ADMnext by Capgemini
Enabling infinite possibilities

Business-focused ADM for
Accelerated Growth

Business and IT:

Converging and collaborating as one to cut through the chaos

In this increasingly chaotic and competitive marketplace, organizations are turning to their core functions, expecting them to reach beyond service provision and become key business-enabling units. For most progressive companies, it's the IT department that's stepping up as the business' leading innovation partner – helping to proactively shape the company's future, while transforming themselves in tandem.

Today's tech-savvy business CXOs are demanding consumer-grade technology – a comprehensive, future-ready, business value enabler that fully embraces the digital realm and closely aligns to their internal strategies. So, converging and collaborating with a next-generation IT function is essential to make these strategies a success.

Forging a new legacy: Embracing disruption, innovation, and change

These concepts are nothing new – but the pace of change definitely is. In response to these demands from the business, CIOs and IT leadership are looking to their people to deliver and break free from legacy constraints – driving more disruption, innovation, and change. They want to bring simpler, more predictable, scalable, cost-effective, and outcome-based consumption models to the business that are smoothly deployed.

So how can IT leaders deliver?

> *Digital technologies like artificial intelligence and connected devices change how you deliver value to your customers, but the key is to equip your firm with the skills, methodologies, and processes to be able to respond quickly to market change.* [1]
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> **Forrester Research Inc**

1 Forrester Research Inc, "Kick-Start Your Digital Business Strategy," June 25, 2019

Introducing ADMnext by Capgemini

Business-focused ADM Services for accelerated growth

ADMnext by Capgemini moves applications development and maintenance (ADM) from an insurance-based function to investment-focused, business value driver. It goes beyond reactive support and single-speed legacy application and infrastructure estate change – transforming your ADM and IT function into a valuable asset that's aligned to your business objectives to drive growth.

The change, innovation, outcomes – and future – you want

Essentially, *ADMnext* equips you with the ability to rapidly respond to change – or rather to embody the change, the innovation, and the outcomes you want for your business. This competitive advantage is facilitated by a simplified, more flexible application and infrastructure estate. It's easier and more cost-effective to consume, meets your end-user technology and service-level expectations, and drives down IT distraction across hybrid landscapes. *ADMnext* leverages advanced methods from Capgemini's Enterprise Automation Fabric. These include artificial intelligence, machine learning, the latest robotic tooling, and more. Together, these technologies serve to mitigate risk, industrialize innovation, optimize your legacy estate, and commoditize your services.

For us, it's all about using the latest methods and tools to bring you the future you envision – and that means more. More what? More efficiency that facilitates more agility, which enables more innovation with a more unique business perspective that's more intuitive:

More efficiency: Operational excellence that improves time to results and cost reductions to drive your digital agenda

More agility: A collaborative ecosystem approach with an efficient, multi-speed delivery model, and flexible landscape

More innovation: We consistently drive innovation with modern application solutions and improved time to markets for your business capabilities

More relevant to your business: Aligned to your business priorities and market dynamics – bringing you actionable insights through experience

More intuitive and easy to use: Easily consumable, scalable, and built on business-relevant commercial models

> *Capgemini has an established next-generation ADM practice, led by its ADMnext framework and large palette of tools and accelerators. Its playbook-led delivery, Enterprise Automation Fabric (EAF) and integration of AI and automation into transformation services make it a leader in ADM.[2]"*
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> **ISG (Information Services Group)**

2 ISG (Information Services Group), "ISG Provider Lens™ – Next-gen Application Development & Maintenance (ADM) Services," 2020

How we do it

Insightful, industry-aligned, next-generation ADM Services to address all your business imperatives

At its core, *ADMnext* is a full stack of capabilities that include:

- **Adaptive ADM Services**
- **Modernization Services**
- **Business Insightful Services**
- **Emerging Services & Products.**

These services are underpinned by a comprehensive library of Organizational Assets and Enablers.

What you immediately gain here is insight – a complete, unified view across IT and OT. Together, these become Business Technology (BT) – one everything-as-a-service portfolio that's geared towards expanding your digital transformation possibilities with zero distractions – ensuring operational efficiency, continuous improvement and cost reductions

The full stack: A unified view of IT and OT – One everything-as-a-service Business Technology portfolio

Key market trends delivered through *ADMnext* layers.

