

# FirmX Procure Development Resources RFP

Capgemini Proposal Response 8-29-25

Helping our customers  
**Build** a better world



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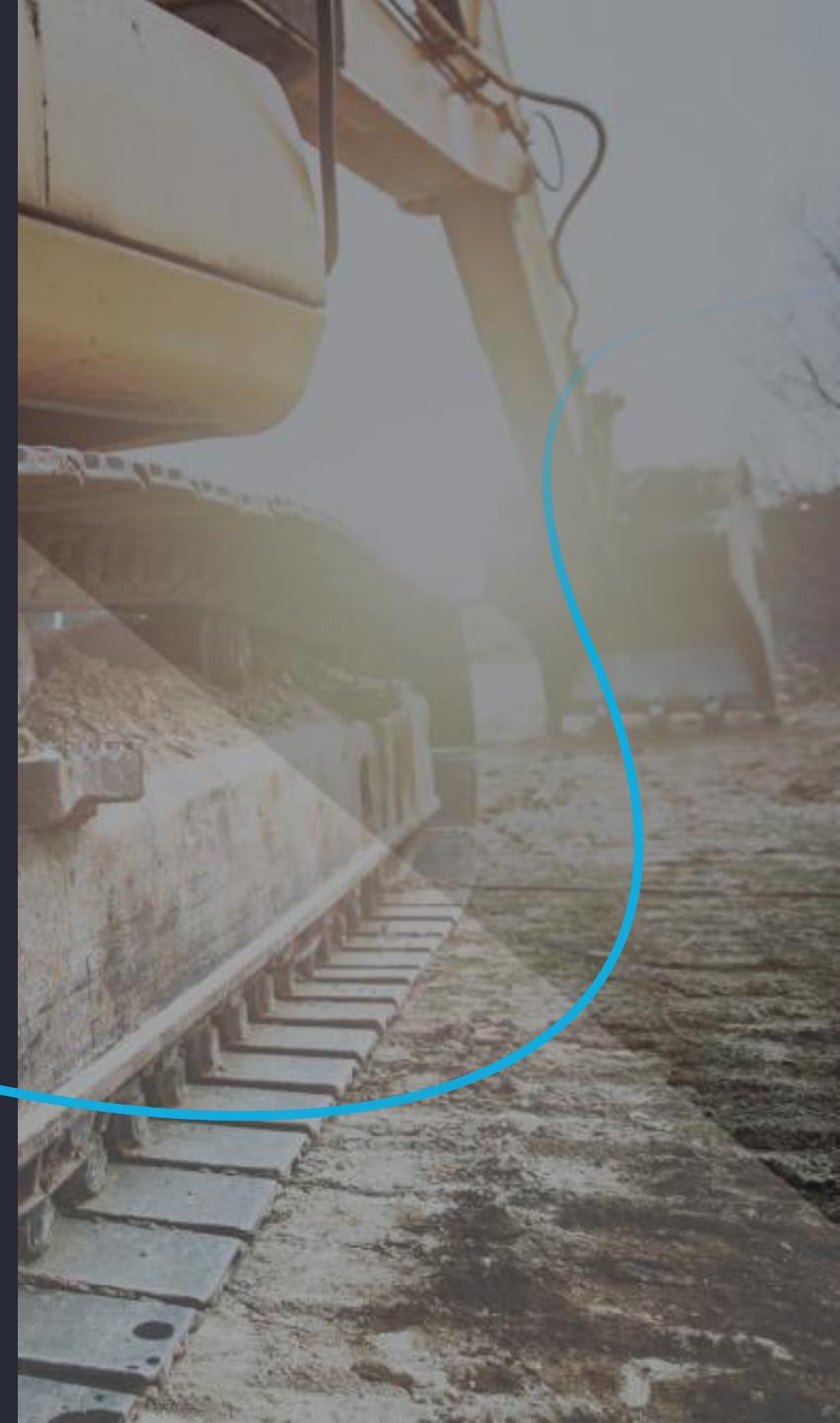
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***Capgemini America, Inc.***

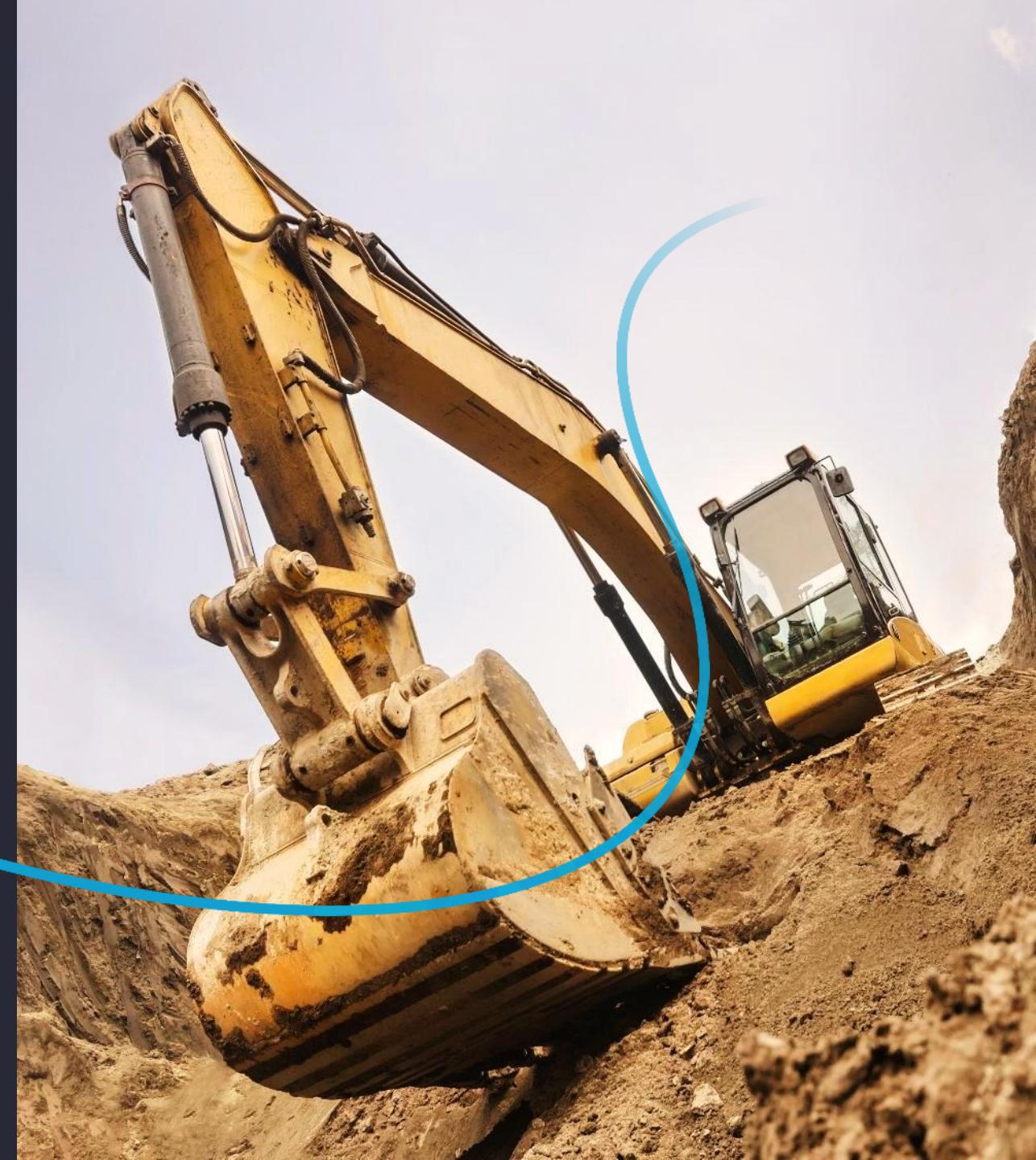
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# 01

## Executive Summary



# Together, we'll build a better future shaped by collaboration and innovation



Dear FirmX Team,

Thank you for the opportunity to propose Capgemini Development resources in support of **FirmX's PROcure** platform transformation and integration goals. FirmX is deploying a single integrated system to support people, process & technology to reshape how direct material buyers, category managers and other functional support resources collaborate, create insights and drive business value to FirmX across 16 different business processes.

Capgemini acknowledges the strategic importance of FirmX's PROcure program as a transformative initiative aimed at modernizing and harmonizing the Source-to-Contract ecosystem. At the heart of this transformation lies the Enterprise Procurement Data Platform (EPDP), which serves as a centralized data backbone, aggregating procurement intelligence from over 40 ERP systems and 150 global facilities. The program's objective is to enable intelligent, data-driven procurement through the deployment of integrated modules powered by GEP Smart, supported by a robust and scalable data and integration architecture. Capgemini's role as a delivery partner is to lead the design, enhancement, and rollout of EPDP capabilities, while ensuring seamless integration—particularly for Workstream 2, which involves expanding connectivity with the CBS ERP landscape.

The Capgemini approach is anchored in aligning technology delivery with business outcomes. We will leverage agile methodologies, implement advanced data modeling in Snowflake, and orchestrate integrations using middleware platforms such as SnapLogic (for batch) and IBM ACE (for real-time). These tools will be used to build resilient, scalable, and compliant data flows across the procurement landscape.

Capgemini strongly values the relationship we have built over the last decade with FirmX. Capgemini has been working in close partnership with CAT Engineering, CAT IT, Solar Turbines, Solar Digital and now most recently is managing several programs with CAT Digital.

Our team is grateful for the opportunity to partner with the FirmX Resource Group. Capgemini strives to deliver the best possible client experience through strong team collaboration, bringing our leading global thought leadership and executive ownership to drive advancements and accountability across every effort and program we are a part of or manage for FirmX. We look forward to working together with you to achieve your goals to drive strong business value for your global buyers, managers and support resource teams. Thank you for your time and kind consideration.

Yours sincerely,



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# Our Partnership & Value Proposition to Address your Program Objectives



UNITING  
TO GET THE  
FUTURE  
YOU WANT

- 1 **Business Knowledge:** Capgemini enables procurement teams to make smarter, data-driven decisions by integrating business knowledge into EPDP, leveraging intelligent sourcing, supplier performance insights, and category strategies aligned with enterprise goals.
- 2 **Current Partnership:** Capgemini strengthens Cat's procurement transformation by delivering scalable integration, agile enhancements, and deep domain expertise to accelerate Wave 2 success and long-term value realization.
- 3 **Accelerators & Solution:** Integration Framework ITC (Integration Control tower), to enable digital business view and accelerate. Datatrust – with the pre-existing tools and frameworks, the **implementation time and efficiency can be improved**
- 4 **Alliance Partner Eco-System:** Capgemini's Robust alliance ecosystem with IBM and SAP drives scalable, best-practice solutions. Deep integration expertise enables seamless delivery across SnapLogic, IBM ACE, and Snowflake – supported by proven methodologies and a rich knowledge base.
- 5 **Executive Commitment:** Capgemini provides seamless and reliable integration by applying industry leading practices, proven patterns, and deep cross-sector experience – reinforced by its IBM and SAP partnership, knowledge repository, and commitment to data accuracy, lineage, and trust.
- 6 **Cross-Program Synergies & Cost Savings:** The Capgemini teams will collaborate with other Capgemini teams and FirmX stakeholders to drive continuous improvement and synergistic efforts across programs

# 02

## FirmX & Capgemini





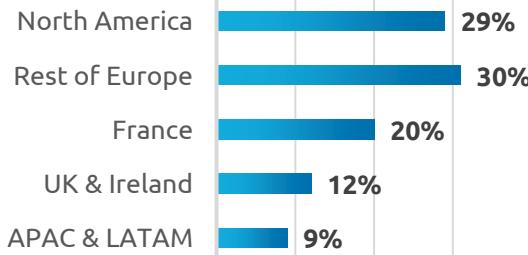
# Capgemini Group Introduction & Overview

Capgemini Group is one of the world's largest management and IT consulting companies

## GROUP REVENUE

Group Revenue for FY2024:

**\$23, 903 Mn**



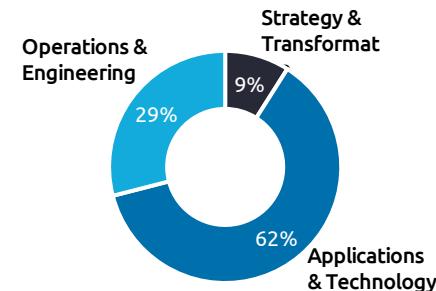
## ONE TEAM

Present in more than  
**50 countries**  
and  
**160+ nationalities**

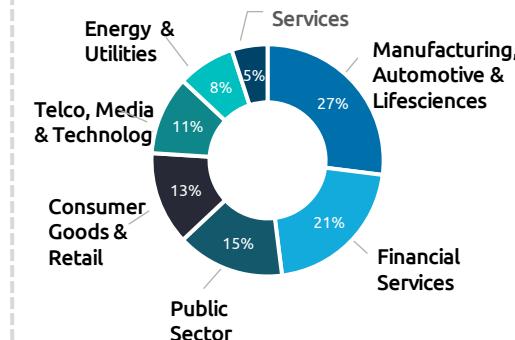


**340,000** people  
worldwide working  
together as **one team**

## OUR SERVICES



## SECTOR FOCUS



## OUR ETHICS

**13**

consecutive years named  
one of the World's Most  
Ethical Companies

## OUR BRAND PROMISE

**GET THE FUTURE  
YOU WANT**

**85%**

of the 200 largest  
public companies on  
the Forbes Global  
2000 list are our clients

**95%**

of our revenue  
comes from  
existing clients

**4.2/5**

client  
satisfaction  
level

## THOUGHT LEADERSHIP AND INNOVATION

[Capgemini Research Institute](#)



[Ranked #1 consecutively for the 6<sup>th</sup> time for  
the quality of its research.](#)

Global network designed to  
enable enterprises to establish  
how they realize their innovation  
opportunities.

