Capgemini | aws | NEW YORK LIFE SEGUROS MONTERREY

THE FUTURE OF SMNYL IS TODAY

INNOVATION DAY

INFRASTRUCTURE SERVICES
FOR MANAGING AND MODERNIZING YOUR IT ESTATE

Core Offers:

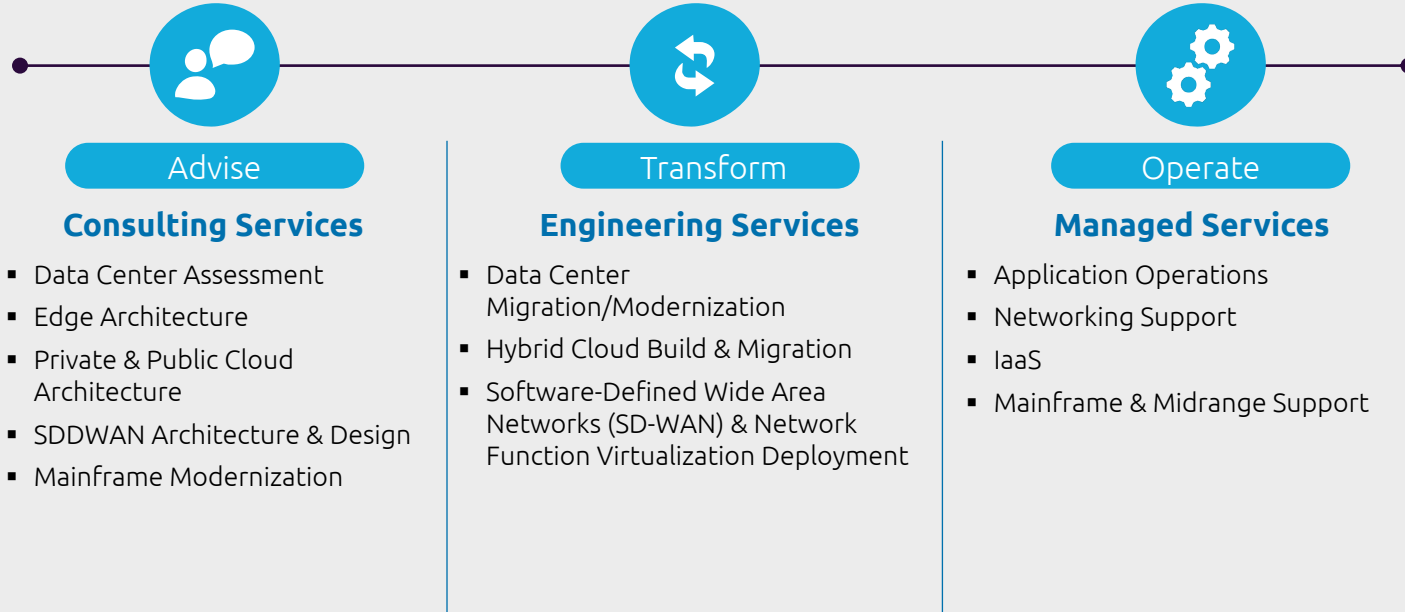Private Cloud & Infrastructure Managed Services

Hybrid Cloud Edge & IoT

Next-Generation Networking

Mainframe & Midrange

Application Operations (AppOps)

Estate Modernization

Capabilities:

Advise
Consulting Services
- Data Center Assessment
- Edge Architecture
- Private & Public Cloud Architecture
- SDDWAN Architecture & Design
- Mainframe Modernization

Transform
Engineering Services
- Data Center Migration/Modernization
- Hybrid Cloud Build & Migration
- Software-Defined Wide Area Networks (SD-WAN) & Network Function Virtualization Deployment

Operate
Managed Services
- Application Operations
- Networking Support
- IaaS
- Mainframe & Midrange Support

Accelerators and Enablers:

Operations Optimization

AI Ops

Global Command Centers

Infrastructure as Code

Operations Insights

DevSecOps Platform

RPA & Robotics

Key Achievements:

1500+	99.5%	90%
DCO clients	uptime for managed tools	virtual servers

HYBRID CLOUD / EDGE / IOT
MERGING OF ON PREM AND CLOUD TECHNOLOGIES

ADVISE

TRANSFORM

OPERATE

Key activities

ADVISE
- Assess the current infrastructure estate, and provide recommendations to support transformational goals
- Define the Hybrid Cloud strategy
- Hybrid Cloud Operating, Governance model, and Transformation office
- Business case and roadmap

TRANSFORM
- Co-design end-state hybrid cloud architecture
- Automate deployments of Hybrid Landing Zone
- Create migration plan and execute Transition to run

OPERATE
- Managed services across all cloud environments
- Managed FinOps to control costs and right-size environments
- Automation at scale across the datacenter and cloud to accelerate time to value for the business

INFRASTRUCTURE MANAGEMENT OPERATIONS CENTER

- Integrated **Command And Control** facility.

