

Bringing SaaS Innovation to Desktop Solutions

The Rise of Collaborative IT



Bringing SaaS Innovation to Desktop Solutions

The Rise of Collaborative IT

What are Google Apps™?

With Google Apps™, companies can give employees the next-generation communication and collaboration tools they need to manage electronic communications, share and publish information, and stay connected while on the go. Whether they're looking to transition from or complement their existing messaging infrastructure with more advanced collaboration tools, Google Apps™ gives companies full control while requiring minimal investment. Google Apps™ can also make it easy to meet deskless employees' email and calendaring needs. It's all hosted by Google, so there's no software to download, install or maintain locally. With Google, companies can afford to provide each and every employee with the tools they need to succeed.

Capgemini is the first global IT provider to support outsourced Software-as-a-Service (SaaS) desktop solutions with Google Apps™ Premier Edition. In addition to offering traditional managed desktop services, this latest advance extends Capgemini's portfolio of desktop solutions so it can now support all client employees, regardless of their locations, platforms and roles.

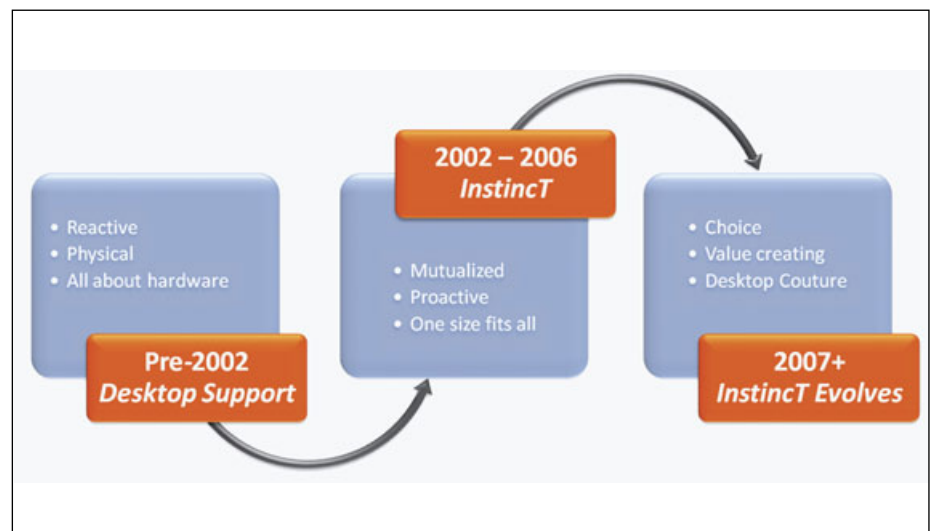
For five years, Capgemini has led the market through its InstincT model – a vision that is all about delivering the right applications, through the right channel at the right time. Unlike other one size fits all approaches, Capgemini provides “IT couture” depending on the unique requirements of each client. In contrast, most desktop solutions aim to provide an “average” solution for an “average” user. Capgemini firmly believes that there is no such thing as the average user, and indeed, there is no such thing as an average partner. In working with Google to deliver Google

