Capgemini
aws
NEW YORK LIFE
SEGUROS MONTERREY
THE FUTURE OF SMNYL IS TODAY
INNOVATION DAY

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CAPGEMINI AGUASCALIENTES DELIVERY CENTER & INSURANCE CLIENTS

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INNOVATION DAY

NORTH LATAM OVERVIEW

Strong Globally Developed Processes

3,700+ employees

- Main focus on USA, LATAM, and Global Accounts
- World-class experience in group methods/tools
- 136 Engagement Certified Managers
- ITIL, Six Sigma and other Methodologies and Accelerators

Main Clients at our Aguascalientes DC

- 3 of the 5 Largest Local Insurance + 1 Largest Insurance from USA
- 4 of the 5 Largest Local Banks + 1 Largest Consumer Bank from USA
- Largest Bakery in the World
- Worlds Largest Brewer
- Largest Bottler in the World

Infrastructure Advantages

- 24x7x365 network availability
- High speed backbone directly with the US

Services Offering

- Custom Cloud Applications + Traditional
- Application Maintenance Services
- Cloud & Infrastructure
- Insights & data
- Digital Customer Experience
- Package based Solutions
- Insurance Solutions
- Payments Solutions
- Intelligent Process Automation
- GBLs: BSv, ER&D, Invent (Frog)

Sectors

- Financial, Insurance & Banking
- Consumer Product & Retail
- Manufacturing
- Automotive
- Life Sciences

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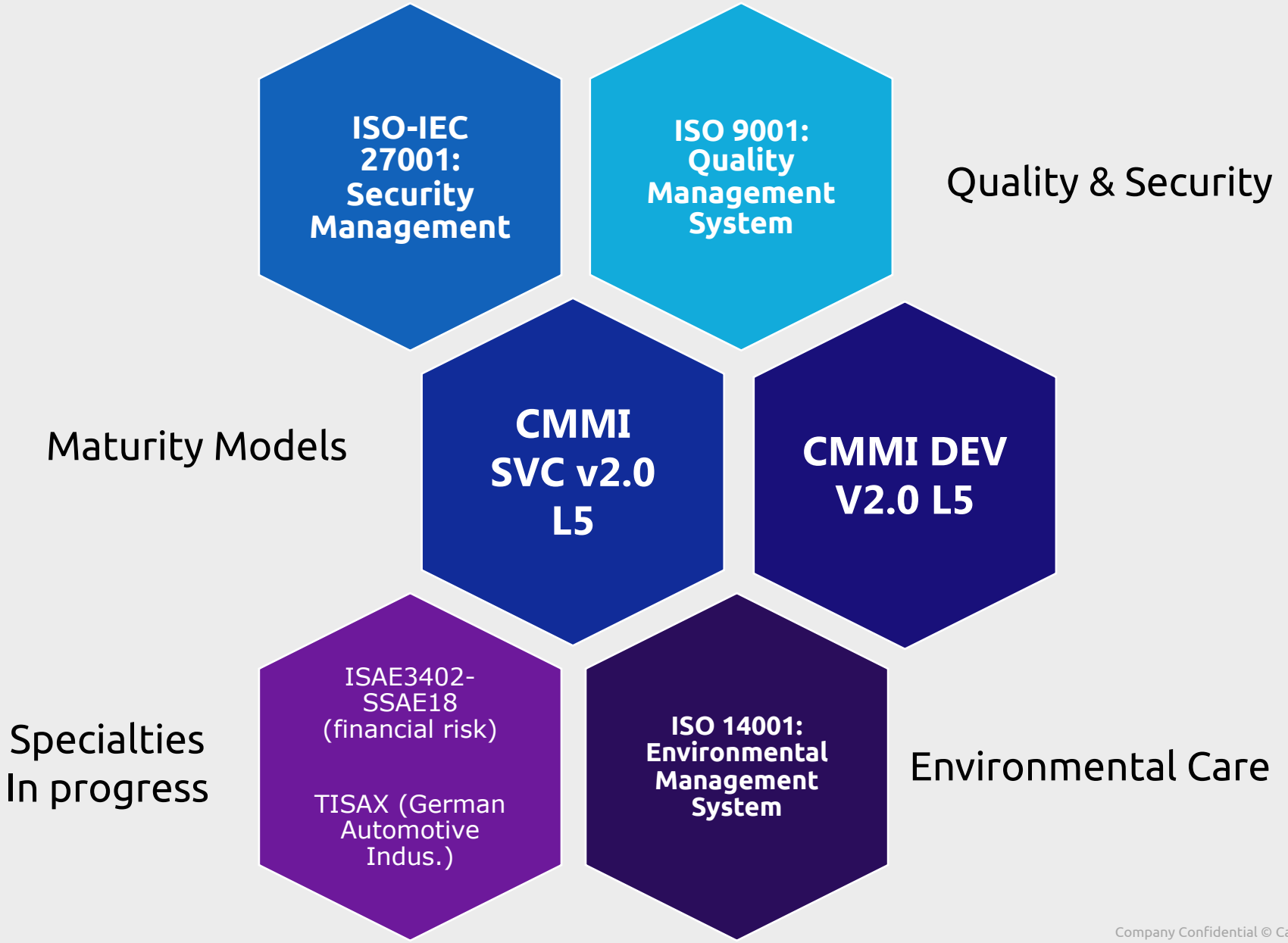
GLOBAL STANDARD CERTIFICATIONS