- Leverage New Technology
- Lead the Industry
- Agile IT Estate 'Fit for Future'
- Cost Reduction & Continuous Improvement
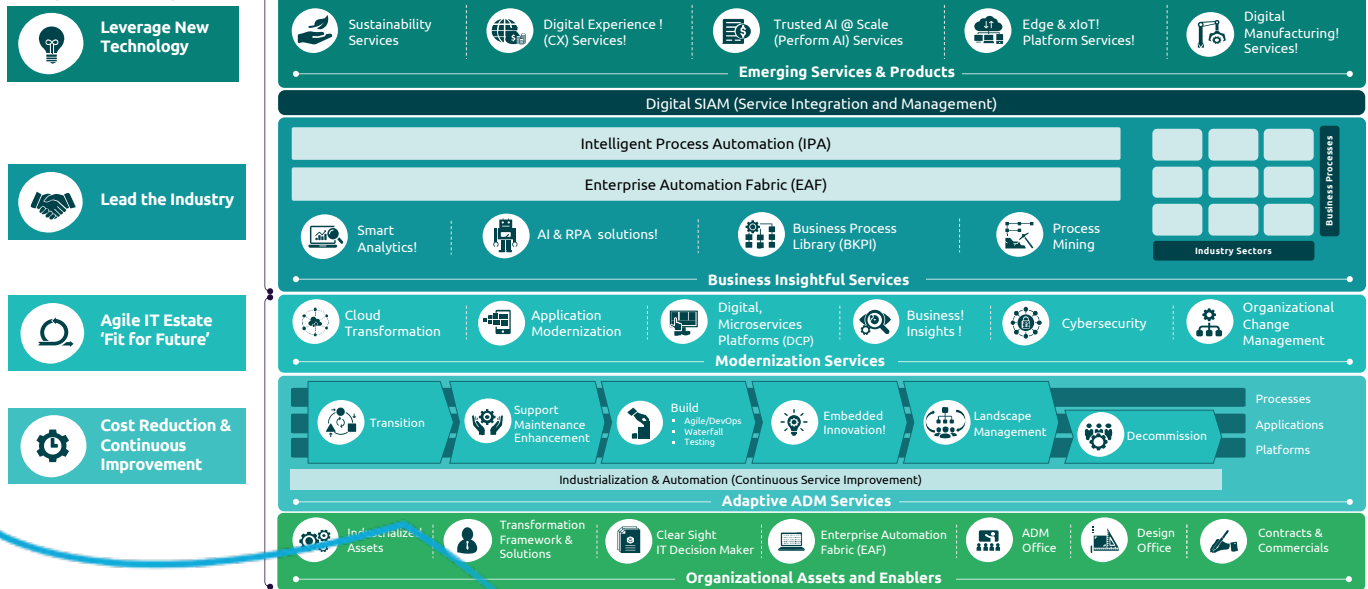
How each element group of the *ADMnext* services portfolio delivers value

Our *ADMnext* portfolio is designed to maintain a non-stop drive to business excellence. Each element group targets value delivery through the achievement of specific business objectives.

Adaptive ADM Services: Driving efficiency, cost reduction, and continuous improvement

Our Adaptive ADM Services are made up of an integrated portfolio that spans business processes, applications platforms, and hybrid infrastructure landscapes. This portfolio covers the full development lifecycle, from ideation through building and support to decommissioning. Bolstering this portfolio is our ADM Office – driving continuous improvement and exploiting Capgemini's assets and enablers. As a whole, our Adaptive ADM Services bring:

- Flexibility and responsiveness that drive change across business process, applications, and infrastructure
- An easier-to-consume IT service that's aligned to clear business measures and outcomes
- Freed-up time and cost-to-spend on transformational activities.
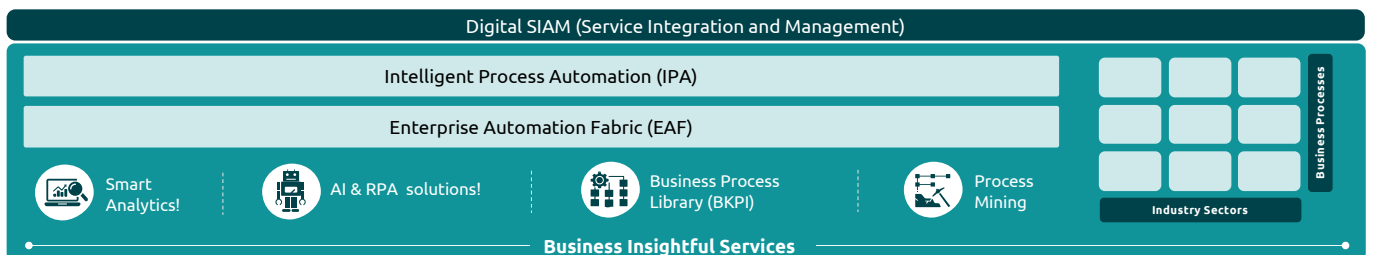
Modernization Services: Accelerating speed of change and driving optimization throughout your IT landscape

Cloud Transformation	Application Modernization	Digital, Microservices Platforms (DCP)	Business Insights	Cybersecurity	Organizational Change Management