**Capgemini**

APPLIED INNOVATION  
EXCHANGE

**WE ARE ARCHITECTS OF POSITIVE FUTURES**

Diversity & Inclusion | Digital Inclusion | Environmental Sustainability

# MANUFACTURING @ CAPGEMINI

**1,300+** clients

In Manufacturing including 190 key accounts  
(anchor, strategic)

**~1,800+**

Manufacturing industry professionals

**~28,000+**

Working on manufacturing engagements

**18** global manufacturing

Industry Centers of Excellence

## CORPORATE STRATEGIC FRAMEWORK



**CATERPILLAR**



## INTELLIGENT INDUSTRY: TRANSFORMING CLIENTS ACROSS THE VALUE CHAIN

### Intelligent Products

Design &  
Engineering

**CAT** • **APTIV** •

**IVECO**

**STELLANTIS**

**NAVISTAR**

DAIMLER TRUCK

**AIRBUS**

**Rockwell Automation**

**GE Healthcare**

**KOMATSU**

**Solar Turbines**  
A Caterpillar Company

**SIEMENS**

*Ingenuity for life*

**Schneider Electric**

**Wabtec**  
CORPORATION

**ALSTOM**

**hyliko**

Sales &  
Marketing

**CNH**



**PENSKE**

**Whirlpool**

**TEREX**

**VOLVO**

**VW**

**WNDRVR**

Intelligent  
Operations

Smart Factory &  
Supply Chain

**GERDAU**

**Rockwell Automation**

**Schneider Electric**

**BMW**

**BMW**

**hyliko**

**VOLVO**

**O**

**VW**

**Ryder**

**GE**

**INTERNATIONAL PAPER**

**JUNGHEINRICH**

**MAN**

**AIRBUS**

**VW**

**PENSKE**

Intelligent  
Support & Services

**CAT** DAIMLER TRUCK

**Wabtec** CORPORATION

**GE**

**VOLVO**

**DASSAULT AVIATION**

**Schneider Electric**

**Panasonic AUTOMOTIVE**

**Rockwell Automation**

**AIRBUS**

**hyliko**

**Solar Turbines**

**SIEMENS**

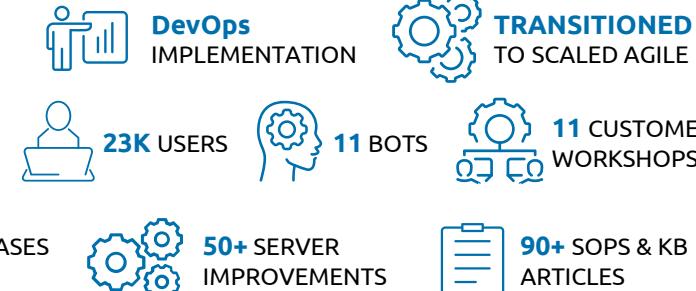
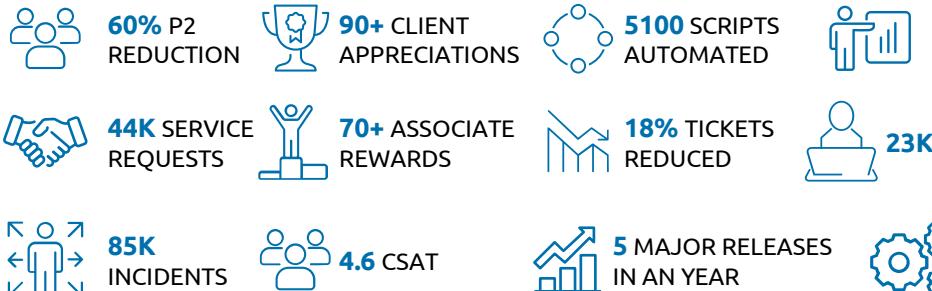
*Ingenuity for life*

**ALSTOM**

# Our Journey so Far with World's Largest Manufacturer of Construction Equipment

How ADMNEXT by Capgemini accelerated FirmX's Growth by Reducing Costs and Enhancing Efficiency

## PROJECT FUSION HIGHLIGHTS- SINCE Q4 2021



## BUSINESS VALUE CREATED

- Committed efficiency gains of 33% in 5 years
- \$5m+ improved quoting efficiency
- \$38m+ logistics optimization
- 33% improved part acquisition
- 130+ model configuration enabled
- 7 scaled agile programs
- 35% high impact tickets decreased
- 5100+ test scripts automated
- Single place for training and communications
- 60% DevOps Adoption with 325+ pipelines
- 11 BOTS reduced Incident resolution from few days to few hours
- Reduced business requirement time to deploy from 18 to 6-9 months

## SCOPE OF SERVICES

- ADM non-backlog services**
- Incident, problem, change mgmt.
  - Preventive/perfactive/error correction
  - Batch/apps monitoring
  - Regulatory/compliance changes

- ADM Backlog services**
- Minor enhancements
  - Apps Planning/Analysis/Design/Build
  - COTS Design/Configuration/Deploy
  - Agile/DevOps
  - Testing/QA/Hypercare

- Business Services:**
- Roadmap and Business Value
  - Process Re-design and Optimization
  - Business Adoption and Training
  - SOPs

- Other Services**
- Service Level Management
  - Security
  - Support coverage model: 24x7 Service desk support

- Organizations**
- All FirmX's Brand
  - Focused on Engineering but will impact manufacturing and aftermarket functions

- Out of Scope**
- Infrastructure support including Network, Servers, Physical Databases
  - Level 1 Help Desk

- Geography**
- FirmX global sites

- Language**
- English

## Volumes

- 81 applications
- ~3400 tickets/month
- ~10563 hours of Backlog capacity (T&M)

## Technology

- PLM - Teamcenter, CREO, NX
- Centralized Apps - .NET, Java, Azure

## TRANSFORMATION IN ADM

- Moved the Delivery process to simplified SAFe Program structure with all new enhancements moving under 6 Programs
- Simplified Development process by moving from 35+ repositories to a single repository for iPI
- Delivered the Tc14 Upgrade project on schedule/on budget with first time adoption of DevOps pipelines
- Scaled up DevOps adoption from 45% to 60% in 2024 EPLM2 while increasing number of pipelines delivered to 325+
- GT60 - Delivered 5 Major releases in 2023 and on Target to deliver 5 Major Releases in 2024, on top of monthly ICW Fixes
- OnePLM Journey - Delivered committed 5 OnrPLM Projects in 2023 and on target to deliver 1 PLM project in 2024

## TRANSFORMATION JOURNEY



## TRANSFORMATION IN AMS

- P2 ticket reduction from 32 Tickets in 2022 to 17 Tickets in 2023
- 18% Ticket Reduction since 2022
- Increased CPU & Memory to Improve Server Performance, introduced Processes for Proactive Monitoring & Automated Alerts
- Value Add Processes such as Self-Service Knowledge based Articles & Global Awareness Sessions initiated with the End Users to drive the Self-Help Knowledge Articles

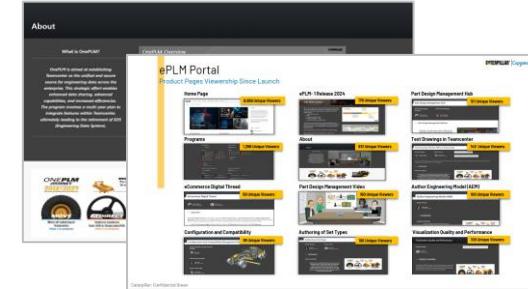
\$38M in OPACC\* savings based on target facilities | \$10M In Annual Opportunity Cost savings | 23K users realizing benefits of increased PLM Quality | \$5Mn in annual positive cost impact to NPI Process



# Capgemini is Currently Providing Organizational Change Management for a Major FirmX Enterprise Product Lifecycle Management Program

## DESCRIPTION

The Change Management effort allows that there is a seamless transition to the new ways of working for over 16,000 FirmX engineers across 10 different divisions. Capgemini's experience with large-scale projects within FirmX provides a unique understanding of the current ways of working across the enterprise. These change management methods are tried and proven within FirmX and are currently being used successfully for an agile implementation project.



## CHANGE PLANNING

- Identified 14 leaders across 10 divisions to develop the Stakeholder Analysis
- Created the Change Impact Analysis based on changes from six ePLM programs across various releases.
- Evaluated the change effort required across different divisions within FirmX

## IMPLEMENTATION

- Provided step-by-step processes (over 50) on how to provide an effective implementation in a Change Management Toolkit
- Optimized the ePLM Portal for engagement, and as a single source of information (visited 1,500+ unique individuals per week)
- Built a multi-channel engagement approach with segmented communications (sent over 100 unique communications so far in 2024 alone)

## USER ADOPTION KPIs

- Established over 20 metrics for OCM success
- Tracked KPIs across six different channels within communications, training as a coordinated omni-channel experience
- Obtained over 80% customer satisfaction in less than a year

## CAPGEMINI UNIQUE VALUE:

Capgemini Change Management Program drove the internal Net Promoter Score of the PLM program from negative eight (-8) to positive one (+1)

# Capgemini values our Relationship

## The FirmX PLM Innovation Fund

Capgemini truly values the relationship we have built over the years with FirmX. We are proud of the collaborative nature of the ePLM program and our ability to jointly drive strategy and planning to realize continuous improvement within the platform and program. We have continually invested in the growth and success of the ePLM platform and the CAT Engineering team, with efforts yielding \$13 million in cost savings. We are on-track to realize an additional \$30 million in the next 24 months.

We collaborate to find creative ways to drive Transformative Innovation & Success

### Our Investment with CAT engineering for the ePLM Program

#### How it works



- Capgemini contributes a percentage of sales revenue into the CAT Eng Innovation Fund.
- The percentage contributed into the Fund is determined by FirmX's spend with Capgemini.
- A quarterly report is provided on the Fund's current value.
- FirmX and Capgemini agree on where the funds are to be used.

#### Usage



- Rapid prototyping
- Focused proofs of concept
- Visioning sessions
- Discovery phase for business transformation initiatives
- AI initiatives
- Collaboration sessions

#### Program Relationship

Contracted initially for 5 years, but has doubled in scope in size within the first 3 years

# Our Relationship in Action

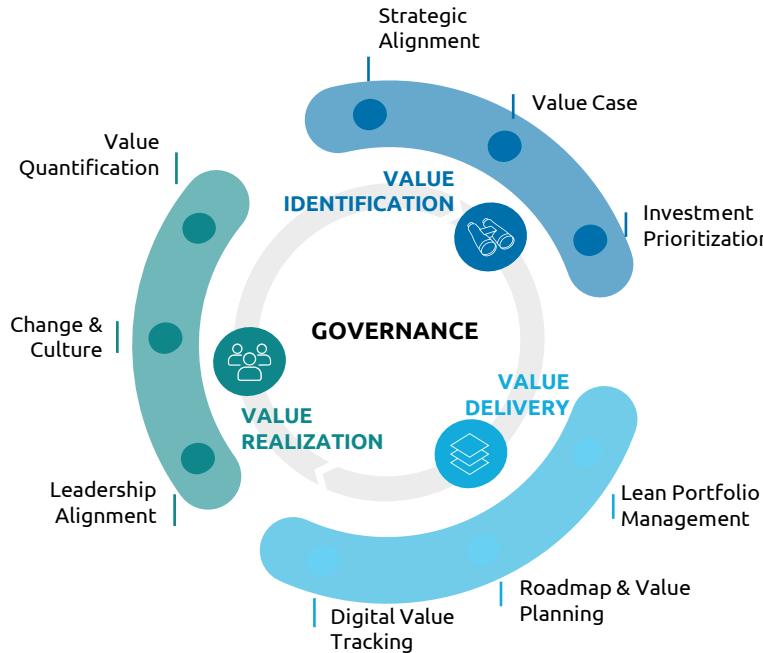
Value realization assessments and workshops have driven additional operational & transformational gains for CAT Engineering

CORE CAPABILITIES	
<b>1</b>	<b>VALUE IDENTIFICATION</b> Identify the business outcomes that matter most and strategically prioritize investments and embed innovation into the delivery framework.
<b>2</b>	<b>VALUE DELIVERY</b> Establish value measurement framework and transparently track value delivery in real-time through integrated methods & tools and metrics.
<b>3</b>	<b>VALUE REALIZATION</b> Enable the organization is ready to receive and adopt the transformation outcomes to fully unlock the value of the investment and transformation effort.



## Capgemini Values Our Relationship

\*Investment made in CAT Engineering- Same can be done with CAT IT, CAT Digital, CAT FSG



CAT ENGINEERING				CAPGEMINI	
Name	Team	Role	Date	Name	Date
Charlie Menke	Process & Tools	Product Development Services Director	10/31/2024	Ketan Suri	10/11/2024
Derek Greving	Process & Tools	Senior Manager Digital Products	11/01/2024	Hooly Zuunbaatar	10/18/2024
Sharath Kesani	Process & Tools	Manager Digital Products	11/01/2024	Suzanne Jonas	10/11/2024
Jonathan Whitehead	Process & Tools	Manager Digital Products	11/04/2024	Subrat Mohapatra & Adit Maadanna	10/21/2024
Dar Mathison	Process & Tools	Manager Digital Products	11/05/2024	Arun Gopa & Omkar Edara	10/21/2024
Jim Thompson	Process & Tools	Principal Digital Architect	11/11/2024	Jim Gross	10/30/2024
Jess Richmond	IT	Senior Manager IT Engagement	11/01/2024	Daniel Zimmermann (MITU)	10/28/2024
John Best	IT	IS Specialist (IT Financial Manager)	11/04/2024		
Cynthia Lomax Carter	IT	Manager IT	11/05/2024		
Brian Hanley	IT	IT Manager Analytics	11/08/2024		
Jen Kirkpatrick	Engineering	Manager Engineering: Integrated Components & Sol	11/13/2024		
Baskar Jayapalan	Engineering	Senior Manager Engineering / Integrated Components & Sol	11/14/2024		
Peter Harding	Engineering	Engineering Project Team Lead / Industrial Power Systems Group	11/15/2024		
Chris Runestad	Engineering	Senior Manager Engineering / RI Operations & Products	11/15/2024		
Nikhil Sharma	Engineering				
Brian Boughton	Engineering				
Rick Morrell	Engineering	Senior Manager Engineering: RI Operations & Products	11/15/2024		

Interviews conducted with CAT Eng Leadership + Capgemini Project Team (22 people)

10 Core KPIs Measured for Capability Maturity	
<b>CAT CAPABILITY MATURITY</b>	<b>KEY INSIGHTS</b>
STRATEGIC ALIGNMENT	Clear strategic alignment for OnePLM, Business Priorities and Digital Projects. However, strategic alignment along the E2E process is missing for PLM enhancement activities.
VALUE CASE	General consent on creating value for Engineering community, but value case is focused on operational user-based value rather than strategic Enterprise-based value.
INVESTMENT PRIORITIZATION	Investment for EPLM is provided. However, STLF provides funding to the four EPLM buckets without further guidance on how to prioritize the incoming demand based on business value.
LEAN PORTFOLIO MANAGEMENT	General portfolio structure on EPLM level in place. However, the 9 program teams individually prioritize incoming demand with no portfolio-level vision, long-term plan, or alignment to business value.
ROADMAP & VALUE PLANNING	Lack of existence and commitment to roadmaps and timelines leads to delays of strategic work (e.g. OnePLM) and impedes ability to plan.
DIGITAL VALUE TRACKING	KPI tracking approach and tools in place for monitoring and reporting IT performance. IT performance KPIs are not connected to Business KPIs and do not give visibility into generated business value.
LEADERSHIP ALIGNMENT	Lack of joint objectives and consistent top-down communication creates misunderstanding, misperceptions, and misalignment across different teams. Recent strategy meetings have helped overcome misalignment.
CHANGE & CULTURE	Increased communication has helped drive awareness and adoption but relevant stakeholder groups still feel need for earlier involvement. Strong desire for more top-down guidance from STLF to address current misalignment.
VALUE QUANTIFICATION	Consistent methodology for quantifying value is missing. Concerns about Engineering Community's readiness to quantify and absorb generated value.
GOVERNANCE	General governance structure in place but perception of meeting overload (# of meetings & participants), slow decision making and lack of governing body to drive and ensure alignment to business value.