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TECHNICAL CERTIFICATES

Top Certifications Categories	Certified Consultants
SCRUM Certification	362
SAP Certification	262
Microsoft Certification	207
PM Certification	150
Oracle Certification	123
Auditing Certification (Six Sigma, CMMI, Lean)	99
ITIL Certifications	68
Robotic Process Automation (Ui Path, Blueprism)	59
ISTQB Certification	47
CISCO Certification	41
Testing Certification	39
Amazon Certification	37
Pega Certification	30
Sfcom Certification	28
IT Security Certification	24
Google Certification	22
Scaled Agile Provider of SAFe	21
ISO certifications (Security, Quality, Business Continuity)	21

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SECURITY MGMT SYSTEM

Security Certifications
We have an information security management system certified under ISO 27001:2013 Security Global Standard.
Coordinate external Attestation to obtain the anual SOC 1 report.

Security Awareness
We provide information security training and awareness about internal and customer security policies

Security Risk Assessments
Perform security risks assessments to identify and treat most critical risks.

Business Continuity
we will identify your engagement's assets that could affect service, establish strategies to reduce impact on operation, recommend actions to avoid failures

Group Cybersecurity
In the face of various security challenges faced by us and our clients, Capgemini launched a set of Cybersecurity and Information Protection strategies, governance and principles to enforce its application across Capgemini BUs.

Security Audits
Detect and monitor compliance with information security commitments both internally and with the client

Group Cybersecurity
Overall Assessment Rating **2021**
(93 auditable controls)

7.8

Group Cybersecurity Lower limit: 7.5

Physical Security
92% maturity

Training & Awareness
90% maturity

Network Security
As per Group IT standards

Incident Management
94% maturity

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AGUASCALIENTES: BACKGROUND & FACTS

People & Education

- Languages: Spanish, English and Japanese
- **+33%** of the population has a bachelor degree
- **34%** of the population is under 25 years and **51%** of is younger than **35** years old

Education level

- 5 top ranking universities of the Country
- 33 higher education institutions with 38 campuses
- **16,148** new graduates in 2020
- Ranked 1st in number of engineers and technicians per capita in México

Costs and quality of life

- 22% lower cost of living than Mexico City
- 5th place in quality of living within the country
- Housing costs are 35% lower than Mexico City

Only-of-its-kind infrastructure in Mexico

- Connected directly to the internet backbone, 3 rings of Optical, 2 Data Center (INFOTEC, INEGI)
- Infrastructure redundancy to ensure permanent power supply
- 5 hours by road to Mexico City and Monterrey, less than 2 hours to Guadalajara, San Luis Potosi, Leon, and Zacatecas
- Direct flights to Dallas, Houston, Los Angeles, Chicago, Tijuana, Monterrey and Mexico City among others

Security

- Best police command center in the country
- Intensive intelligence systems and coordination of information with high technology.