Modernization Services

Within *ADMnext*, Modernization Services aren't an afterthought or an add-on – they're an essential part of our offering and are integrated with core ADM Services, which are underpinned by Factory and Accelerated Delivery Center Models. Our insights-based tools (Clear Sight IT Decision Maker, Process Mining & Smart ADM Analytics, etc.) drive transformation based on facts and are supported by Cybersecurity and Change Management to ensure rigor and user engagement. Together, they deliver:

- **Ongoing landscape modernization**
- **Continuous TCO and technical debt reduction**
- **Increased landscape flexibility and agility, while reducing complexity**
- **Business outcomes through the leveraging of insights**
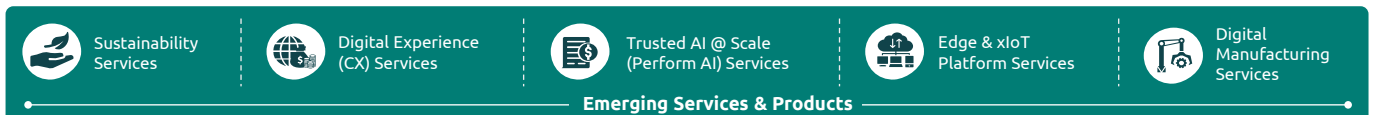- **Minimized business risk with heightened security and end-user adoption.**

Business Insightful Services: Aligned to your industry and functions

Digital SIAM (Service Integration and Management)

Intelligent Process Automation (IPA)

Enterprise Automation Fabric (EAF)

Smart Analytics!	AI & RPA solutions!	Business Process Library (BKPI)	Process Mining	Business Processes / Industry Sectors

Business Insightful Services

Our Business Insightful ADM Services are backed by our wealth of experience within your industry and are based on process-aligned KPIs tailored specifically to your goals. These KPIs guarantee service alignment to your expectations and drive progressive business process improvement. This agile, transformational approach is underpinned by our AI-enabled Intelligent Process Automation capabilities to bring you:

- **A clearer understanding of the value IT delivers to the business**
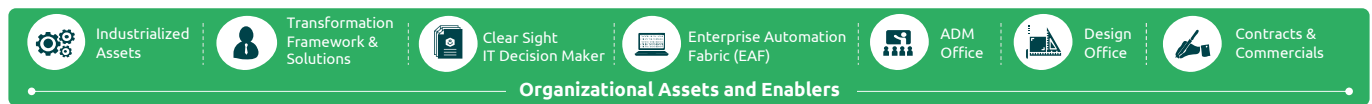- **Business process improvements based on tangible business cases.**

Emerging Services & Products: Sustainable, future-proof Business and IT models

Sustainability Services	Digital Experience (CX) Services	Trusted AI @ Scale (Perform AI) Services	Edge & xIoT Platform Services	Digital Manufacturing Services

Emerging Services & Products

Within *ADMnext*, disruption is not something periodic, but rather a continuous, incremental part of our next-generation ADM Services. Our full-stack approach to Emerging Services & Products enables us to assemble the latest thinking from across the Group to deliver:

- **Maximum speed to benefit as part of an incremental roadmap**
- **An enterprise-level conscience to drive speed of change across all layers while mitigating risk from security, data, and process fragmentation perspectives.**

Organizational Assets & Enablers – Over 40 years of experience and assurance

Industrialized Assets	Transformation Framework & Solutions	Clear Sight IT Decision Maker	Enterprise Automation Fabric (EAF)	ADM Office	Design Office	Contracts & Commercials

Organizational Assets and Enablers

Capgemini has been delivering ADM Services for over 40 years and this experience has been distilled into a vast suite of assets and enablers that bring explicit and implicit insights to our customers, in order to help them on their digital journeys. These investments provide the following benefits:

- **Industrialized Accelerators that streamline the time to value across areas such as packaged applications, integration platforms, and industry data models**
- **A Transformation Management Framework that ensures business engagement and provides rigor for effective benefit delivery**
- **Capgemini's Enterprise Automation Fabric (EAF) exploits the best automation tools in the market, as well as Capgemini's learnings from many successful automation tool deployments**
- **Flexible contractual and commercial approaches that align to customer requirements in terms of business outcomes and KPIs**
- **A collaborative approach, underpinned by our Digital Learning capability to ensure that transformation is embedded within your business.**

How we see ADM

Investment, not just insurance – Zero distraction to drive maximum innovation

ADMnext by Capgemini is a radical, insight-driven, next-generation services portfolio for achieving business excellence through your IT and applications landscape in the digital world. It's a framework that enables you to achieve your vision of a future state that is agile, disruptive, and innovation led. A future state with zero innovation latency, zero technical debt, zero touch testing, zero defects and tickets, and zero business distraction.

