Capgemini engineering

CAPGEMINI PRODUCT SERVICES & SUPPORT

- Enabling connectivity led solutions for telcos and other industries

Our Customers

We are highly experienced in providing solutions, as well as support and sustenance services catering connectivity needs for the following industries:

- Manufacturing, Automotive & Life Sciences (MALS)
- Hi-Tech (OEMs, Hyperscaler, etc)
- Telco & Media (TMT)
- Consumer Product, Retail and Distribution (CPRD)
- Energy, Utilities and Chemicals (EUC)
- Public Sector
- Aeronautics

Who Are We?

The Product Services and Support Group (PSS) is the arm of Capgemini Engineering that delivers connectivity services to the Telcos and different enterprise segments. We have over **16 years'** experience, a pool of over **5000** experts around the globe, and an excellent track record of driving client value and customer experience (CX).

Our Presence

Capgemini Engineering is present in more than 30 countries, with a robust client and partner ecosystem. We have delivery centers across geographies like Colombia, Portugal, Poland, India and Japan, to support the 'follow-the-sun' delivery model. We have delivered 1000+ Telco projects worldwide.

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PSS SERVICES LANDSCAPE

HELPING TELCOS AND OTHER INDUSTRIES TO STRATEGIZE, EXECUTE, TRANSFORM AND DELIVER BUSINESS VALUE DRIVEN CONNECTIVITY SOLUTIONS

E2E Lifecycle Partner	**1** Solution Consultancy	**2** Solution Design	**3** Solution Rollout	**4** Managed Operations
	▪ Advisory & Consulting for **Connectivity solutions** (5G/4G/IoT/OT/Edge/x-Haul) ▪ Presales/Sales Acceleration ▪ Modernization & Transformation through 5G (Private/Public) & OT technologies ▪ Network Risk Assessment ▪ Network transformation strategies ▪ P5G network & OT use case adoption	▪ Use case specific connectivity solution ▪ Design & validation of P5G blueprints for industrial and OT use cases ▪ Telco Network & OT System Integration ▪ Network Architecture Design & Planning ▪ Network Security Services ▪ Network Engineering & Design ▪ Partner selection & solution certification	▪ Deployment & Integration for connectivity solutions ▪ Customization & Configurations for Access, Edge, x-Haul & Core ▪ 5G NSA to SA, P4G/Wifi to P5G Migrations ▪ IoT Platform & Application Optimization ▪ 5G & OT Network Integration & Testing ▪ UAT/FOA of connectivity solutions ▪ Onboarding & Go-Live	▪ ITIL based NOC /SOC Support Services ▪ Tier1/2/3 Technical Support Services ▪ EOL Sustenance Services ▪ 5G & OT Application Management Services ▪ Intelligent Automation based Digital Operations ▪ Technical Training Services ▪ SLA management ▪ Program Management

Sample References

Consulting for 4G Voice Core Strategy - Tier1 CSP UK The customer was looking to decouple from OEM's & have an industrialized process for 4G IMS NF's Node characterization, PL Expansion & VBOM creation, tenant creation & VNF Onboarding activities across all OpCo to take control of traffic dimensioning process, increase utilization of HW & create own VBOM's to reduce cost & time	**5G NR Design & Rollout Tier1 MNO in Japan** ▪ RF Design & Planning: Facilitate RF Design with MNO & RAN provider ▪ Capacity planning for 5G Sub6GHz (FR1) and mmW (FR2) ▪ Coverage & TxPower customization for non-3GPP standard design 3xRU per 1 vDU) ▪ Definition of Test Cases along with MNO and RAN NEP	**5GC Deployment Testing & Automation Tier1 MNO in Japan** ▪ Deployment & Testing of 5GC, integration of UPF between RDC & UDC leveraging MANO/NFVO ▪ Integration of RDC with OAM & Alarm Servers ▪ Network Design & Integration for international roaming with Orange ▪ Creation of automation suite for various 5G regression test cases using CXTM and ROBOT Framework.	**Global Support Services for OTN product portfolio – Tier1 OEM for US** Providing 360° partnership for complete OTN product portfolio support in managed security & SOC, technical support, NOC & advanced services, application services & support, pre-sales channel enablement & Learning services
Legacy WAN to Intent based SDWAN Transformation – Tier1 ITSP in Australia The customer was looking to migrate to an intent-based software defined network to alleviate all challenges of a legacy network along with utilizing the enhanced management, provisioning, security and automation features	**Prime System Integrator for Telco Cloud for Tier-1 South American Service Provider** ▪ Creating a blueprint based on RHOSP VIM and other components ▪ Vendor PMO for NFVI, MANO(VIM, NFVO, VNFM) and SDN-Controller	**E2E Deployment of 4G Multi-Vendor Small Cells for Tier1 MNO in India** ▪ End to End multi vendor small cell deployments in multiple circles in India ▪ Turnkey execution model for managing cost efficiencies & customer responsiveness	**Global Support & Sustenance Services – Tier1 UCC OEM** End-to-end Lifecycle partner for product Sustenance/EOL services (R&D), Professional services, Day1 & Day2 Services, Managed Security Services, Multi-Vendor Managed Services & Technical Support

PSS Areas of Expertise

We offer deep expertise in end-to-end Connectivity solutions (5G/4G/IoT/OT/Edge/x-Haul) for Telcos and other industries. This covers the following activities:

- Day0 activities (Consultancy Services, GTM Strategy, Architecture and Design, Solution Development)

- Day1-Day2 activities (Network Design, Deployment, Integration and Commissioning, Test and Validation, Support Services)

We offer technical expertise across multiple domains

- Site Reliability Engineering (SRE)
- Product sustenance
- Private Networks – 5G, 4G, WiFi, Macro, Small Cells, Pico Cells
- New age OSS/BSS
- Testing, test automation services and test environment management services
- Telco Cloud, DevOps, DevSecOps
- Intelligent Network Automation

- Intelligent Security operation services
- Industrial IOT services
- Telco Day1 and Day2 services
- Full Stack observability
- Network Security
- Application Security
- IP Routing and Switching
- SDN
- SD-WAN

Our customers benefit from a broad spectrum of solutions across various domains. We can advise on, design, implement and operate services to to meet the connectivity needs of Telcos and other industries. These solutions allow our customers to achieve their business goals in a fast and agile manner. In our PSS Service Landscape above, you can read more about the diversity of engagements we are currently delivering to customers.