Drivers

Total Cost of Ownership

Hardware

Software

Maintenance

Support

Environmental

Unit Design

Feedback
Benchmark
Market Changes

Design
Organisation
Data

Deliver
Lean Approach
Client Centric

Build
Process
Partner integration

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Unit Services Process

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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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