Competitiveness

- Ranked 3rd in Competitiveness Index (IMCO)
- Ranked 2nd for ease of doing business (BM)
- Ranked 5th among American Cities of the Future (Direct Foreign Investment/FDI)

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DELIVERY CENTER EVOLUTION

32% Diversity

+1,325 Current HC

2012
Started Operations with **25** employees.

2013
Delivery of Key Accounts shifted to Aguascalientes: **+70** employees.

2014
Cconsolidation of Application Management Services for Top Clients in Mexico: **+120** employees

2015
Openning of New Facilities: **+160** employees

2016
Started Nearshore services from Aguascalientes: **+220** employees

2017
Focus on niche technologies for Financial Services Customers: **+300 employees**

2018
Nearshore services growth, and Testing CoC setup: **+480 employees.**

2020
New Facility to host 900 professionals: **+580 employees**

2021
+1000 employees Automation & Banking offering

2023
Advanced Digital Services

Projected HC 1,300

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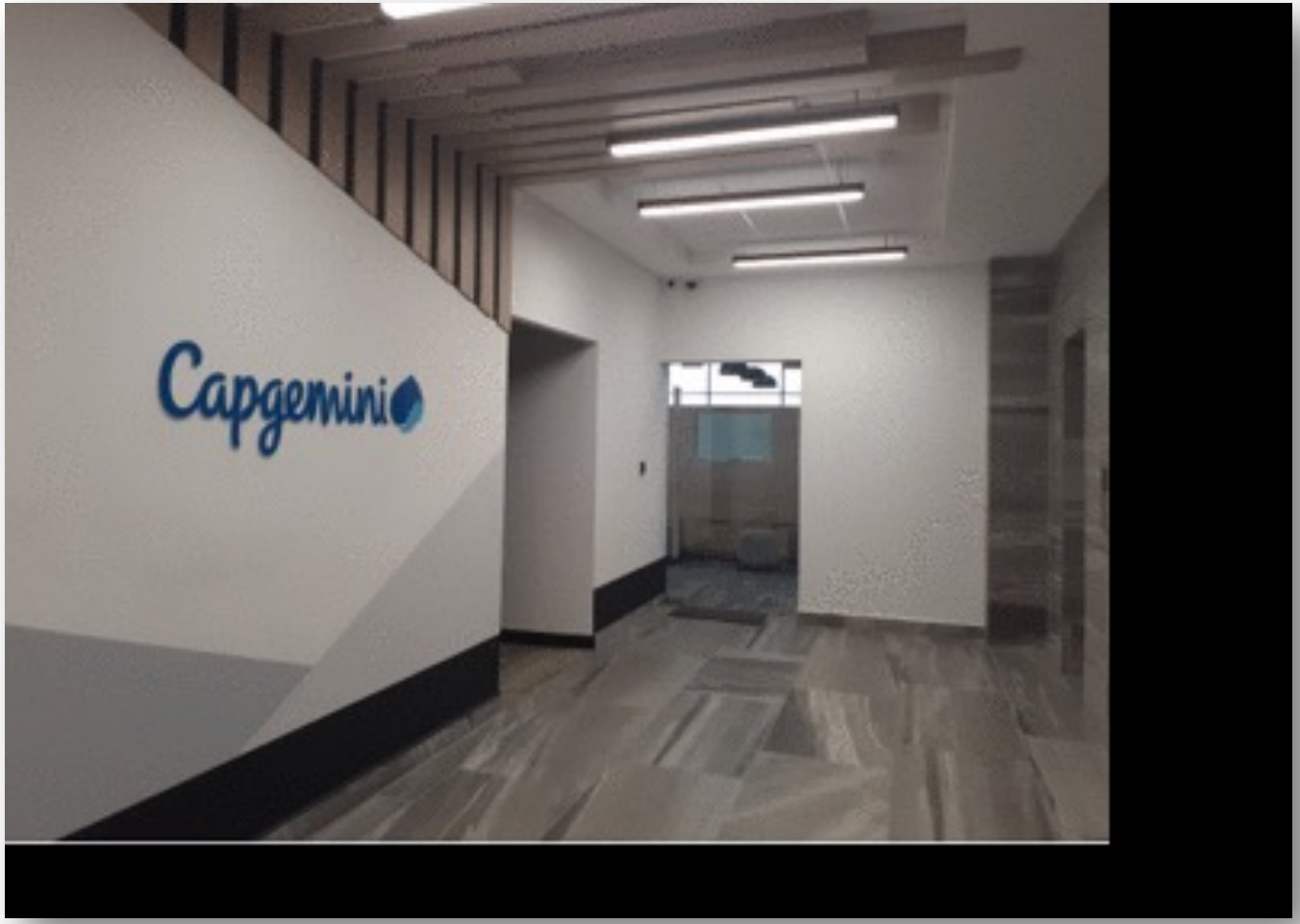
BUILT YOUR SUCCESS IN A DIGITAL ERA: NEW FACILITIES



