Unit Costed Services the link to the Software Defined Data Centre

Steve Wanklin
Deputy COO Infrastructure Services

Analyst Day 2014
Holborn, May 22
Supporting Innovation through Competitiveness

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.
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...

<table>
<thead>
<tr>
<th>Storage Unit – First Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Critical App</td>
</tr>
<tr>
<td>High-Tier Array</td>
</tr>
<tr>
<td>Business Critical App</td>
</tr>
<tr>
<td>Mid-Tier Array</td>
</tr>
<tr>
<td>Less Critical App</td>
</tr>
<tr>
<td>Low-Tier Array</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Storage Unit – Second Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Critical App</td>
</tr>
<tr>
<td>High-Tier Array</td>
</tr>
<tr>
<td>Business Critical App</td>
</tr>
<tr>
<td>Mid-Tier Array</td>
</tr>
<tr>
<td>Less Critical App</td>
</tr>
<tr>
<td>Low-Tier Array</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Storage Unit – Third Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Critical App</td>
</tr>
<tr>
<td>Policy</td>
</tr>
<tr>
<td>Capabilities advertised</td>
</tr>
<tr>
<td>Array 1</td>
</tr>
<tr>
<td>Array 2</td>
</tr>
<tr>
<td>Array 3</td>
</tr>
<tr>
<td>Business Critical App</td>
</tr>
<tr>
<td>Policy</td>
</tr>
<tr>
<td>Capabilities requested</td>
</tr>
<tr>
<td>Less Critical App</td>
</tr>
<tr>
<td>Policy</td>
</tr>
<tr>
<td>Capabilities fulfilled</td>
</tr>
</tbody>
</table>
Unit Costs – EMC continued improvement

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
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
- aaaS 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.

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

Total Cost of Ownership
- Hardware
- Software
- Maintenance
- Support
- Environmental
- Unit Design

Strategy
- Stakeholders
- Business Drivers

Design
- Organisation
- Data

Feedback
- Benchmark
- Market Changes

Deliver
- Lean Approach
- Client Centric

Build
- Process
- Partner integration
Unit Services Process

Portfolio

Continuous Service Improvement

New Business

Service Transition

Review

Plan, Do, Check, React

Strategy, Design, Operate
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.