- Industrialized unit realizing **productivity and efficiency** improvements through automation.

- **Service based** delivery model.

- **Scalable delivery architecture** across technologies.

- Strong **delivery framework, process compliance** and **tool integration.**
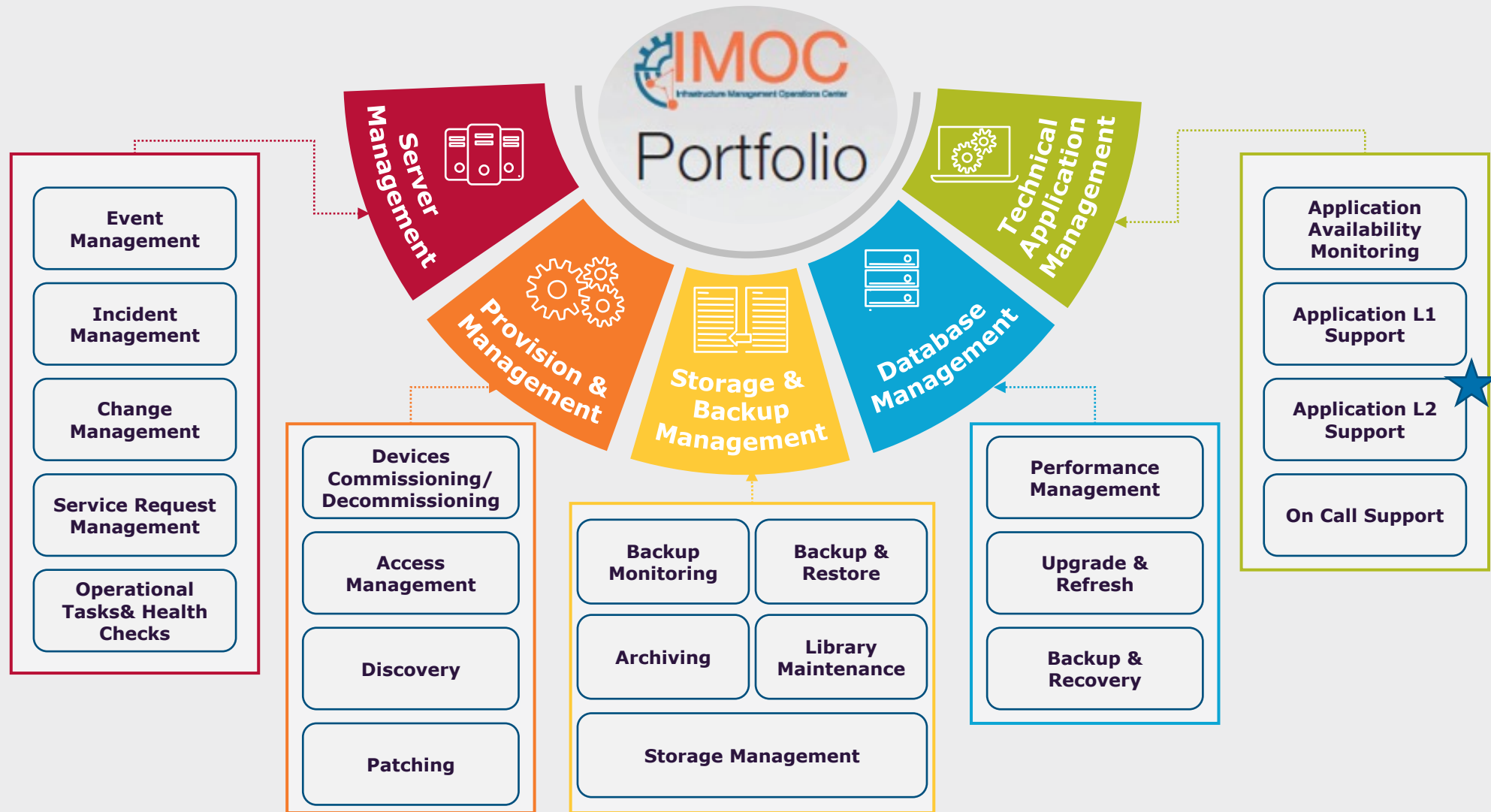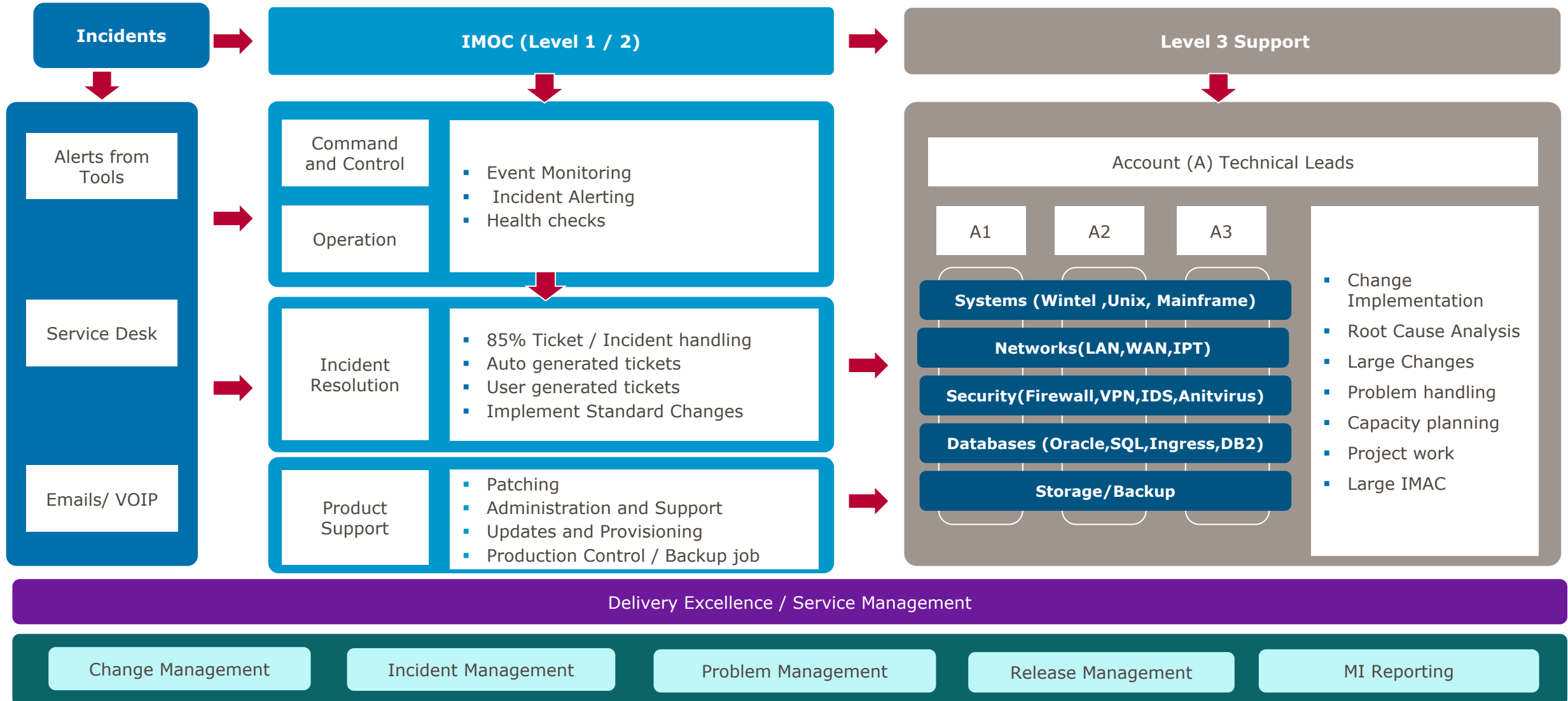