Commitment to Net-Zero

· CERTIFICADO ·

LA ICICO AC Y CIIMA SUSTENTABLE, OTORGAN EL PRESENTE

CARBOIN

CERTIFICADO AL EDIFICIO DE OFICINAS EN AGUASCALIENTES DE CAPGEMINI MEXICO S DE RL DE CV, UBICADAS EN TORRE 1 SAN TELMO

Por la Neutralización de sesenta toneladas de CO2 eq, que fueron emitidas durante la adecuación y equipamiento de las oficinas de Capgemini Aguascalientes, realizado por MaDi, de Abril a Agosto de 2019, correspondientes al folio 4406,mismas que fueron capturadas por el Proyecto Carbono Indígena (CARBOIN) y verificadas de conformidad con las normas: NMX-SAA-14064-1-IMNC-2007 y NMX-SAA-14064-3-IMNC-2007.

El periodo de vigencia de este certificado es de Abril 2019 a Agosto 2019.

Oaxaca de Juárez, Oax.
a 30 de agosto de 2019.

CIIMA SUSTENTABLE

C. Profe. Nétzar Arreortúa Martínez.
PRESIDENTE DEL CONSEJO DE ADMINISTRACIÓN.

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EMPOWERING TALENT @FEATURE TEAMS

52 Universities in the region

27% female

+ 200K STEM annual graduates

+5,000 education centers

Category	Women	Men	Total 2021
Total Graduates in Mexico	**463,352**	**392,379**	**855,731**
Information Science	10,736	28,676	39,412
Information Technology	5,019	15,199	20,218
Math	1,197	1,715	2,912
Information Technology Innovation	5,019	15,199	20,218
Engineering	32,134	85,447	117,581
Total STEM	54.105	146,236	200,341

Source: ANUIES report 2020/2021

UNIVERSITY NAME
BUAP
CETI
Instituto Tecnológico de Aguascalientes ITA
Instituto Tecnológico de Durango
INSTITUTO TECNOLOGICO DE ESTUDIOS SUPERIORES DE ZAMORA
Instituto Tecnológico de Nochistlán
INSTITUTO TECNOLÓGICO DE ORIZABA
Instituto Tecnológico de San Juan del Río
Instituto Tecnológico de Zacatepec
INSTITUTO TECNOLOGICO EL LLANO AGUASCALIENTES
INSTITUTO TECNOLÓGICO JOSÉ MARIO MOLINA PASQUEL Y HENRÍQUEZ
INSTITUTO TECNOLÓGICO SUPERIOR DE LERDO
Instituto Tecnológico Superior de Misantla
Instituto Tecnológico Superior de Poza Rica
Instituto Tecnológico Superior del Sur de Guanajuato ITSUR
INSTITUTO TECNOLOGICO ZAPOPAN
ITESHU
Tecnológico de Monterrey, Campus Toluca
Tecnológico de Monterrey, Campus Aguascalientes
Tecnológico de Monterrey, Campus CDMX
Tecnológico de Morelia
Tecnológico Nacional de México en Celaya TecNM EN CELAYA
UNID
UNIVA
Universidad Autónoma de Aguascalientes UAA
Universidad Autónoma de Baja California **UABC**

UNIVERSITY NAME
UNIVERSIDAD AUTONOMA DE CIUDAD JUAREZ **UACJ**
Universidad Autónoma de Zacatecas "Francisco García Salinas"
UNIVERSIDAD AUTÓNOMA DEL ESTADO DE MÉXICO
Universidad de Guanajuato
Universidad de Nezahualcoyotl
UNIVERSIDAD EBC
Universidad El Retoño Aguascalientes
Universidad Panamericana Campus Aguascalientes
UNIVERSIDAD POLITÉCNICA DE SAN LUIS POTOSÍ
UNIVERSIDAD POLITECNICA DE VICTORIA UPV
Universidad Politecnica Penjamo
Universidad Politecnica Santa Rosa
UNIVERSIDAD TANGAMANGA
UNIVERSIDAD TECMILENIO
Universidad Tecnológica de Aguascalientes UTA
Universidad Tecnológica de Durango
UNIVERSIDAD TECNOLÓGICA DE LEÓN
Universidad Tecnológica de México
Universidad Tecnologica de **Pachuca**
UNIVERSIDAD TECNOLÓGICA DE QUERÉTARO
Universidad Tecnológica de San Juan del Río
UNIVERSIDAD TECNOLÓGICA DE SAN JUAN DEL RÍO
Universidad Tecnológica de Tehuacán
Universidad Tecnológica Santa Catarina
Universidad Univer Millenium
Universidad Virtual del Estado de Guanajuato (UVEG)

