

Building trust on a massive scale

Capgemini is providing Schneider Electric, one of its biggest customers, comprehensive visibility in Service Level Performance.

Capgemini

Business Challenges

- Manage €1 billion complex outsourcing arrangement
- Track compliance with Service Level Agreements based on 2,200 key performance indicators (KPIs)
- Automate manual service level compliance reporting
- Offer web-accessible compliance reports with drill-down capabilities
- Minimize service level management costs

Solution

- Digital Fuel's ServiceFlow solution
- Digital Fuel Professional Services

Results

- A stronger relationship between Capgemini and Schneider Electric
- Automated service level management
- Web-accessible reports and dashboards for Schneider and Capgemini

ABOUT CAPGEMINI

Capgemini is a global leader in consulting, technology, outsourcing, and local professional services. With headquarters in Paris, the company employs more than 60,000 professionals in North America, Europe, and Asia Pacific and serves customers in more than 30 countries.

Capgemini won an outsourcing contract with Schneider Electric ("Schneider") valued at over €1 billion. This broad, multi-year agreement gave Capgemini responsibility for Schneider's entire European IT function, including applications, infrastructure components, and 1,000 professional staff. The service delivery is monitored by Schneider Governance through more than 500 service level agreements (SLAs).

Each of these 500 SLAs consists of multiple key performance indicators (KPIs). And many of these KPIs are associated with penalties. In other words, if Capgemini fails to meet certain key performance indicators, they must credit Schneider's account. This means that, to manage its relationship with Schneider, Capgemini must track more than 2,200 KPIs. Moreover, Schneider's management didn't want to simply trust that Capgemini would meet its obligations. Instead, they asked for frequent compliance reports and backup data.

The challenge: Increasing customer demands

When Schneider submitted ambitious new service level management requirements, Capgemini concluded its manually intensive approach would be too difficult to manage and expensive to sustain. It was now time to consider alternatives.

Case Study 1



"Digital Fuel's ServiceFlow business application helped us to strengthen our relationship with Schneider Electric by providing a collaborative SLA management application and a way to shrink a costly manual reporting process on SLA."

—Alexandre Mavraganis, Project Manager, Capgemini

The search: Finding an alternative to manual processes

Capgemini undertook a detailed business case study to come up with the best strategy for managing service performance. Capgemini considered three options:

- Continue the existing process that combines Excel and manual effort
- Enhance an existing internally built application
- Deploy a proven Business Service Management Solution

The business case considered the cost of each solution as well as its long-term viability. The existing manual system was deemed both costly and unsuitable for meeting Schneider's new and more demanding requirements. Capgemini's existing application was nowhere near reliable enough to handle an important client like Schneider.

The third option—deploying a proven Business Service Management (BSM) solution—combined the lowest cost with the flexibility to “grow into” future requirements. Given the size, scope, and complexity of this agreement, Capgemini chose Digital Fuel's ServiceFlow solution. In ServiceFlow, Capgemini found a solution that would automatically track all its SLAs and supporting KPIs and create web-based dashboards and reports for Schneider to view service performance.

The Digital Fuel solution: Expert consulting plus a proven application

Digital Fuel worked closely with Capgemini to focus and simplify Schneider's reporting requirements while still getting them all the information they need. This process involved developing a pilot system to quickly demonstrate the new options available in ServiceFlow. Using the pilot system as a starting point, Capgemini and Digital Fuel further refined the look and feel of

Schneider's service reports. At the same time, Digital Fuel quickly modelled all 2,200 KPIs using the ServiceFlow Visual Modelling environment, a flexible tool that lets users easily configure KPIs and SLAs without any programming.

The next step was to install, test and bring the solution into production. The whole process—from pilot to installation to live deployment—took about three months. Digital Fuel implemented ServiceFlow on-time and on-budget. Following this great success, Capgemini selected Digital Fuel's ServiceFlow as its preferred BSM solution.

The results: A better customer relationship

Transparent performance reporting. Through ServiceFlow's web interface, Schneider's managers can go to a secure website, view reports, and “drill down” into more detailed service level data.

Lower reporting costs. ServiceFlow automatically generates compliance reports—which means that service relationship managers no longer have to manually gather data and create Excel-based reports to understand service performance. This saves time and money—and makes it easier for relationship managers to respond to customer requests for performance data.

Future proof. Capgemini is planning Phase 2 of its ServiceFlow implementation. Phase 2 should allow Capgemini to easily update SLAs as services change. Phase 2 will also connect ServiceFlow to a variety of data sources, which will further automate the process of calculating and reporting on service level performance.

To learn more, please visit www.DigitalFuel.com.

Case Study 2

“Providing instant access to KPI reports and service level data in a 3 months timeframe has given Schneider greater confidence in Capgemini as a trusted service provider.”

—Alexandre Mavraganis, Project Manager, Capgemini

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