Monitoring

Incident Management

Production Support

IMOC PORTFOLIO

Event Management

Incident Management

Change Management

Service Request Management

Operational Tasks& Health Checks

Server Management

Provision & Management

Storage & Backup Management

Database Management

Technical Application Management

Devices Commissioning/ Decommissioning

Access Management

Discovery

Patching

Backup Monitoring

Backup & Restore

Archiving

Library Maintenance

Storage Management

Performance Management

Upgrade & Refresh

Backup & Recovery

Application Availability Monitoring

Application L1 Support

Application L2 Support

On Call Support

INFRASTRUCTURE SERVICES – DELIVERY MODEL

Incidents →

IMOC (Level 1 / 2) →

Level 3 Support

Alerts from Tools

Command and Control

Operation

- Event Monitoring
- Incident Alerting
- Health checks

Service Desk

Incident Resolution

- 85% Ticket / Incident handling
- Auto generated tickets
- User generated tickets
- Implement Standard Changes

Emails/ VOIP

Product Support

- Patching
- Administration and Support
- Updates and Provisioning
- Production Control / Backup job

Account (A) Technical Leads

| A1 | A2 | A3 |

Systems (Wintel ,Unix, Mainframe)

Networks(LAN,WAN,IPT)

Security(Firewall,VPN,IDS,Anitvirus)

Databases (Oracle,SQL,Ingress,DB2)

Storage/Backup

- Change Implementation
- Root Cause Analysis
- Large Changes
- Problem handling
- Capacity planning
- Project work
- Large IMAC

Delivery Excellence / Service Management

| Change Management | Incident Management | Problem Management | Release Management | MI Reporting |

TRIED & TRUSTED
WORLDWIDE

INFRASTRUCTURE SERVICES

ProRail

BLACK & VEATCH

Mosaic

maxeda
DIY Group

lendlease

A LEADING GLOBAL FOOD MANUFACTURER IN NORTH AMERICA
IT INFRASTRUCTURE COST REDUCTION

A Leading global food manufacturer in North America had a Lack of standard processes and best practices for infrastructure operations globally with their employees working from remote locations without appropriate network redundancies. They wanted to streamline existing IT infrastructure.

This transformation included the modernization of DC and migration to Microsoft Azure with modern network by enabling SD-WAN. There was a hyperconverged infrastructure solution provided on Nutanix with a centralized GCC with dedicated support for IT infrastructure and remote locations

Public Sector

The Results:

- Capgemini helped the client realize **35% cost savings** and a stable, resilient and scalable IT infrastructure
- Capgemini team introduced **SLA-driven delivery**
- Reduced the number of support incidents by **minimizing UPS failures and redundancy issues** at multiple client locations
- Conducted **comprehensive Disaster Recovery (DR)** testing twice a year
- Improved trust and transparency with **ITIL-aligned industry-leading processes**

The client wanted to choose a single end-end transformation partner who can help in migrating their SAP workloads presently hosted on-prem DC to Microsoft Azure as it is their preferred cloud platform without any downtime or data loss and improved system availability. They were intending to focus on TCO by consolidating services and also better go-to-market.

Sector

The Results:

