CAPGEMINI
Tech consultancy combines high-performance solutions and personalized service for a fluid transition to IT as a Service

OVERVIEW
Capgemini, a world leader in consultancy, IT services, and information management, offers its clients storage, backup, and archiving environments. It has a staff of close to 140,000 in more than 40 countries around the globe. In 2013, the group had a turnover of 10.1 billion Euros.

“With the emergence of cloud, IT service providers are progressively adopting models, such as Infrastructure as a Service (IaaS), on demand—something which implies a change in the way corporate IT infrastructures are set up,” explains Patrick Lambert, Head of the Storage, Backup, and Archiving teams within Capgemini’s IaaS Division.

“The approach proposed by Capgemini aims to simplify the planning of business activities and innovation projects, while reducing costs in our infrastructure.”

BUSINESS REQUIREMENTS
Capgemini’s mission is to offer its clients an IT infrastructure guaranteeing genuine operational value by finding just the right balance between flexibility and cost-effectiveness.

To respect its commitments in terms of flexibility, operational cost reduction, user experience, and creation of added value, Capgemini has to have a state-of-the-art IT system capable of offering high performance in the short and long-term. That’s why since 2002, Capgemini has been working with EMC to offer joint solutions, beginning with pay-as-you-grow storage services.

As a member of the Global Alliance Partner programme, Capgemini wanted to strengthen its links with EMC even more by signing a strategic alliance in 2013 aimed at creating a varied cloud IT offer.

This offer entailed numerous changes in the commercial and technical approach, involving a transformation in the way people actually use IT. Today, people expect not only high performance from the infrastructure but also access to a team with the necessary knowledge to be able to react quickly to problems whatever they might be.

A PHYSICAL PRESENCE FOR CUSTOMER SERVICE
Technologies cannot be implemented in a vacuum, but require high-quality human involvement too. Capgemini understands this well, which is why the company benefited from EMC support. This comes in several forms.

ESSENTIALS
Industry
IT and Consultancy
Company Size
140,000 employees in more than 40 countries
Business Requirements
• High performance for the deployed infrastructures
• Direct presence of EMC experts at customer location
• Incident management
Results
• Physical presence to help the client
• Remote handling and intervention in the event of an incident
Solutions
• Service Account Manager
• Designated Support Engineer
• EMC Secure Remote Services
After Capgemini and EMC jointly defined the solutions to be put in place, EMC staff was used for the implementation of these solutions at the client's premises with the help of architects, technicians, and EMC experts. In 2013 Capgemini called in the EMC Service Account Manager (SAM) to assist Capgemini’s partners in the adoption of the various EMC solutions implemented.

“We needed support to guide us through the various stages in this IT transformation, and EMC was able to suggest the ideal solution for us, namely that it is essential for a dedicated person to be physically present in order to answer the wide range of questions from members of staff and deal faster with any incidents which might arise. Today, the EMC team is an integral part of Capgemini and our partnership goes far beyond technology,” affirms Patrick Lambert.

“Our SAM and our DSE complement each other. The SAM has a role of coordinator and consultant, whereas the DSE is our technical expert. They form a team which has become essential to our day-to-day operations.”

Patrick Lambert
Head of Storage, Backup, and Archiving at Capgemini

The EMC SAM is at the Capgemini site three or four days a week, where he works proactively by listening to queries and providing advice. He actively takes part in the different ongoing projects, which ensures fluid communication between the parties involved. This also fosters trust, since the staff can more easily interact with a person who understands their expectations and the context within which they are developing. Should any particular incident arise, the SAM coordinates the resources to achieve an optimal resolution to the problem and he ensures follow-up on all of the actions being carried out, as well as proper communication between all parties. He drafts weekly and monthly reports to revisit any incidents that have occurred and, more generally, to review the latest fallout from those incidents.

“We’re side-by-side with Capgemini all the way through the transformation process so that it can realize its ambitions—from consultancy to implementation and maintenance at top operational level,” explains Jean Billard, the EMC Service Account Manager within Capgemini.

In addition to the SAM, Capgemini has also appointed a Designated Support Engineer (DSE), a product specialist specifically dedicated to Capgemini. The DSE has an in-depth knowledge of the EMC environment, the infrastructure, and the company’s technical teams; just like the SAM, he operates proactively. He knows how to anticipate risks and is more reactive when he arrives on the scene of any particular incident. Just like the SAM, the DSE is part of EMC’s Support Service and can be consulted at any time in order to react fast.

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Finally, as soon as an incident occurs, an alarm is raised via EMC Secure Remote Services (ESRS), which allows EMC Customer Service to identify and resolve potential problems before they can have negative repercussions on operations. In concrete terms, this means that as soon as an alarm is raised, it reaches EMC and triggers the appropriate actions such as remote connection to the platforms at Capgemini’s premises or an on-site intervention. ESRS is an add-on which complements the traditional means of communication with EMC—telephone, email, and chat.
CONCLUSION
EMC has enabled Capgemini to introduce a huge range of services in order to respond to certain worries inherent in any transformation and optimize the management of its clients' data. EMC staff has been crucial in this deployment, supporting Capgemini's staff by defining their needs, putting the appropriate solutions in place, being by their side in the day-to-day use of the new technologies, and managing any incidents that might occur.