# 03

## Our Understanding of PROCure Requirements



# PROCure Program: Our Understanding

Vision



Transform FirmX's Source to Contract ecosystem into top-quartile organization

**48**

Applications

**EPDP**

Enterprise Procurement  
Data Platform

**GEP Smart**

Source to  
Contract Procurement



## Deployed Modules

- Spend Analytics
- Contract Management
- Supplier MDM
- Pilot Launch
  - *Item MDM*
  - *Sourcing*
  - *Projects*



## Planned for Future

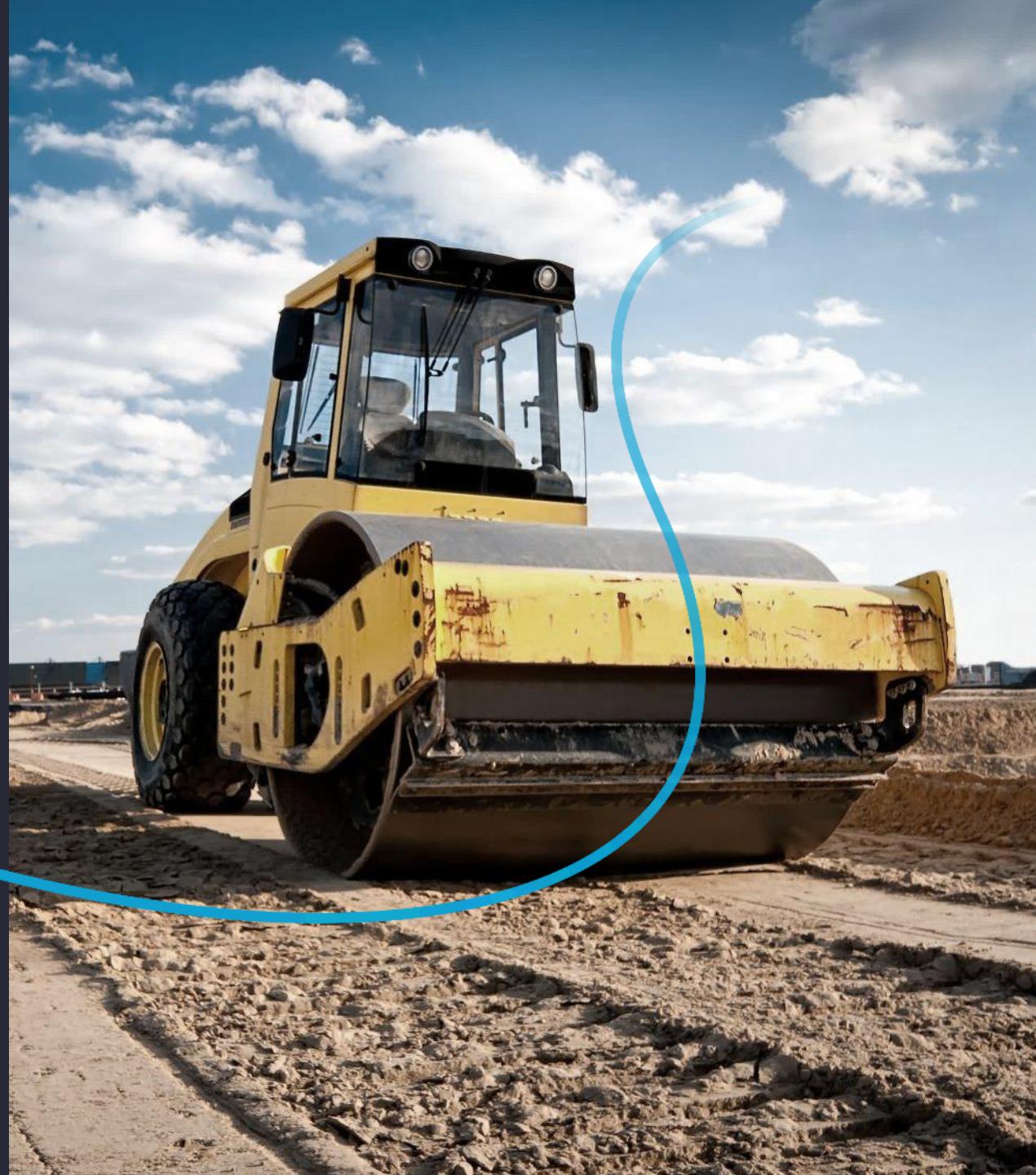
- Wave 2 – CBS Integration
- Complete MDM Rollout
- Cost Modeling
- Supplier Performance Management
- Supplier Warranty
- Intelligent Category Management

# "3" Workstreams for next phase

	1 Enhance Live Modules	2 Expand Automation	3 New Modules
Goal	<i>Enhance existing EPDP/ PROCure modules</i>	<i>Integrated sourcing for CBS Facilities</i>	<i>Innovate and implement new modules</i>
Requirements	<i>~500 story points ready</i>	<i>Defined (to be solutioned / implemented)</i>	<i>To be defined</i>
Focus	<ul style="list-style-type: none"> <li>▪ Spend Analysis</li> <li>▪ PPV</li> <li>▪ Contract Management</li> <li>▪ Supplier Management</li> <li>▪ Item MDM, Sourcing, Projects</li> <li>▪ Minor Enhancements + Improvements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Integrated Sourcing for CBS</li> <li>▪ Establish Sourcing request</li> <li>▪ Establish Sourcing Award Integration</li> <li>▪ Develop Integration Playbooks</li> <li>▪ Develop Automations (as needed)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Scorecard</li> <li>▪ Supplier Performance</li> <li>▪ Warranty</li> <li>▪ Cost Model</li> <li>▪ ICM &amp; Supplier Segmentation</li> <li>▪ Material Cost</li> </ul>
Technology Stack	<ul style="list-style-type: none"> <li>● Snowflake ● SnapLogic ● IBM ACE ●</li> </ul>		

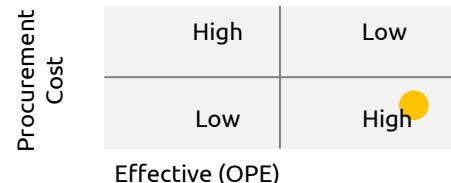
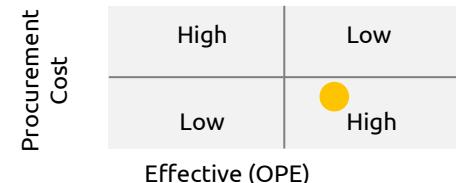
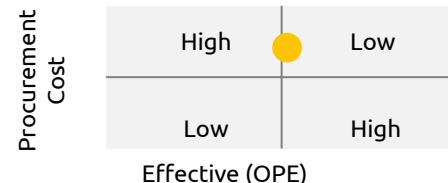
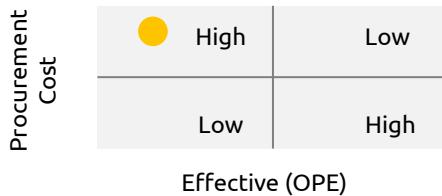
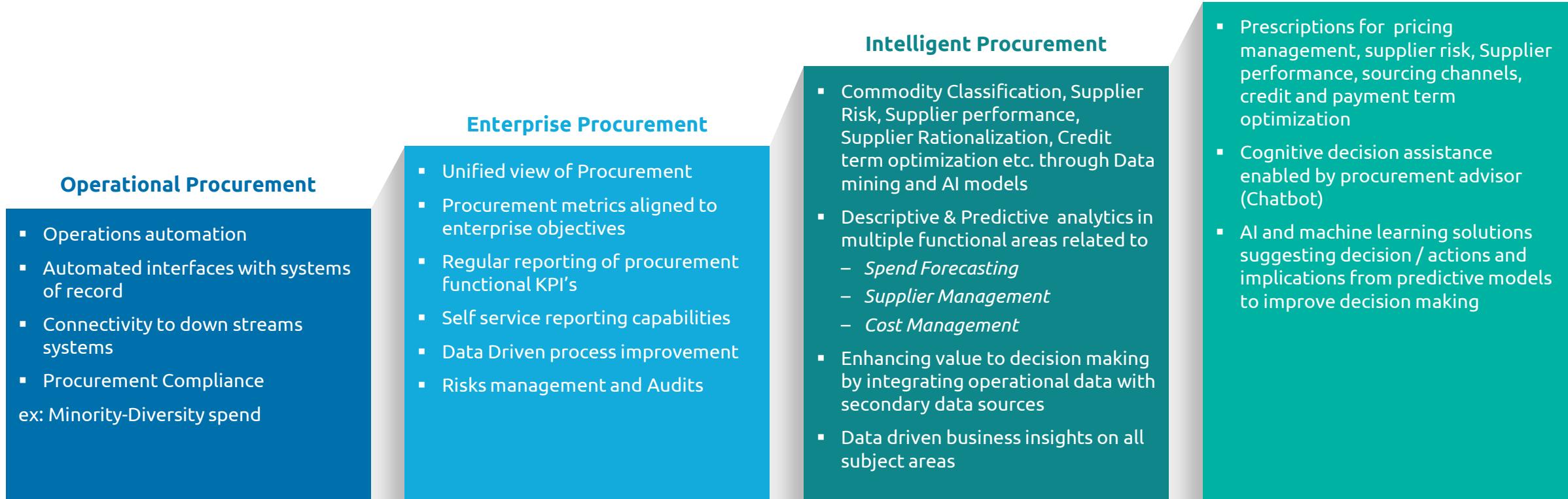
# 04

## Solution Approach





# Enterprises are enabling Smart Procurement Management to drive overall procurement effectiveness



# We are helping customers to elevate their procurement effectiveness with our SMART framework

## Payment Management

Enable effective Credit term management and efficient payments to achieve best DPO

## Supplier Analytics

Supplier Life cycle to include normalization, performance, risk, relationship management and restructuring

## Risk Management

Identification of Procurement & Payment risks

## Category Management

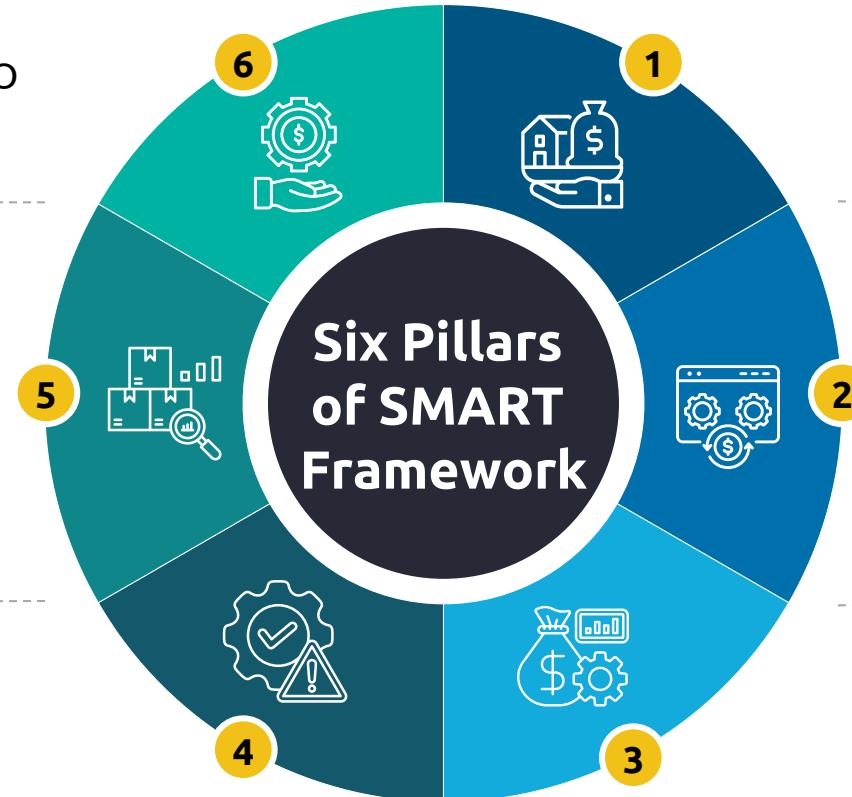
Commodity / spend Classification and category profiling for strategic sourcing

## Sourcing Management

Procurement Planning, Indirect spend sourcing & Contract Analytics

## Spend Management

KPI's, Reporting, Insights, Compliance Analysis and predictive analytics





# We developed “Procurement Insights, KPIs & Metrics” based on SMART Framework

Subject Area	# of KPIs
Procurement Performance	43
Supplier Analysis	83
Invoice Analysis	43
Process Analysis	95
Product and Service Analysis	15
Employee Expense Analysis	40



# Capgemini's Procurement Analytics Implementations

## Creating Procure-to-Pay, Supplier/Spend Optimization for enterprises

### LEADING FREIGHT TECH. ENABLER



- Microsoft Azure
- Supplier & Contract Analysis
- Data from three ERPs + Procurement Systems
- Supplier Performance Improvement Scorecards
- Led to 3% procurement optimization, improvement in accuracy > 15%
- Assessed Supplier Risk, Instability / quality issues
- Insights layer with different KPIs + Metrics

- Strategy / Consulting  
 Implementation  
 Support Operations

### GLOBAL AGRI COMPANY



- Microsoft Azure
- Procurement Analytics, Spend Analytics
- Potential savings of \$7 MM through maverick spend reduction & Supplier Grouping
- Potential savings of \$4 MM through P-card Optimization & PO Consolidation
- Identified potential for price discovery with 78% of Addressable Spend (\$971.1 MM)

- Strategy / Consulting  
 Implementation  
 Support Operations

### LEADING CANADIAN ENERGY CO.

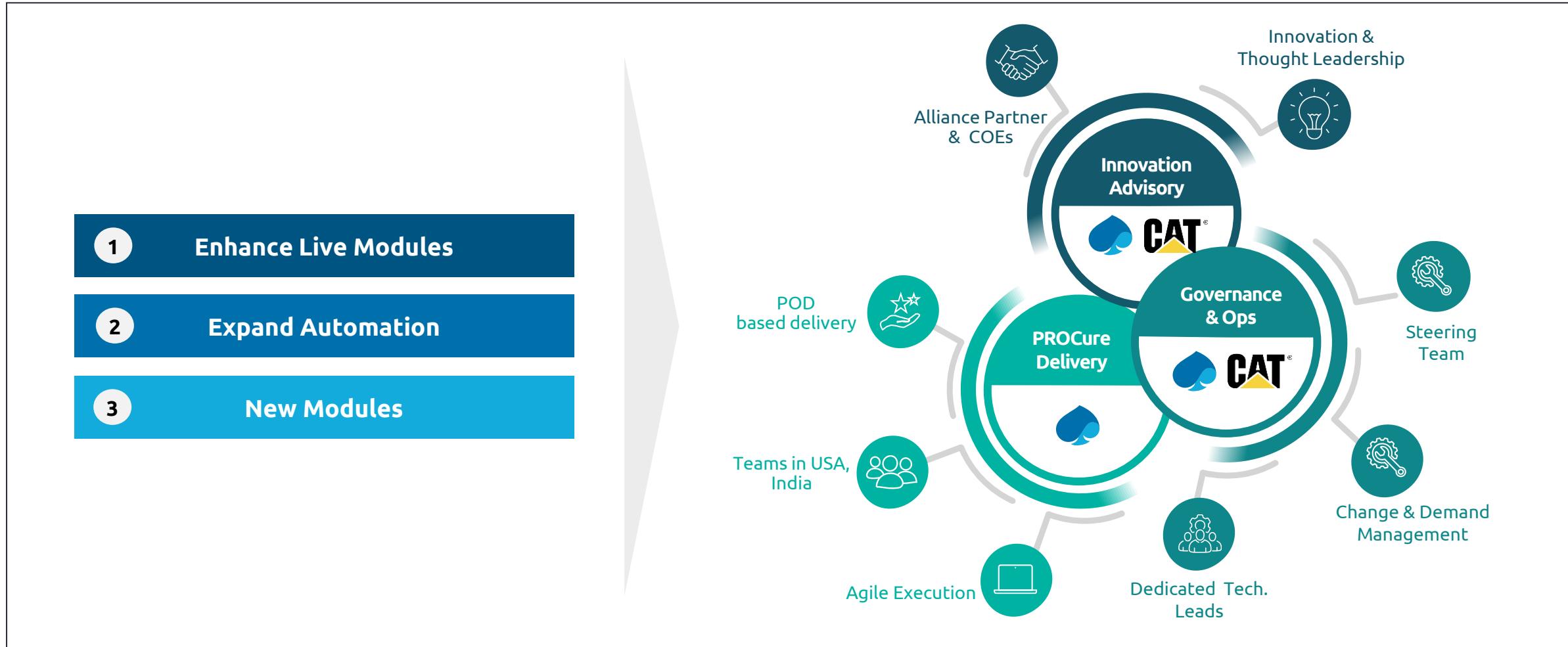


- AWS, RedShift, Tableau
- Spend Analytics
- Identification of opportunities to create catalogs for 38% (\$17 MM) of indirect spend
- Potential savings of \$1 MM through PO & Invoice consolidation
- Identified \$53 working capital release by increasing overall DPO by 3 days

- Strategy / Consulting  
 Implementation  
 Support Operations



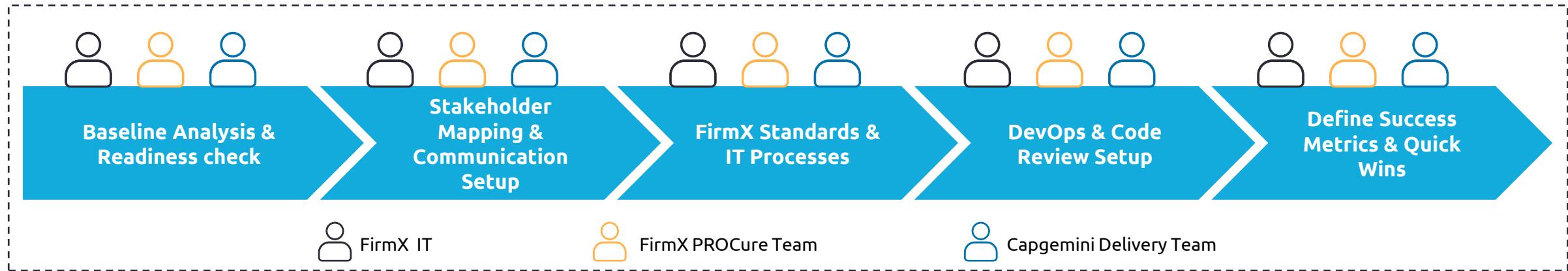
We are bringing all the procurement analytics implementation experiences to CAT by setting up the following operating model.....