- The customer has a single partner to manage Infra Hosting,
- Significant reduction in hosting cost
- Improved business agility and quality
- Enhanced speed-to-market
- Flexibility on systems start and stop, quick turnaround time on basic infra hardware
- Improved system availability (99.95%)
- Customer monetized valuable business assets such as data and services through external application programming interfaces (APIs), new apps and services, and implement innovation and automation ideas.
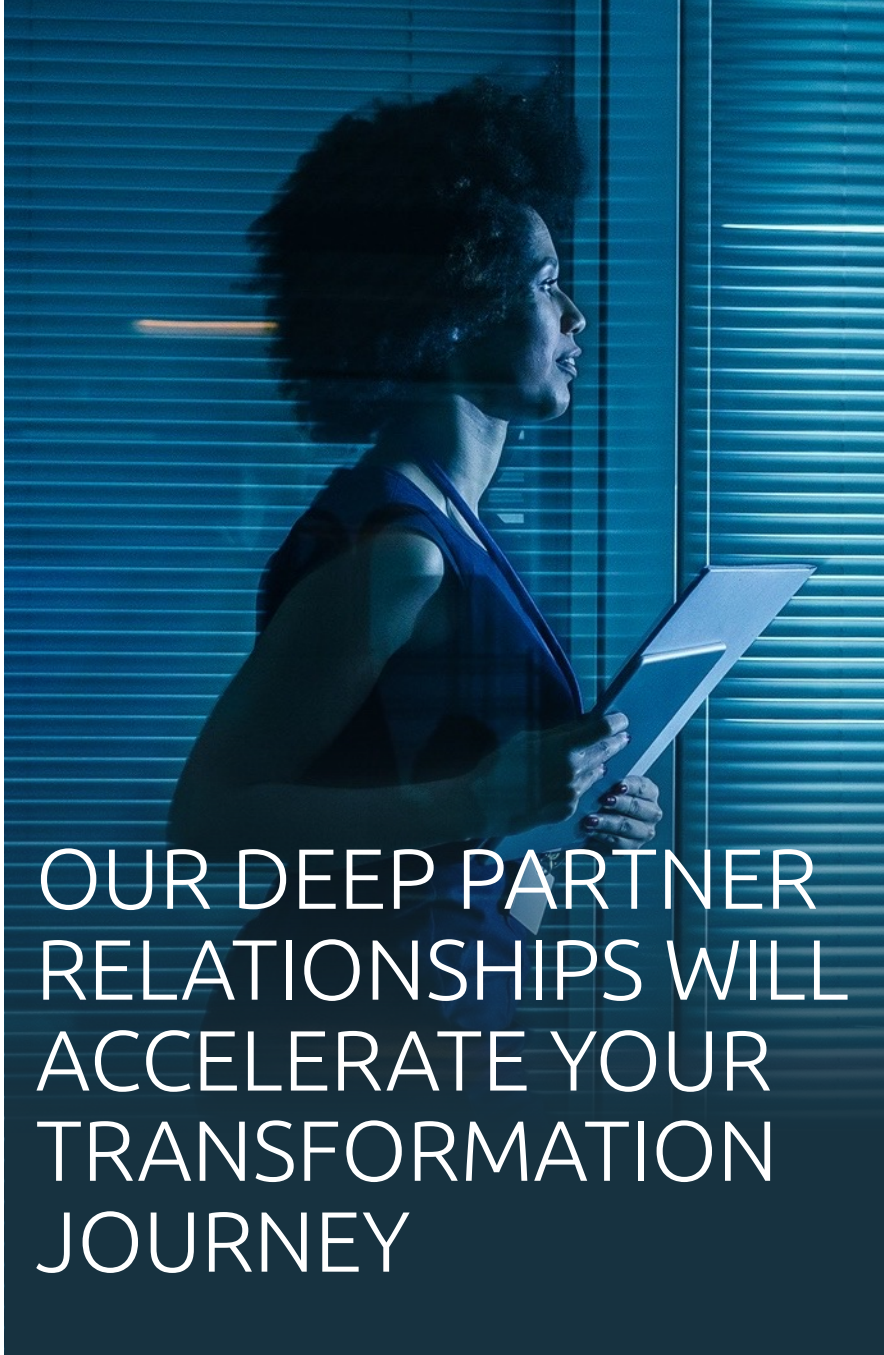
OUR DEEP PARTNER RELATIONSHIPS WILL ACCELERATE YOUR TRANSFORMATION JOURNEY

aws

Premier Consultant
and certified across 8 other competencies

DELLTechnologies

Platinum Partner

vmware®

Principal Partner

SAP

Global Platinum Reseller Partner and **Global Strategic Services Partner**

IBM | **Red Hat**

Platinum Business Partner

ORACLE

Platinum Partner

NetApp®

GSI Partner

OUR REPUTATION SPEAKS FOR ITSELF
RATED 'LEADER' ACROSS DISCIPLINES

Everest Group®

Everest PEAK Matrix®
Managed Cloud
Services, 2022

Everest PEAK Matrix®
Managed Security Services, 2021

iSG® imagine your future®

ISG Provider Lens™
Next-Generation Private/
Hybrid Cloud Data Center
Services & Solutions, 2021

ISG Provider Lens™
Public Cloud Solutions &
Service Partners, 2021

AVASANT

Avasant RadarView™
Managed Cloud Services, 2021

IDC Analyze the Future

IDC MarketScape
Worldwide Managed Security Services, 2021

FORRESTER®

Forrester Wave™
Multicloud Managed Service
Providers, Q4 2020

Gartner®

Gartner Magic Quadrant
SAP S/4HANA® Application
Services, Worldwide, 2021

GET THE FUTURE YOU WANT

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About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 325,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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