Traditional IT services labor under the false assumptions that success is based on fast incident fixes and IT project delivery that's "on time and on budget." *ADMnext* brings a new paradigm where success is based on measuring results in business terms such as business process performance and business benefits delivered.

ADMnext's service portfolio is structured to address customers' key business imperatives. At its heart, the integrated portfolio of ADM Services drives efficiency and cost effectiveness across the full software development lifecycle from Innovation, through Build & Run, to Decommissioning. Landscape Management, combined with Modernization Services, drives increased pace of change while optimizing the landscape. This ultimately provides a basis for the creation and implementation of disruptive IT and business models that deliver competitive advantage.
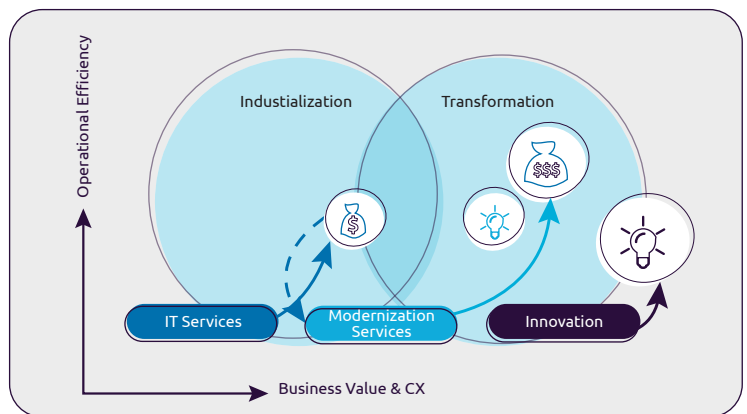
ADMnext by Capgemini delivers increased business value and enriched customer experiences in parallel with a focus on operational efficiency

ADMnext's non-stop drive to business excellence: All the elements for your success

> *We see our ADMnext engagements as an opportunity to build a long-term relationship with our customers by supporting them in their transformation journey as a Trusted Partner. Our approach is end-to-end, encompasses all layers of the stack, and is aimed at elevating customer experience and uplifting business value, while demonstrating our cost effectiveness, transformational abilities, and agility.*

Clifton Menezes
Global Offer Lead, ADMnext by Capgemini

ADMnext IN Action

How a culture of innovation and delivery excellence brought bright results to a global imaging provider

Our client – a global leader in the manufacture of imaging and optical products – wanted to foster a culture of innovation and proactively identify challenges to ensure continuous innovation and improvement of ways of working.

With the support of Design Office, Capgemini launched a limited exercise called the "Super Mario initiative." The learnings from this gamification initiative were then applied to create more wide-ranging initiatives.

The gamification route proved to be key in making the whole exercise more dynamic, competitive, and interesting. Participants from across all towers were invited to form teams of 5–6 members and compete against each other in a game called "Vertical Take-Off Age of IT." The objective? To tackle threats such as the "wolves of inefficiency" or "service stoppers, den" and save the client's application chateau from annihilation.

The benefits realized

The results of this gamification-based ADMnext solution were manifold and included:

• A focus on driving down costs with savings of €300,000 (€180,000 in licensing costs)

• A savings of 81,771 work hours due to automation ideas implemented

• 500 hours of additional RFW work implemented at no cost

• 24 app performance improvements implemented

• Proactive fixes, which prevented 2,727 tickets from coming up

• €1.1 million in revenue recognized on time and €2 million worth of inventory valuation corrected/reconciled

• 15,388 hours of IT/business work saved

• Proactive fixes, which pre-empted an average of 630 tickets/month

• Implementation of 20+ business agility ideas.

Why Capgemini?

Leaders in ADM with all the elements you need to succeed

ADMnext by Capgemini provides the most comprehensive portfolio of ADM Services that reaches across business processes, hybrid applications, and infrastructure landscapes. We cover the full breadth of application lifecycle services, from implementation to decommissioning, and offer support and services from ideation to completion.

The key to *ADMnext's* success is a consistent focus on key differentiators to accelerate the achievement of your business performance:

Business Performance

Business aligned
Contextualized solutions and services to address industry specificities and to increase the IT relevance for business – fortified further with the commitments to outcome.

Industrialized delivery
Operational excellence through Lean, AI enabled IT to Business automation, Resilient ADM services backed by Rightshore® and collaborative models.

Embedded innovation
A fund backed holistic approach enabling top down and bottom up innovation – by bringing innovation eco system and Applied Innovation Exchange labs.

Insights driven
Intelligent analytics of operational and business data to unlock process performance and efficiencies. Insights and data driven transformation and move to Cloud.

Digital Readiness
Scaled Agile and DevOps models for product enabled ADM services. Landscape lifecycle management using Clear Sight IT Decision Maker to identify and manage risks and vulnerabilities.

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, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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