# Our “Operating Model” establishment approach for PROCure Services

Activities	 Launch	 Scan	 Deliver	 Innovate
Key Outcome	<ul style="list-style-type: none"> <li>Discovery Program Charter</li> <li>Establish governance, operating model, and stakeholder engagement plan</li> <li>Agree &amp; align on business outcomes and KPIs.</li> <li>Setup CORE team</li> <li>Establish Program charter</li> <li>High Level Milestones</li> </ul>	<ul style="list-style-type: none"> <li>Scan the existing story points</li> <li>Analyse the workstream requirements</li> <li>Understand the PROCure business expectations</li> <li>Align the process and end deliverables &amp; artifacts</li> <li>Review business goals and end user expectations</li> <li><b>Enhance Live Modules:</b> Get involved in story points discussions and system learnings</li> </ul>	<ul style="list-style-type: none"> <li><b>Enhance Live:</b> Start Sprint development</li> <li><b>Expand Automation:</b> Requirements + design activities for CBS Integrations</li> <li><b>New Modules:</b> Start driving the innovation topics like Supplier Performance, Cost Model etc.,</li> <li>Demand Management → Flex Team structure enablement</li> <li>POD execution teams in-place</li> </ul>	<ul style="list-style-type: none"> <li>Sprint Executions in factory model for all three workstreams</li> <li>Governance + KPIs for tracking</li> <li>Process realignment</li> <li>Innovation Advisory in action for “New Modules” → New topics + Ideas</li> </ul>
<b>Week 0 – 1</b>		<b>Weeks 1-6</b>	<b>Week 7 Onwards</b>	<b>Week 13 Onwards</b>

# Initial week activities...our plan to kick-start the services

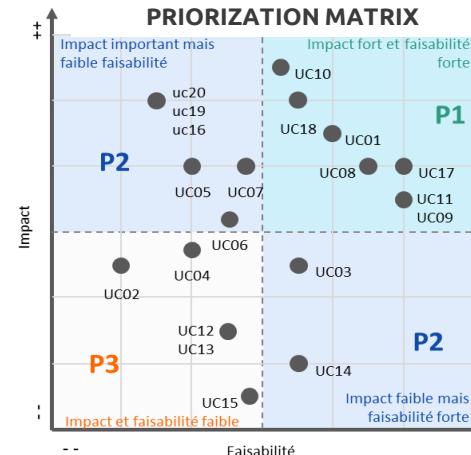
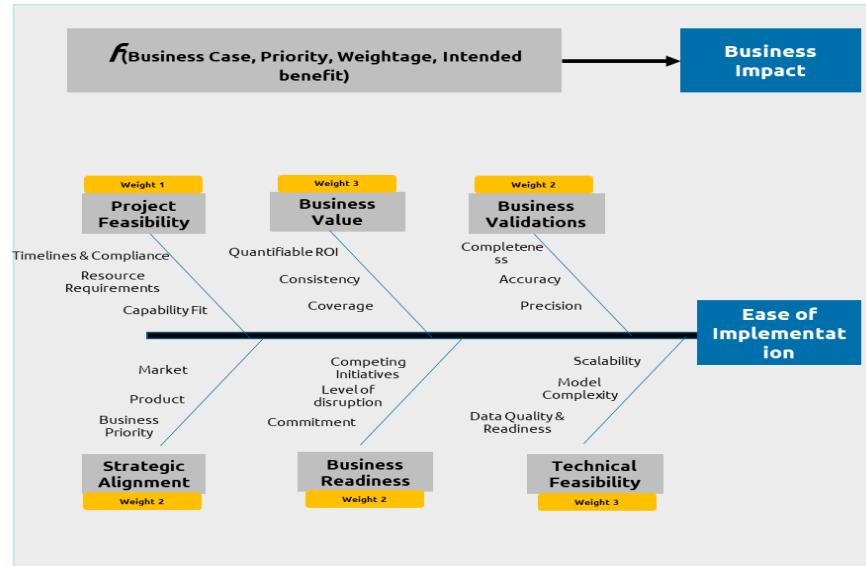


- Baseline analysis of current state
  - Assessment report (Current state summary document prepared & shared)
- Compliance checklist
  - Mapping current practices to FirmX standards
- DevOps onboarding document
  - CI/CD pipeline overview, code review guidelines, tool access
- Project Charter
  - Plan, Timeline Expectations, Charter, Critical Milestones



# We will analyze/prioritize the user story backlog using our industry-proven prioritization framework, ensuring alignment with business value, urgency, and delivery feasibility

The dedicated qualification to **assess the use cases** on both business value & technical feasibility aspects leveraging on business representatives and relevant experts. It will enable FirmX to **pursue only most promising use cases**, to accelerate time to market while **saving costs**

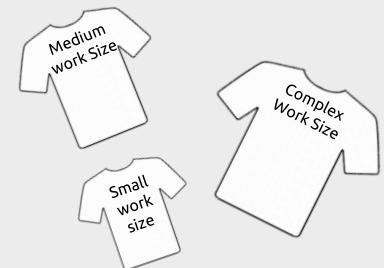


Use case families are scored at macro level based on specific criteria (usually expert scores, ranging from 1 to 3)

Simple	Medium	Complex
1.Objective of the model is known 2.Attributes for the model are baseline 3.Causal relationship established		1.Objective of the model needs more exploration. 2.Multiple interaction variables. 3.Causal relationship not established.
1. Structured Data 2. No of attributes: Up to 50 Up to 5 GB Upto 5 data sets 1 model, 2 iterations ~ 6 Weeks	1. Structured Data. 2. No of attributes: Up to 100+ Up to 50 GB Upto 10 data sets 2 models, upto 3 iterations each or 1 model upto 5 iterations Up to 10 GB Upto 7 data sets 1 model, 3 iterations ~ 9 Weeks	1. Structured Data. 2. No of attributes: Up to 100+ Up to 50 GB Upto 10 data sets 2 models, upto 3 iterations each or 1 model upto 5 iterations Up to 10 GB Upto 7 data sets 1 model, 3 iterations ~ 9 Weeks

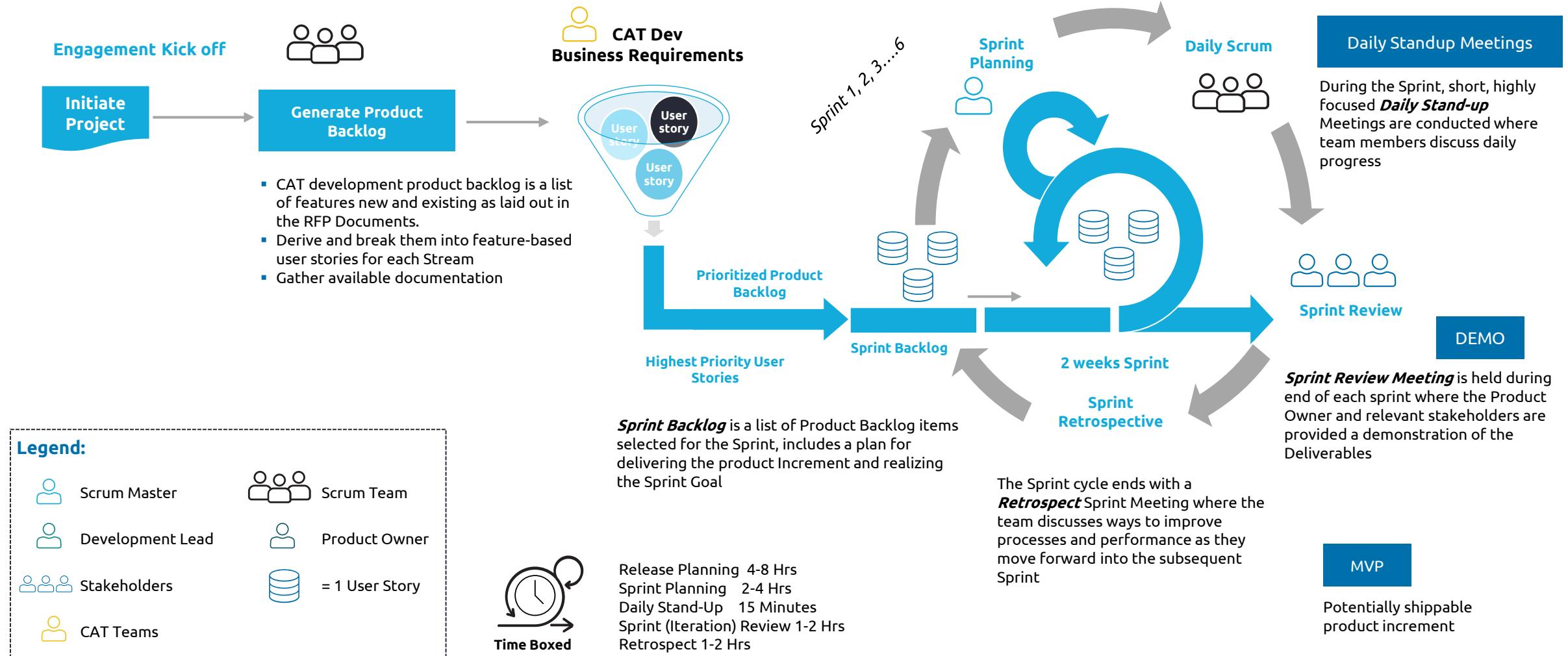
Leverage of complexity definition to assess the complexity and size of the Use case. Complexity definition to be baselined on regular intervals based on Use case implementation experience

**Complexity assessment**  
Assign a dimension to a project in a simple way

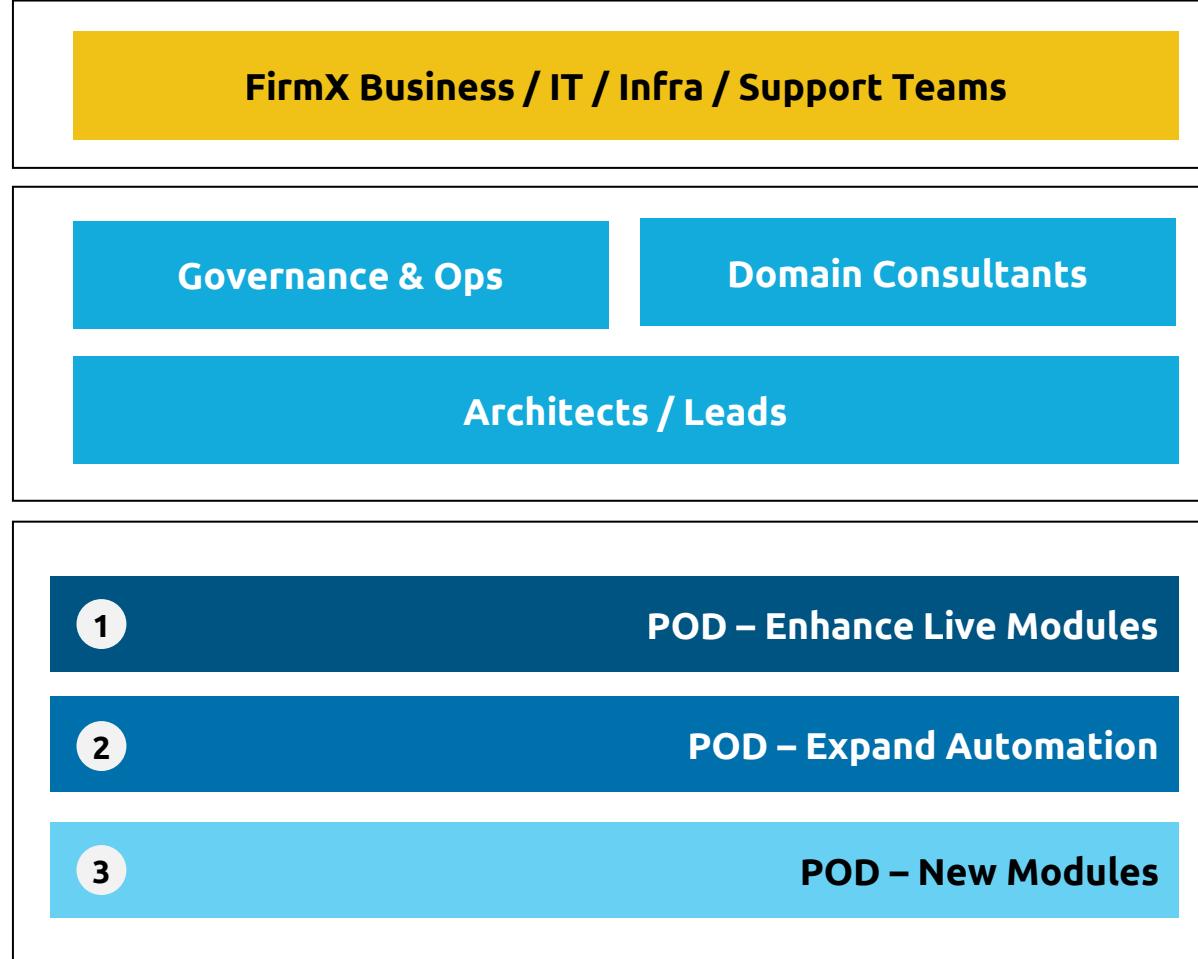


# We implement Capgemini agile methodology approach and align with CAT's processes to get best outcome

## Capgemini Team will Deploy a Proven, Robust Agile Approach for FirmX



# Operating Model in-action to accelerate and deliver the outcomes...



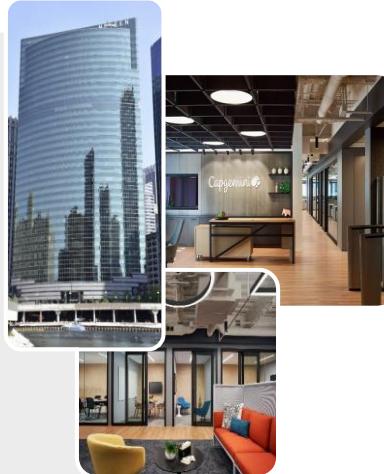
- Overall governance
- Scrum Operations
- Infrastructure & IT Support
- Technical Architecture
- Workstream milestones + directions
- New features + Innovation
- Demand / Capacity Management
- Flexible Delivery Execution
- Time and Efforts Management
- Status / Risk / Communication
- Dedicated Flex teams for workstreams
- Develop Work Products and Features
- Coding / Testing / Validations
- Agile Execution / Metrics + KPIs
- Flex Team Management