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ENGAGEMENT ACTIVITIES @ CAPGEMINI

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US CLIENTS SERVING FROM MEXICO

US CLIENTS SERVING FROM MEXICO

Client	Farmers	WTW	Swiss Re	Assurant
BU	• USA	• USA & UK	• USA & Switzerland	• USA
Delivery	• Mexico • USA • Canada • India	• Mexico • USA • UK • India	• Mexico • USA • India	• Mexico • USA • India
Service description	• L2 Support • Manual Testing • .NET Development • GW Implementation	• BA Support • Move to cloud (Azure)	• Testing • Java	• Manual Testing • Automation Testing • IVR Testing
Enterprise Tech	• Java • GW (PC) • .NET	• Azure • Databricks	• Azure • Java	• Selenium with Python • Cisco IVR
Size	• 350 FTEs	• 200 FTEs	• 60 FTEs	• 140 FTEs

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INSURANCE GLOBAL PROVIDER

Testing Services

Client Overview

Global provider of risk management products and services with headquarters in New York City. Its businesses provide a diverse set of specialty, niche-market insurance products in the property, casualty, extended device protection, and preneed insurance sectors.

The company's three operating segments are Global Housing, Global Lifestyle, and Global Preneed.

BACKGROUND

- More than 3 vendors to provide testing services
- Nonstandard and non-homologated testing process
- Testing for waterfall framework
- Assurant requires same time zone support (EST)
- Spanish sites must be supported as well for all the Latin community located on the USA
- Low quality in defect detection; critical defects were found on production environments.

SOLUTION

- Deliver Specialized Testing Services mainly focused on Insurance
- Developed a framework that was adapted to all the agile teams to allow them the creation of their automated scripts
- The team on the Digital division is:
- 65% Offshore
- 30% Onshore
- 5% Nearshore

VALUE DELIVERED

- Geographical Proximity
- Fast learner on new technologies implemented by the client (Cyara & Selenium with Python)
- 33% Automated Sanity Tests Executed every deploy (Dev, QA and Prod environments).
- Moving from Manual to Automation and IVR testing activities among the different SCRUM teams.

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INSURANCE US PROVIDER

Multitower Services

Client Overview

American insurer group of vehicles, homes and small businesses and also provides other insurance and financial services products

BACKGROUND

- Client requires to optimize their rates for onshore consultants.
- Client requires same time zone support (PST)
- Client would like to initiate nearshore activities with Mexico and Canada.
- L2 support for Spanish speakers.

SOLUTION

- Deliver Specialized Multitower Services focused on Insurance.
- Train consultants on Insurance domain knowledge with Property & Casualty.
- Guidewire PC10 training and certification.
- Full Capgemini is:
- 70% Offshore
- 25% Onshore
- 5% Nearshore

VALUE DELIVERED

- Geographical Proximity
- Guidewire implementation was a success with multicultural teams (India, Mexico & USA).
- The number of incidents in production support by language was reduced.

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INSURANCE US & EUROPEAN PROVIDER

Development & Testing Pods

Client Overview

Reinsurance company based in Zürich, Switzerland. It is one of the world's largest reinsurers, as measured by net premiums written

BACKGROUND

- Client wanted to reduce the number of vendors.
- Client wanted to have pots by vendor under their same time zone.
- Client would like to initiate nearshore activities with Mexico.

SOLUTION

- Requirements were received from the client and a multidisciplinary work team (Development and Testing) was created.
- The velocity at which the team should work was determined according to the backlog created.
- The date on which the product should be completed according to the PO (client) was estimated.
- Optimizations were generated in the process through test case automation.

VALUE DELIVERED

- Geographical Proximity
- MVP was released to production
- 13% of the total test cases were automated using Selenium with Java.

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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 360,000 team members 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 2022 global revenues of €22 billion.

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