# Core Team structure recommendation for our delivery



## Onshore Team

- Solution Architect
- Data Architect
- Integration Architect
- Domain Consultant
- Chicago or Peoria



## Proximity to FirmX

Easy access for meetings and in-person discussions

## Offshore Team

- Scrum Master
- Lead - Snowflake
- Lead – Integration
- Test Coordinator
- Service Delivery Manager

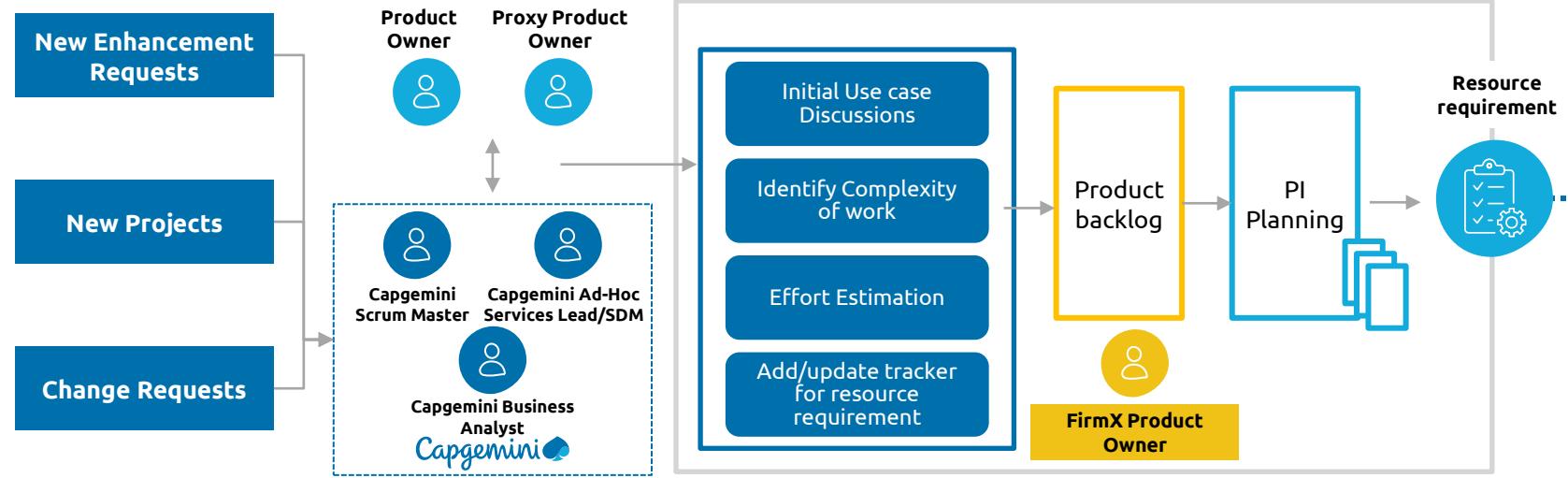


## Work @ Whitefield

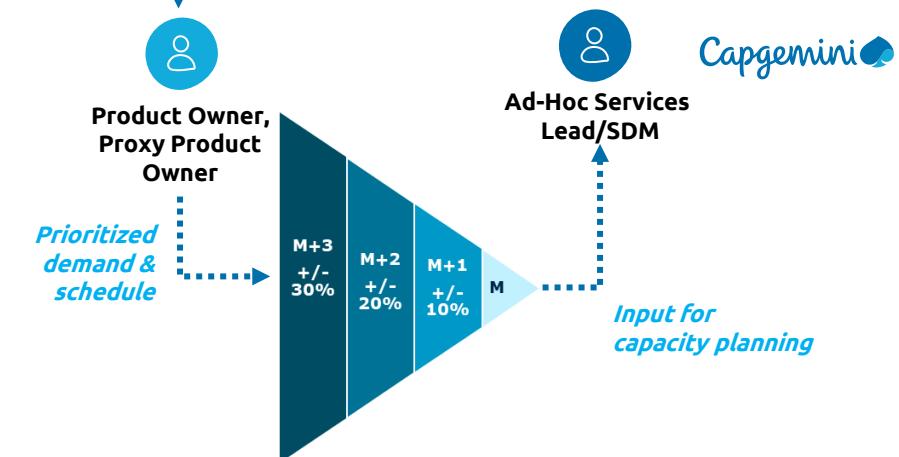
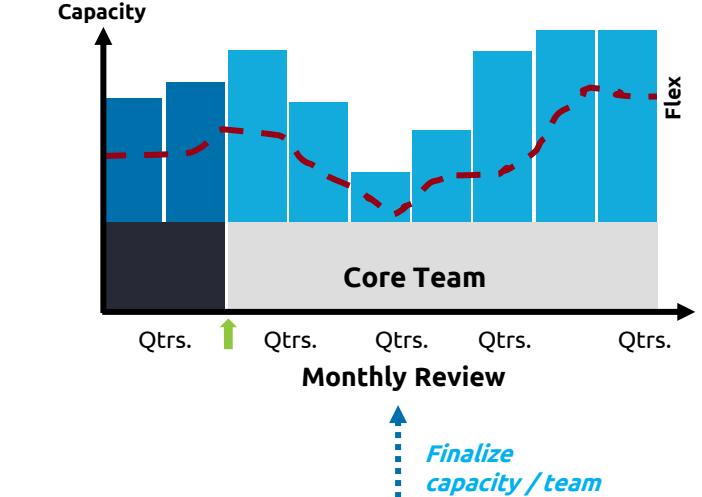
Capgemini Team will function from FirmX Bangalore office



# Flex delivery management to support the new initiatives, use cases & features



- Capgemini **Scrum Master** and **Business Analysts** will work with FirmX to size the new project or requirements.
- **Capgemini's estimation method** will be used for effort estimation.
- Based on identified requirements, **Product Owner** will manage the product backlog and produce a sprint planning.
- Demands will be prioritized and scheduled by the **Product Owner**
- Based on the demands, Capgemini **Ad-Hoc Services Lead & Service Delivery Manager (SDM)** will manage the capacity requirements

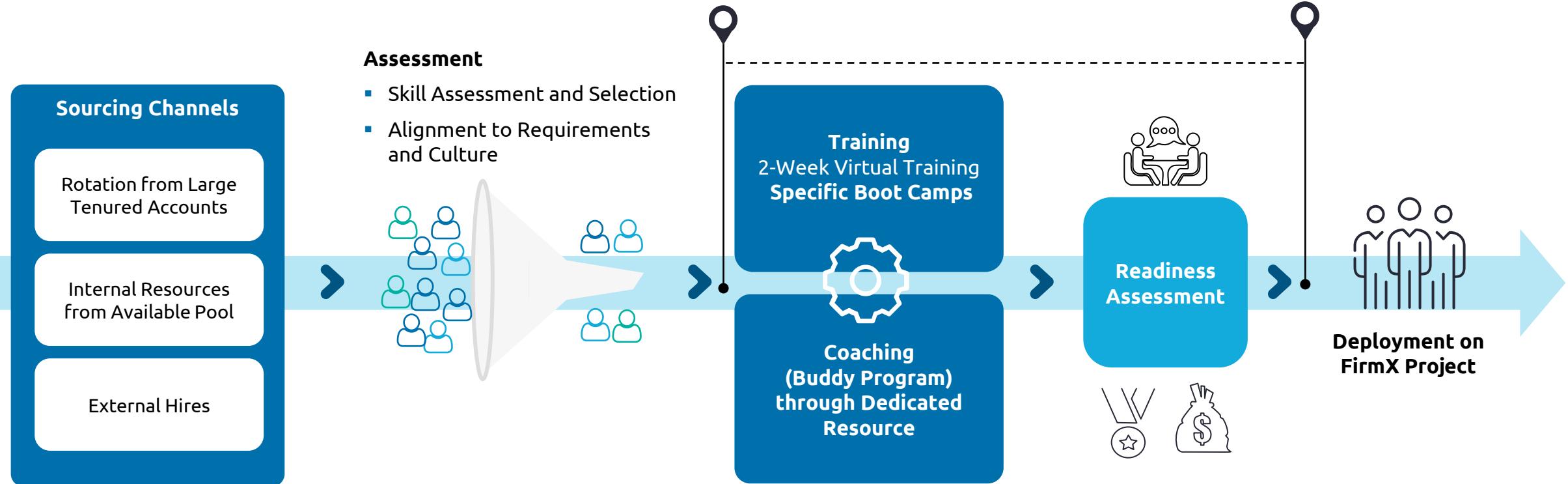


\*Product Owner is assumed from T.EN



# We propose a structured onboarding process underpinning the fulfilment

We will utilize the existing onboarding process to expedite resource onboarding & project launch



## Key Success Factors



**Right Resources:** With relevant qualifications (Certification/Bachelors/Masters/Experience) in required area



**Focus on knowledge/training:** Leverage industry platforms for training and practice tests customized to client needs



**Right leaders:** Identify experienced leads who have passion for coaching and team building

# We aim to drive new tech & solution innovations, business outcomes by setting up **Innovation Advisory** function



*Procurement / Supply Chain Domain Consultants from Capgemini*



*Technology Partners involvement for new features and solutions*



*Capgemini Practice teams for solution validation + directions*



*PROCure business focused team to drive new POVs*

*Driving AI / Gen AI / Agentic AI based PROCure solutions*

*Business teams brainstorming and continuous alignment of expectations*

# Innovation Function will bring various Capgemini accelerators into the engagement



## Schema Migration

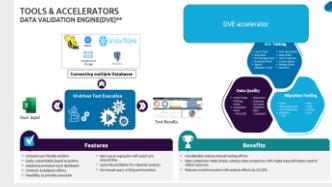
### CLONE 2.0



- Migrate Tables/Views DDLs from one Database to another

## Data Validation

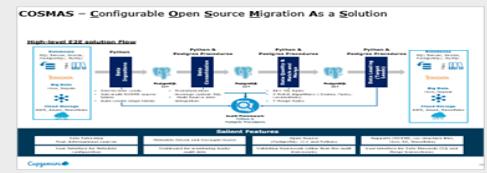
### DATA VALIDATION ENGINE(DVE)



- Data comparison made simple, complex data comparison with simple steps eliminates need of skilled resources

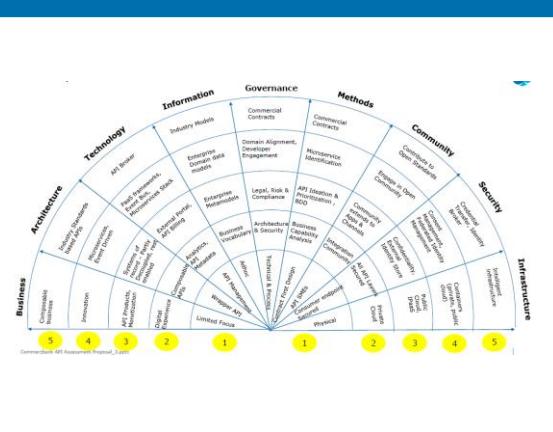
## Data Quality

### COSMAS DQ

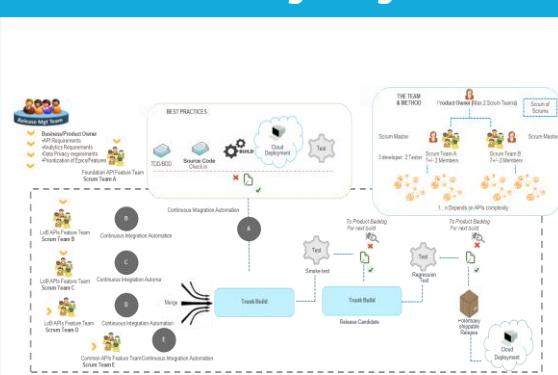


- Metadata driven & reusable approach ; 40+ DQ Rules ; 3 Match Algorithms ( Cosine, Fuzzy, Levenshtein); 7 Merge Rules. Python and Postgres based solution

## Integration Maturity Model



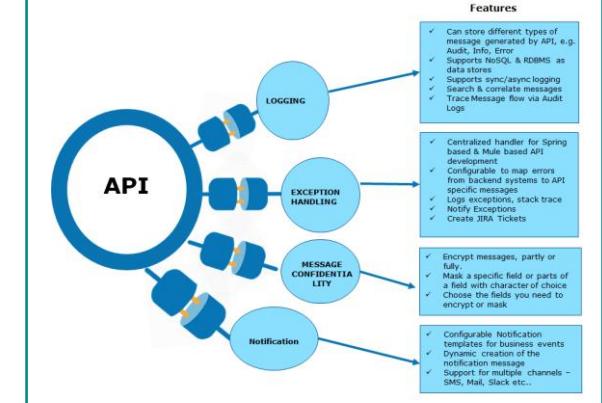
## Integration Factory-Industrializing Integration



## Development Leading Practices & Standards



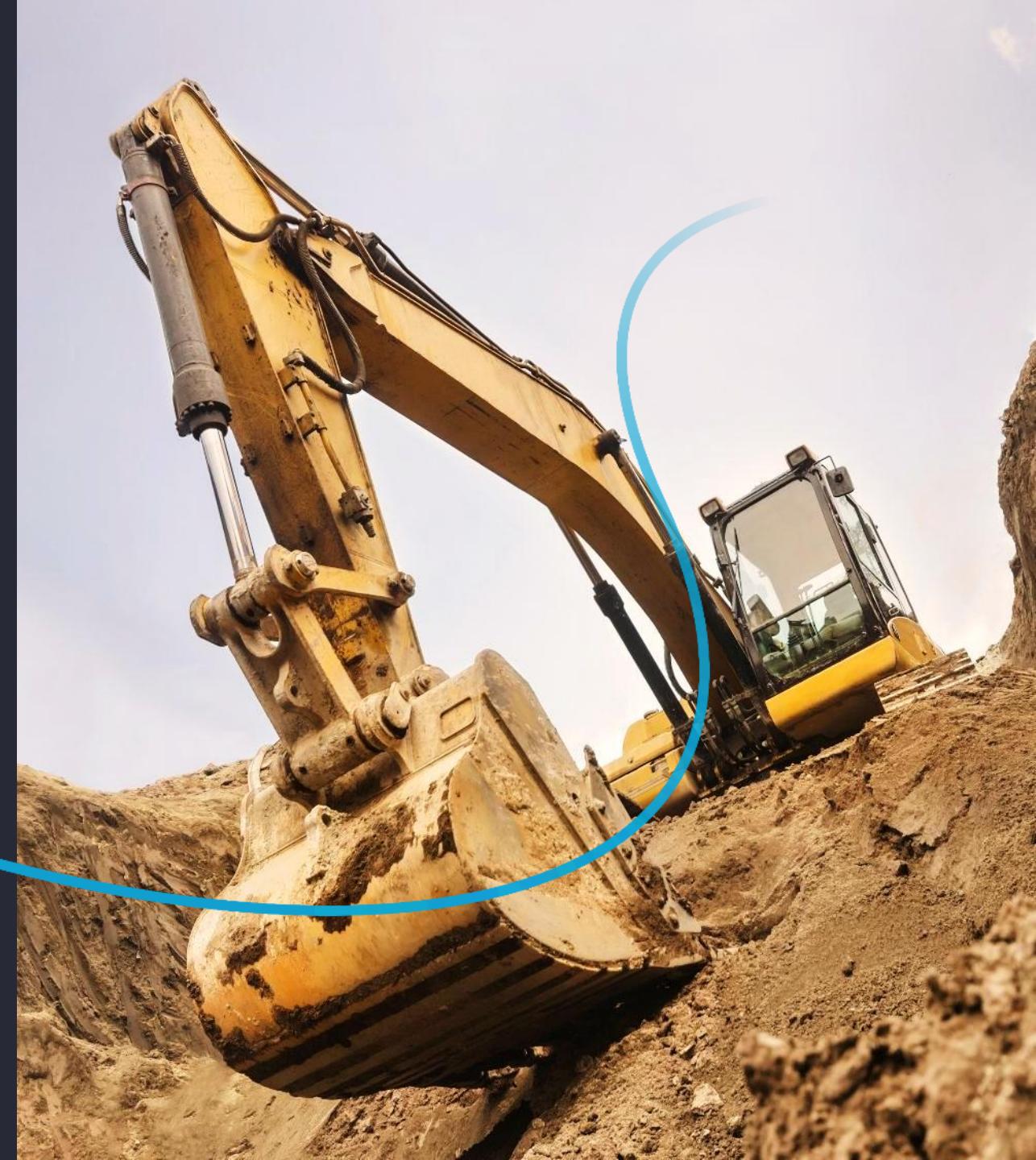
## Foundation Framework and Reusable assets



\* All solutions and accelerators are Capgemini IP

# 05

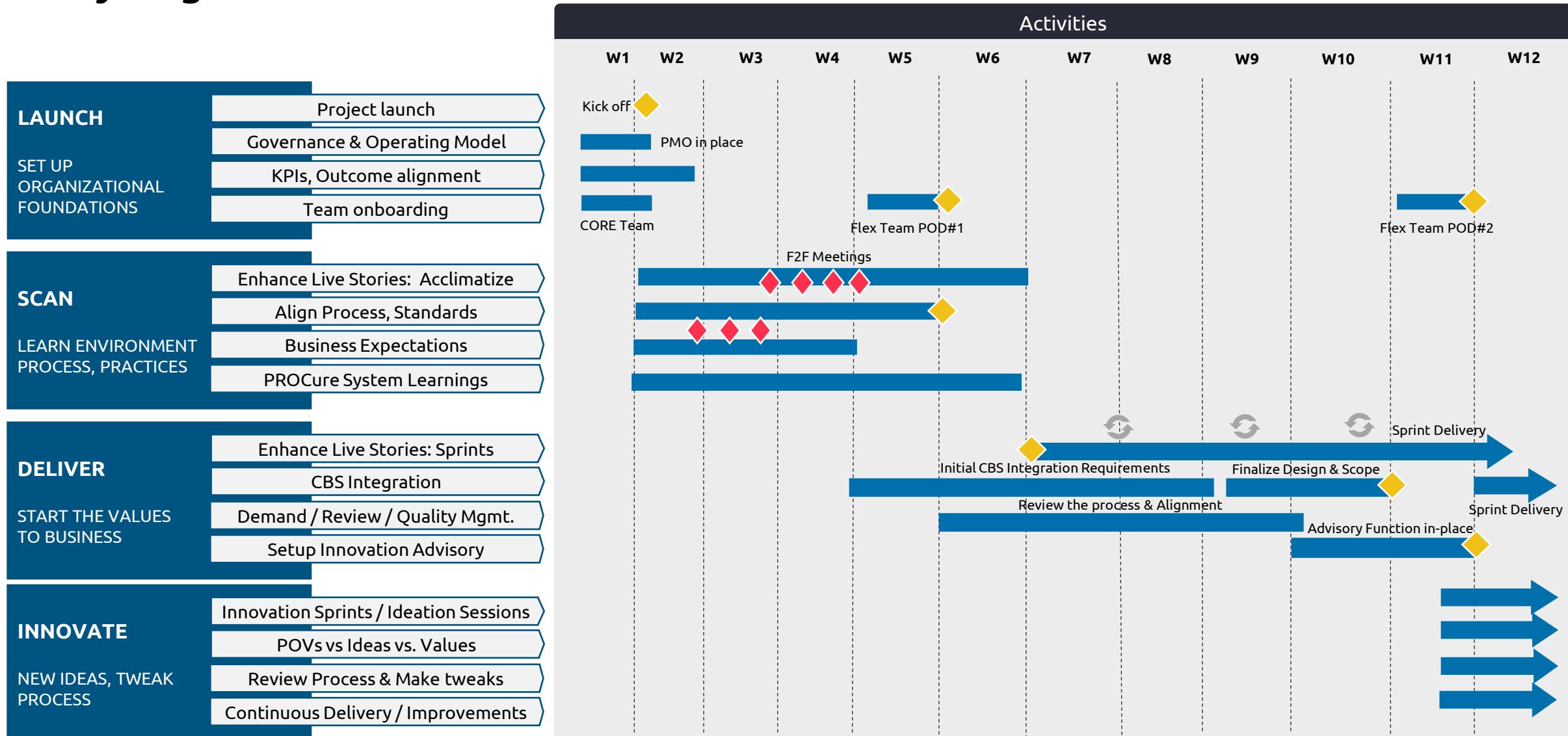
## Governance & Execution Timeline



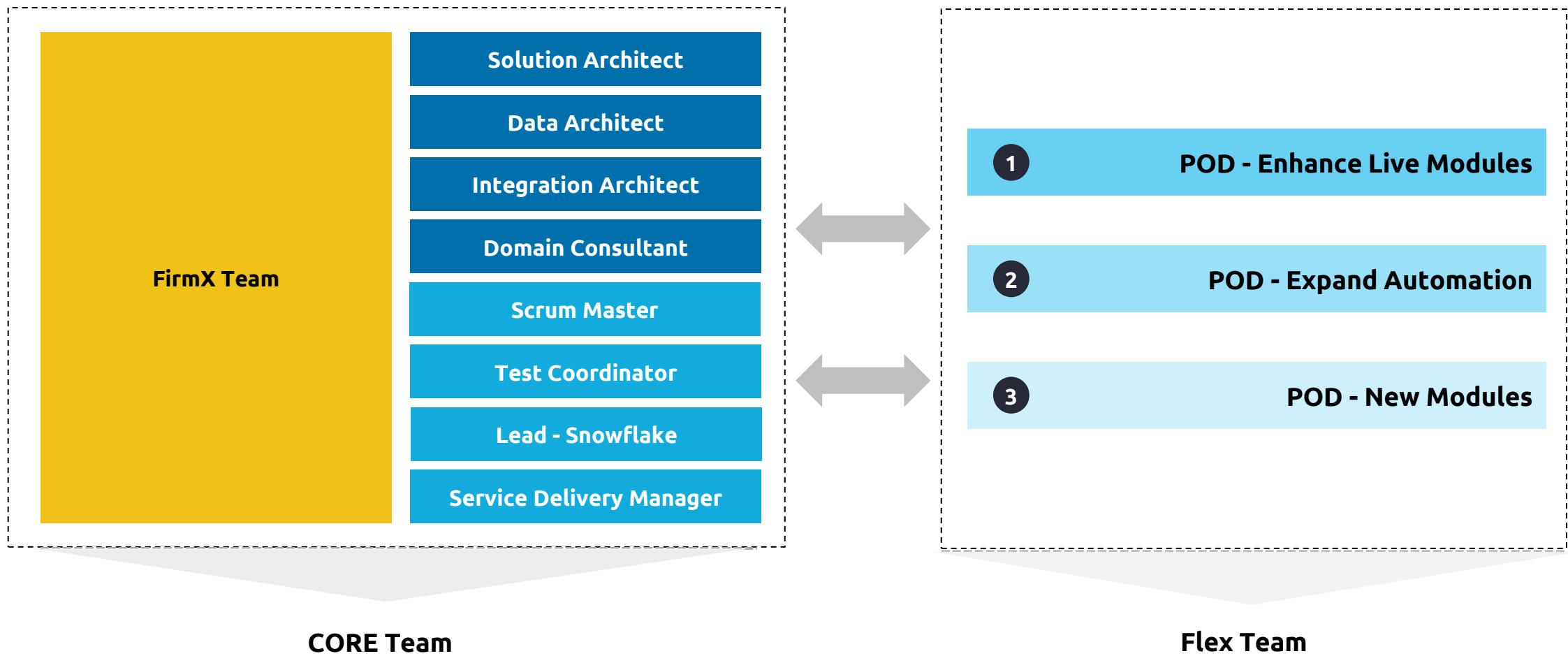
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	Week 0 – 2	Weeks 1-6	Week 7 Onwards	Week 13 Onwards

# Illustrative Timeline / Milestones to get execution model ready to go



# “Two in a Box” & Core Team Engagement



FirmX

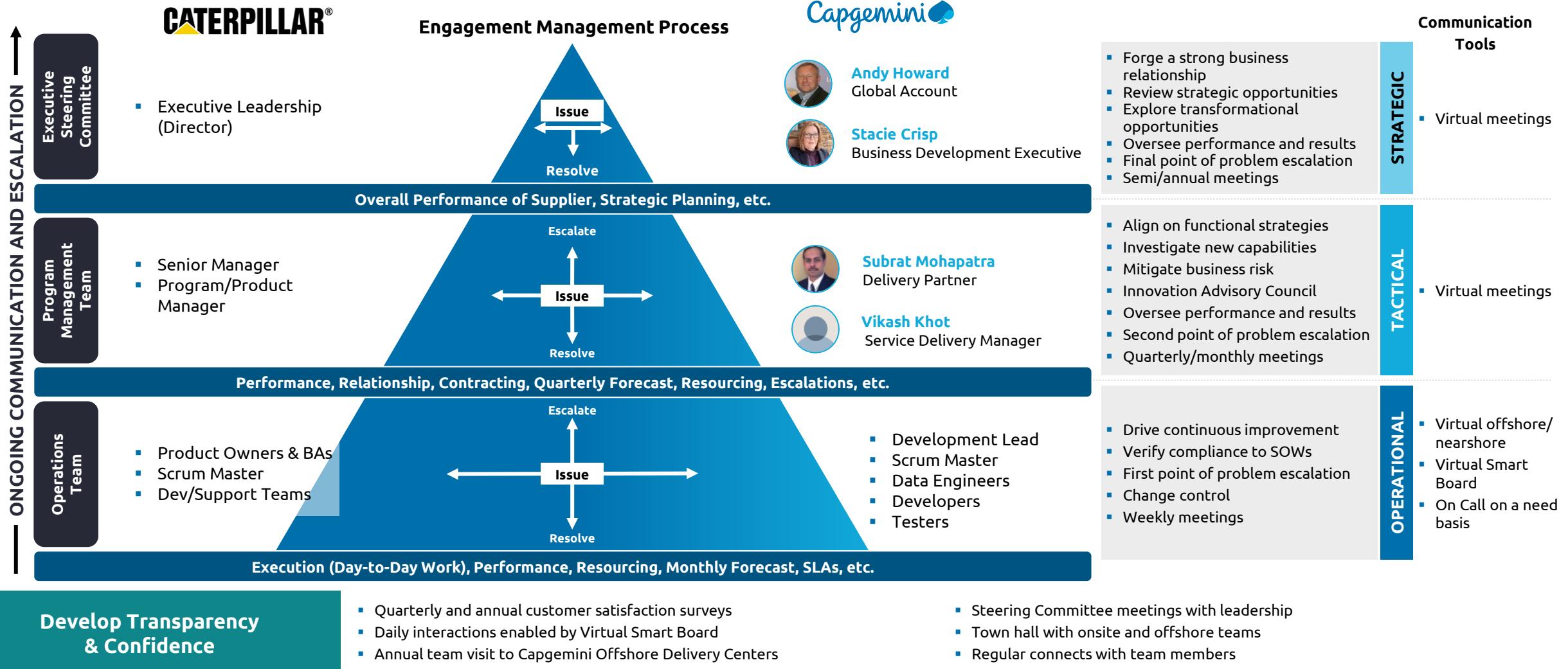


Capgemini  
Onshore



Capgemini  
Offshore

# Engagement Governance



Collaborative, multi-tiered, performance-driven governance structure for delivery excellence



## Key Assumptions

- Capgemini team will have access to all relevant SMEs, information, data, environments, processes, procedures required to enable delivery of their responsibilities identified during the Transition.
- FirmX will provide necessary support from source systems and share business context when required by the Capgemini team to fix defects or work on enhancements.
- Any Backlogs of present data processing will get accompanied after re-estimating the Story points and consider that efforts as separate line items during time of implementation.
- FirmX shall provide for any specific software or licenses if as required by Capgemini.

## About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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# A

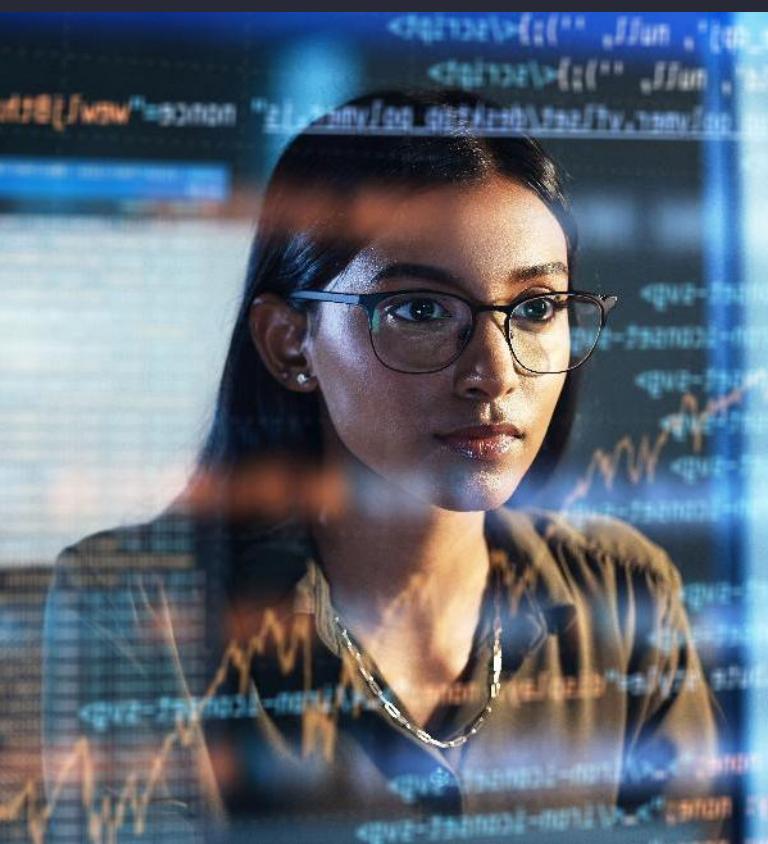
## Appendix

### Customer Success Stories



# Data Migration alone from various sources to snowflake to build report in reporting tool

- Onshore offshore percentage: 100% offshore capacity
- Duration of the project: 12 months
- Any specific accelerators & benefits : Enhanced Monitoring, Robust Error Handling, Efficient Transformation
- Number of sources: SAP, TeamCenter, Financials, Techpub, Ipfolio, Export code, Kafka etc.
- Target Database (Teradata / Exadata/ Oracle): Snowflake
- Technologies used: Snowflake,IICS
- Tools Used: Opsera,Control-M,Power BI, Tableau



## CLIENT CHALLENGES

### Data Transformation Challenges from Team Center to Snowflake

#### Source Data Quality Issues:

**CSV Files:** Poor data quality, including:

- Data Alignment Issues:** Misalignment within columns.
- Column Mismatch:** Inconsistencies in column structure, making it difficult to load data into Snowflake tables.

#### File Profiling Issues:

- Profiling issues complicate the data transformation process.
- Inconsistencies in column structure make it difficult to load data into Snowflake tables.

## CAPGEMINI'S SOLUTION

#### Data Alignment:

- Preprocessing:** Implement preprocessing steps to clean and standardize the data before transformation. This includes removing duplicates, ensuring consistent formatting, and aligning data within columns 1.
- Automated Scripts:** Use automated scripts (e.g., Python) to identify and correct misaligned data programmatically 2.

#### Column Mismatch:

- Template Standardization:** Provide standardized templates for CSV files to support consistent column structures 3.
- Validation Checks:** Implement validation checks to verify column names and structures before loading data into Snowflake

#### Profiling:

- Data Quality Tools:** Use tools like DQOps to monitor CSV file quality.
- Regular Audits:** Conduct audits to identify and fix profiling issues.

## KEY BENEFITS DELIVERED

#### Improved data quality:

- Accurate and consistent data in Snowflake.
- Fewer errors and misalignments.

#### Efficient transformation:

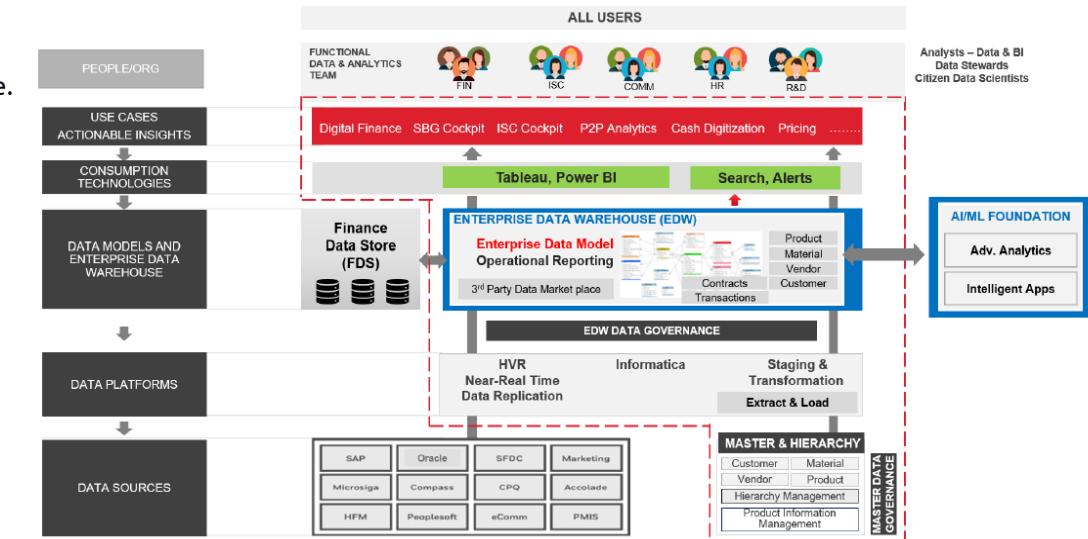
- Streamlined process with automation and validation.
- Faster data ingestion.

#### Enhanced monitoring:

- Continuous quality checks with tools like DQOps.
- Regular audits for data integrity.

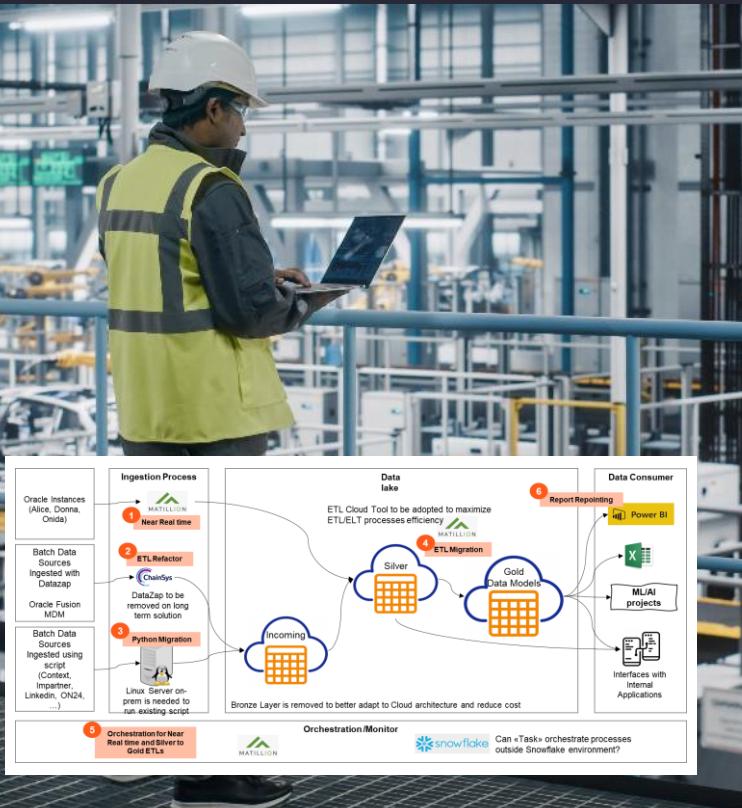
#### Robust error handling:

- Effective mechanisms to resolve inconsistencies.
- Clean and standardized data.



# Datalake Migration from Cloudera to Snowflake for a Manufacturing Customer

- Onshore offshore percentage: 100% offshore capacity
- Duration of the project: 11 months
- Any specific accelerators & benefits: Clone 2.0, Python based Data migration accelerator from Hadoop to Snowflake
- Number of sources: 15+ (Oracle ERPs, SAP, Oracle Fusion, Oracle Sales Cloud, CPQ etc.)
- Target Database (Teradata / Exadata/ Oracle): Snowflake
- Technologies used: Snowflake, Matillion, Python



## CLIENT CHALLENGES

**Migrate Data Lake platform from Cloudera to Snowflake and decommission on premise Cloudera platform due to following challenges**

- Poor Performance of Data ingestion and Integration jobs in existing Cloudera ecosystem
- only Batch ingestion, no real time data availability
- High Licensing cost and admin support function
- Low system performance
- Inability to utilize capability of Could Data Platform

## CAPGEMINI'S SOLUTION

- One-time historical Data Migration of 30000+ Hive tables from Cloudera to Snowflake
- ETL Refactoring of existing about 1100 + Datazap ETLs from Cloudera to Snowflake
- Silver to Gold ETL migration of 1000 + ETLs from ChainSys Data Zap to Matillion
- Python scripts migration of about 150 scripts from existing API based sources to new target Snowflake
- Orchestration of newly developed ETLs and jobs using Matillion/Snowflake
- Repoint PowerBI reports from Hive/Impala to Snowflake
- Ingestion approach change from Batch to Near real time for regional ERP sources

## KEY BENEFITS DELIVERED

- **Automated DDL conversion using Clone 2.0 Accelerator** – resulted zero manual intervention. Efforts reduced by 70-80%
- **Python based Data migration accelerator** for data migration from Hive to Snowflake reduced migration time and efforts by 80%
- Python based accelerators to generate Merge queries for ETL jobs
- Real time data ingestion enables quick data availability to business stake holders
- Cloud scalability and concurrency greatly enhances business experience.

# Leading UK Cards Payment Service Provider – Revising Middleware Solution in IBM Integration stack



## CHALLENGES

---

- Client's EAI platform is unstable and not scalable.
- Development and release cycles were very slow and expensive as part of multi vendor work culture.
- Optimal usage of EAI as Enterprise middleware platform.
- Insufficient support capacity and thus poor user experience.
- Missing accountability and Ownership due to multi-vendor work culture.
- Improved security for external vendor calls
- Large no of services being created every time there was a change for any new consumer

## CAPGEMINI'S SOLUTION

---

- Rightsizing the team with new dedicated and shared roles along with right locations
- Define and use standards for Estimation, Design, Coding, Review, Unit Testing and Resource On-boarding, Define applicable KPIs & SLOs
- Streamline Configuration Management, Release Management, and Review process
- Comprehensive documentation of all services and activities of the team and initiate Remediation of services by consolidating/retiring the redundant services
- Implementation of Agile/DevOps tools & practices (as applicable) in phases to align with Barclaycard work environment and to enable Continuous Integration & Continuous Delivery
- Addressing Technology related challenges through our Integration COE and Alliances
- Implementing Testing Automation suite comprises of standard tools & our automation accelerators.
- Implementation of Data-Power Gateway for added security.

## BENEFITS/RESULTS

---

- Improved Quality of Service (QoS)
- Only 1 new service got created during 10 months of engagement
- Project delays and costs are reduced by 50% and there are no slippage because of EAI platform
- Improved and optimize the estimation model for accurate estimates
- Single Source of Truth in the form of Service Catalogue got created
- DevOps based automated deployment and build processes implemented
- Streamlined process reduced stability issues and added toll-gates in a process assure reusability and less work.
- Flexible and scalable implementation for future extension needs.
- Additional security layer for external vendors calling client system using Data-Power.

# Building Data Lake ingestion



## CLIENT CHALLENGES

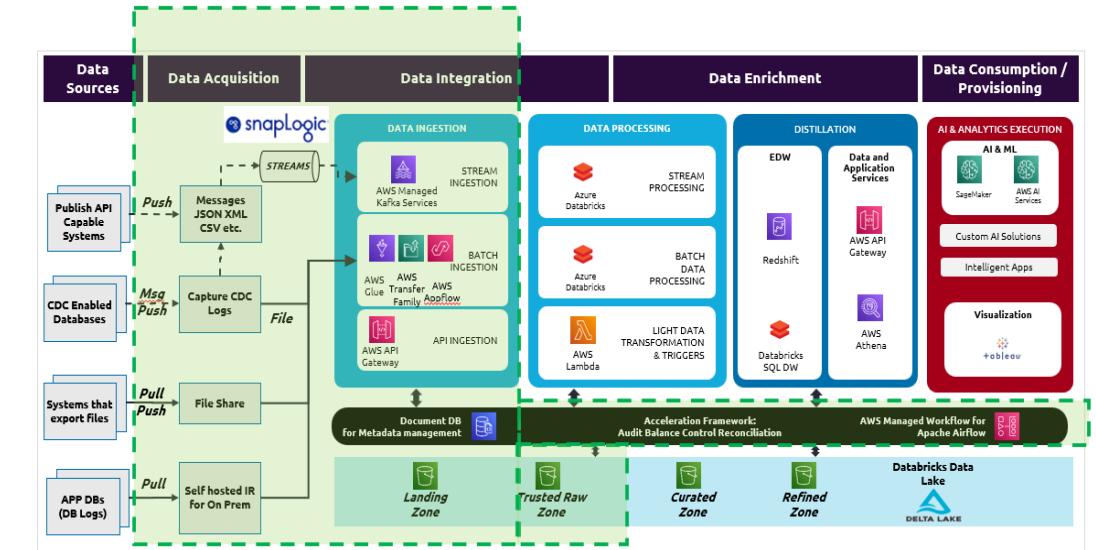
- Replicate SAP tables that do not have a timestamp at the source side on near Realtime. The new process should not introduce extra burden on the source transaction system than it already is under in the current process.
- Replicate Salesforce tables and implement CDC on near Realtime.
- Trigger external data flows
- Performing updates on Parquet file.
- Maintaining update logs and updating them.

## CAPGEMINI'S SOLUTION

- Use Snaplogic which is Low-code/No-code tool to ingest data to S3.
- Perform data loads in near Realtime.
- Provide a common reusable pattern to implement integrations across multiple applications.
- Deployed scalable architecture to meet the current and future data integration needs for the organization.

## KEY BENEFITS DELIVERED

- Robust architecture for data ingestion
- Low-code/No-code
- Improved data management capabilities (monitoring, issue identification, resolution)
- Overall cost saving and efficiency realization



# Data Processing, Transformation & Data Integration for World's largest Furniture and home appliance retailer from Europe



## CLIENT CHALLENGES

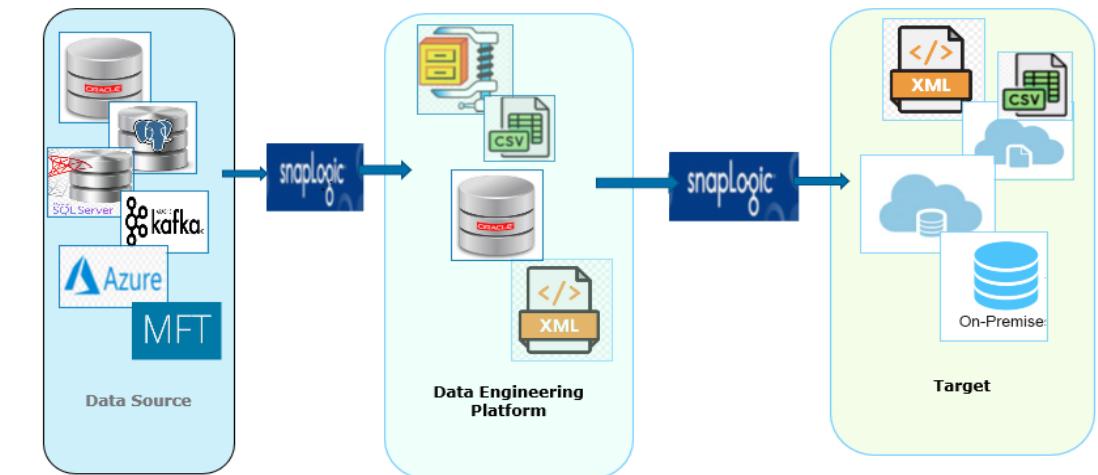
- Need a fast and high performant tool cater to the integration needs spanning multiple applications.
- Challenges handing complex files using current ETL tools
- Challenges to connect to cloud

## CAPGEMINI'S SOLUTION

- Initiative is to establish a complete solution to process data , maintain data hierarchy ,on demand data transformation and integrate multiple data source to a business wise single target
- Deployed scalable architecture to meet the current and future data integration needs for the organization.
- Handle complex file solution on prem as well as on cloud
- Provide a common reusable pattern to implement integrations across multiple applications.

## KEY BENEFITS DELIVERED

- Robust architecture for data integration and distribution
- Improved data management capabilities (monitoring, issue identification, resolution)
- Improved customer satisfaction
- Overall cost saving and efficiency realization



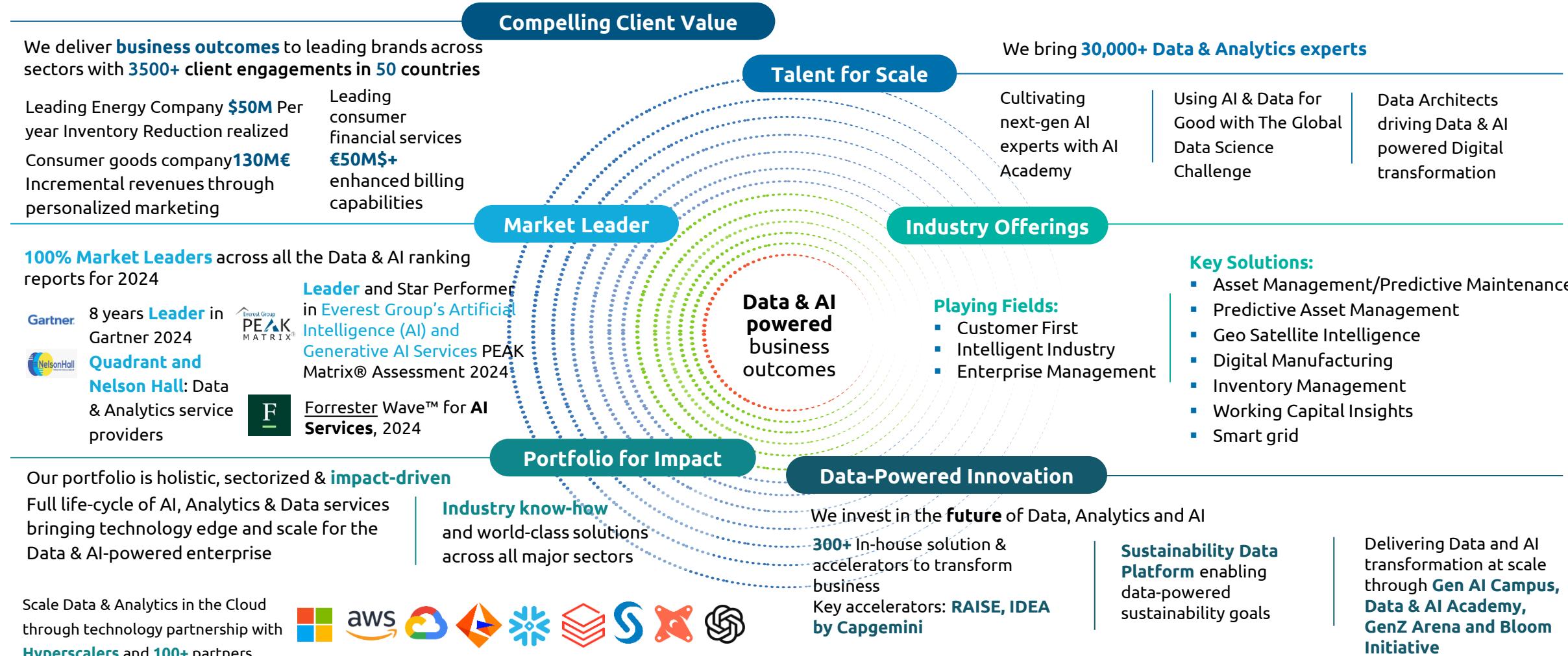
# B

## Capgemini's Capabilities & Partner Eco-System



# Insights & Data – Practice Overview

Our insights & data practice is focused on transforming data and analytics estates for our clients and helping them derive meaningful insights from the same.



# Snowflake Competency

- Partnership since 2017
- Global Elite Partner since 2020
- 1200+ Trained/Experienced FTEs, 202+ Certified
- 30+ Active Clients, 60+ Projects
- Industry Vertical & Horizontal solutions developed with Snowflake
- Global Snowflake practice managing delivery from onshore/offshore/nearshore
- Capgemini Snowflake Academy for building Snowflake skills
- Legacy Migration Acceleration Partner



Approx. 25% savings using Migration Assets

## WHY CAPGEMINI FOR SNOWFLAKE

- Global Snowflake Practice which directly connects with customers and manage delivery from offshore/onshore/nearshore
- Reference Snowflake architecture to provide an end-to-end solution & Optimized Migration Path
- Capgemini solutions & Accelerators fine-tuned for Snowflake Migration
- Enterprise readiness and Probe/ ROI Kit for Snowflake
- Capgemini Snowflake Academy



Retail Data Cloud Launch Partner

Media Data Cloud Launch Partner

Telecom Data Cloud Launch Partner

## SOLUTION AND ACCELERATORS

Discovery	Schema Migration	Data Migration/ Ingestion	Native Code Conversion	ETL Code Conversion	Data Validation & ABCR f/w	Orchestration	Use Case	
							1 60-70%	2 70-80%
IDEA – Discovery Service	• CLONE 2.0 • IDEA – Schema conversion	• COSMAS DM • IDEA • Azure Mx • Matillion Ingestion	• IDEA – BTEQ Code converter • Oracle to Snowflake procs (enabler)	• ICE+	• IDEA - DV • COSMAS DV	• IDEA (orchestration on AWS, Azure, GCP) • ADGEN		
Discover Current snapshot Technical landscape for DWH	Clone : Migrate Tables/Views DDLs from one Database to another.	Data Migration from existing EDW, Data Marts , non-OLTP RDBMS, Flat-Files to Target Databases	Converts the BTEQ scripts to target cloud DWH compliant scripts on 1-1 basis • Oracle Procedure to Snowflake Procedures	Converts Informatica PowerCenter mappings to Snowflake (Snowpark and SQLs) and also Converting SAP Hana graphical views	Post Migration data validation using recon (entity & query) between source and target • COSMAS DV f/w reconciles source & target data using built-in or custom rules	IDEA :Orchestration leveraging native tool on the cloud platform • ADGEN : Cloud Native services utilizing Airflow for Job Orchestration using DAG		
Teradata, Oracle	• Clone 2.0 : Teradata / Oracle / SQL Server / Hive to Snowflake • IDEA : Teradata, Oracle	• Oracle , SQLServer, Teradata, Greenplum, RedShift, Hadoop/Hive, SAP HANA	• Teradata BTEQ scripts • Oracle Procedure to Snowflake Procedures	• Informatica PowerCenter • SAP HANA Graphical view	• Data reconciliation between Oracle, SQL Server, Teradata, Greenplum, RedShift, Snowflake, Hadoop/Hive	• AWS Airflow or Python based framework for end-to-end orchestration		

## CLIENTS

Global Television Network

Credit Card Company

Global Telecom Company

Investment Bank

European Insurer

Global Payments Company

Major Media Giant

Consumer Goods Company

Leading Energy Company

# Integration Competency

## Our Value

- Over 20 years of Integration Experience
- Award winning partnerships
- Most Qualified and best educated workforce
  - 22,000+ Integration Experts
  - Multi-year 1<sup>st</sup> in partner certifications
- 5000+ Cloud integration projects
- Advanced accelerators and frameworks

## Global Partnerships



## Highly Regarded Partner

### Awards and Certifications

- Forrester Wave Report Leader in Global API Strategy and Delivery Service Providers
- Forrester Now Tech Reports
  - Global API Strategy and Delivery Services Leader (out of 22 SIs)
  - Global Integration Strategy and Delivery Services Leader (out of 19 SIs)
  - Global Microservices Strategy and Delivery Services Leader (out of 17 SIs)
  - Only 3 System Integrators were categorized truly global in all three studies

## Integration and API Service Offerings

### Advisory Services

- Strategy and Technology Assessments
- Organizational Models CoE/C4E
- API and Service Governance
- Reference Architecture and Patterns
- Strategy and Road-mapping
- Product Selection and Business Case

### Full Lifecycle Development

- Solution Architecture
- API, service and integration development
- Microservices architecture and development
- Service rationalization
- Test Automation and DevOps
- Migration Factory
- Service management

## Integration Value Add

### Integration Accelerators

- Application integration guidelines
- API and integration lifecycle deliverables
- Reference architecture and patterns
- CoE/C4E approach and deliverables
- Strategy and Road-map template
- Product Selection and Business Case template
- DevOps / Test Automation In-a-Box
- Migration and Test AI tools

### Core Integration Framework (CIF)

- Error Management (Error Notification & Remediation)
- Common Logging
- Data Integrity Monitor (E2E Visibility)
- Parameter Management
- Cross Reference/Data Enrichment Services
- Authorization
- Event Notification & Escalation

# MuleSoft Competency

- Established in 2013
- **Global strategic partnership** across sales and delivery driving digital and cloud adoption programs
- MuleSoft **Value Added Reseller** of MuleSoft Anypoint Platform™
- Capgemini and MuleSoft offer **joint solutions** to enable our clients to chart out their legacy modernization and transformation initiatives
- Joint thought leadership papers related to digital transformation of IT landscapes, supported by API platforms.

## Our Partnership



- **2000+ certified MuleSoft resources** across Architecture and Development worldwide
- Global delivery capabilities with local insight combined with **offshore delivery center & nearshore centers**
- Leading Practices Standards, Templates, Patterns & Solution Accelerators
- Expertise in **C4E Engagements** for strategic customers worldwide

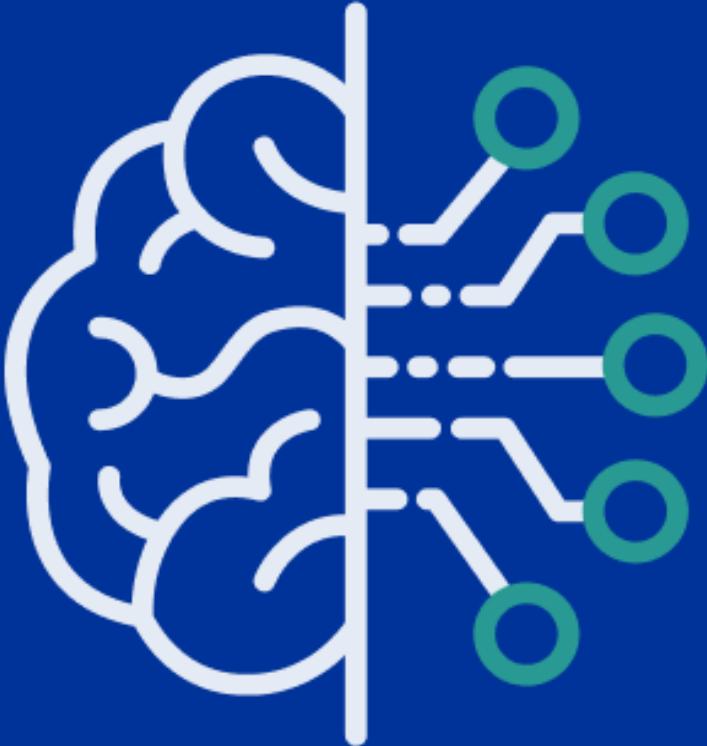
## Global Capabilities



- **Integration Strategy & Assessment**  
Integration Advisory, Strategy & Roadmap  
Integration Maturity & Product Assessment
- **Integration Foundation**  
Integration Platform Architecture  
Integration Framework & platform setup  
Integration DevOps Setup
- **Integration Build & Run**  
Cloud adoption  
B2B Integration  
SaaS Integration  
API Management Solutions
- **MuleSoft Platform Modernisation**  
Integration Platform migration  
MuleSoft Platform upgrades 3.x to 4.x
- **Integration Centre For Enablement**  
Setup new operating Model for driving platform and API reuse & maximise consumption of assets

## Service Offerings





## SnapLogic Competency

PROVIDING DEVELOPMENT AND SUPPORT FOR A NEXT-LEVEL DATA INTEGRATION ACROSS MULTIPLE DOMAINS.

**Case 1 – AstraZeneca** have different systems for research, development, manufacturing, and sales.

**Solution** – SnapLogic is used to integrate data across these systems, ensuring seamless flow of information.

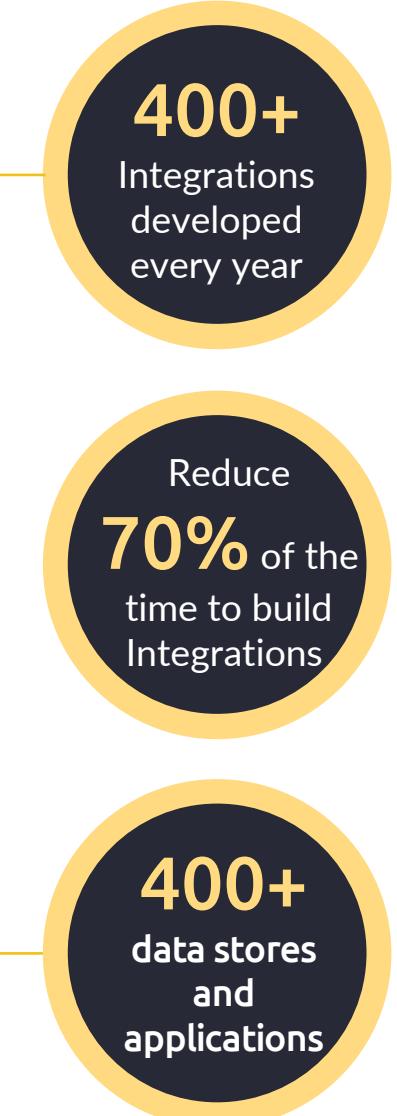
**Gain points** – Providing a vast library of pre-built connectors (Snaps) for popular applications, databases, and services. This extensive library helps accelerate integration by reducing the need for custom coding.

**Case 2 – Ikea** dealt with data silos, where information was scattered across various departments and systems.

- **Integration Complexity:** The complexity of integrating diverse applications and data formats posed a significant challenge.
- **Real-time Requirements:** Ikea required real-time data integration to support timely decision-making and agile operations.

**Solution** – SnapLogic with its robust integration capabilities and user-friendly interface allowed Ikea to design and implement integrations without extensive coding.

BENEFITS DELIVERED



# Alliance Partner: IBM Global Platinum Business Partner

## Platinum Partnership



### Partnership:

- Platinum Partner for IBM for 2 decades now
- Focused on helping clients meet increasingly specific business needs.

### Capgemini Capabilities:

- ~20 Countries with IBM Alliance Presence - Our country alliance managers are dedicated to innovating, selling and delivering IBM solutions, backed by teams of Capgemini and IBM experts around the world.
- 11K+ IBM Partner Plus Members: Capgemini one of the largest participating companies in IBM's business partner program.
- Capgemini Research Institute thought leadership
- Driving digital transformation at CxO level.



In recent years, IBM has focused on its new platform business which focuses on Hybrid Cloud and Artificial Intelligence.

Hybrid Cloud markets forecasted to grow at a rapid 21.06% CAGR up until 2026.

IBM again recognized as a Leader in the 2023 Gartner® Magic Quadrant™ for Enterprise Conversational AI Platforms

- IBM named a leader in IDC's AI Governance Platform MarketScape, 2023
- IBM Positioned in the Leader's Category of the First IDC MarketScape: Worldwide Quantum Computing Systems 2023 Vendor Assessment
- IBM ranks in the Top 5 Cloud infrastructure providers market in Q3 2022
- 2022 Trust Leader #1, IDC Trust Perception Index

## A Global Force

### Your partners for a new generation of doing business

Deep business insights, design-build-run expertise and flexible delivery options from Capgemini combine with leading edge IBM technology and strong collaboration to help clients leverage cloud, boost innovation and achieve critical business outcomes.

- Our strengths complement one another
- An investment in breakthrough solutions in the areas of Hybrid Cloud, Mainframe Modernization, Generative AI, Business Automation, Intelligent Asset Management and Quantum —with Capgemini and IBM platforms brings - competitive advantage and creates the potential for better transformation and integration opportunities

## Target Sectors



Automotive



Industrial



Manufacturing



Financial Services



Energy

## Strategic Initiatives

Open Hybrid Cloud

Mainframe In-place Modernization

Intelligent Asset Management

Business Automation

Sustainability

Generative AI

Quantum