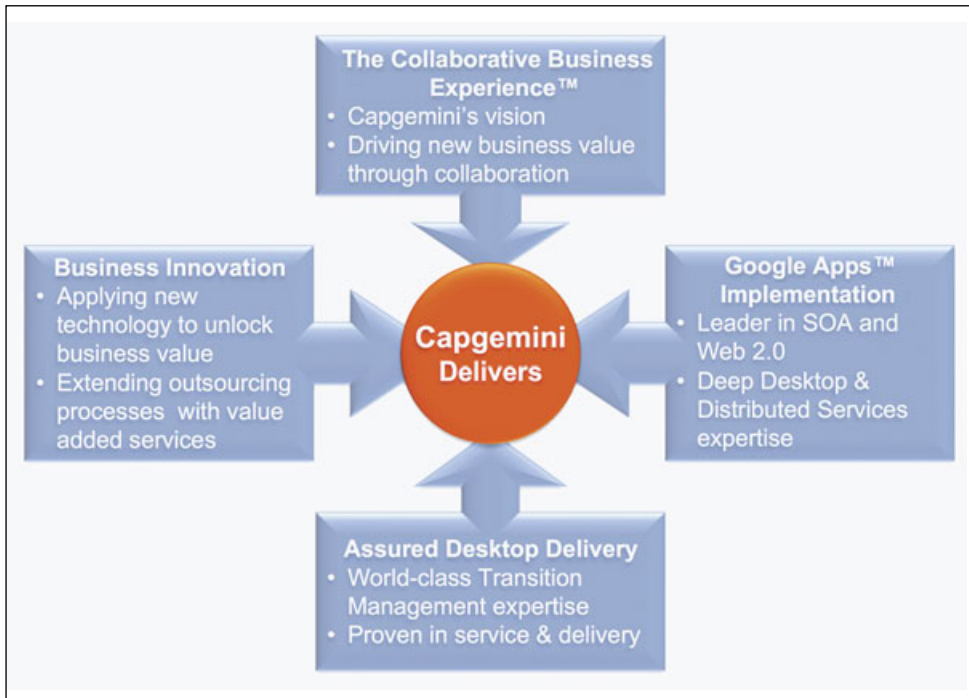
Apps™ Premier Edition as part of the solution set available to our clients, Capgemini has moved its desktop vision to the next level.

Reduce and Align Cost

By leveraging Capgemini's economies of scale – including support of 1M+ users – companies can typically save between 30 and 50 percent on desktop support costs over providing the same service internally. Capgemini believes that the corporate desktop should be a utility for our clients in the same way as the phone system – which is always working, always ready and costed-out based on usage, not on technology boxes. This shift towards business alignment, both in service and cost, is at the heart of our new enhanced model.

Capgemini also recognizes the value of SaaS desktop solutions for our clients. SaaS eliminates the need to install or maintain software locally – it's the future of software delivery available now through Capgemini with Google Apps™.





Collaboration without boundaries

Capgemini and Google Apps™ enable collaboration without boundaries – real-time collaboration unlimited by location, platform, versions, user roles or proximity to the IT hub. With the addition of Google Apps™ to the portfolio of supported vendors, Capgemini can support classes of users who previously did not have access to email and collaborative software. Capgemini's latest solution provides the right technology, at the right time, in the right way to the right user. Moreover, by supporting Google Apps™, Capgemini is able to provide a lightweight, extremely cost effective solution that helps bridge the corporate digital divide and starts helping companies to engage all their employees in adding value.

Desktop couture not “one-size fits all”

Most desktop support solutions are based on providing the right technology solution for a corporation's average user. Capgemini firmly believes that there are no average users in the same way as there is no average corporation. Our goal, therefore, is to tailor solutions for different users and different roles. By understanding how each individual needs to work, we can provide the most effective solution at the right price. Providing too much technology increases clutter and decreases focus; providing too little decreases efficiency. Capgemini's model delivers tailored solutions that are ideal for each user.

Companies must understand what is required, when it will be required, how the user will need to access it and why they will need it. These four simple dynamics mean that not every user needs a power office suite. Indeed, many users will never need to edit a spreadsheet, but the person who does should not be limited because the “average” user does not require that capability.

Supporting all business needs

Capgemini is extending its managed desktop service, InstincT, to include support for SaaS solutions like Google Apps™. Capgemini’s services encompass the full lifecycle from procurement, through installation, deployment, and management to disposal. We also offer world-class transition services, as well as choice through customized solutions based on the depth and breadth of our offerings.

In addition, Capgemini leverages a business-justified costing model by providing businesses with the ability to select the right applications for the right users. Power users can justify the

higher expenses of traditional office productivity suites and need the support models of upgrades, migrations and patching that comes with these traditional models. Other users may require the flexibility and collaboration of a hosted solution, such as Google Apps™, with its support requirements for training, coaching and compliance.

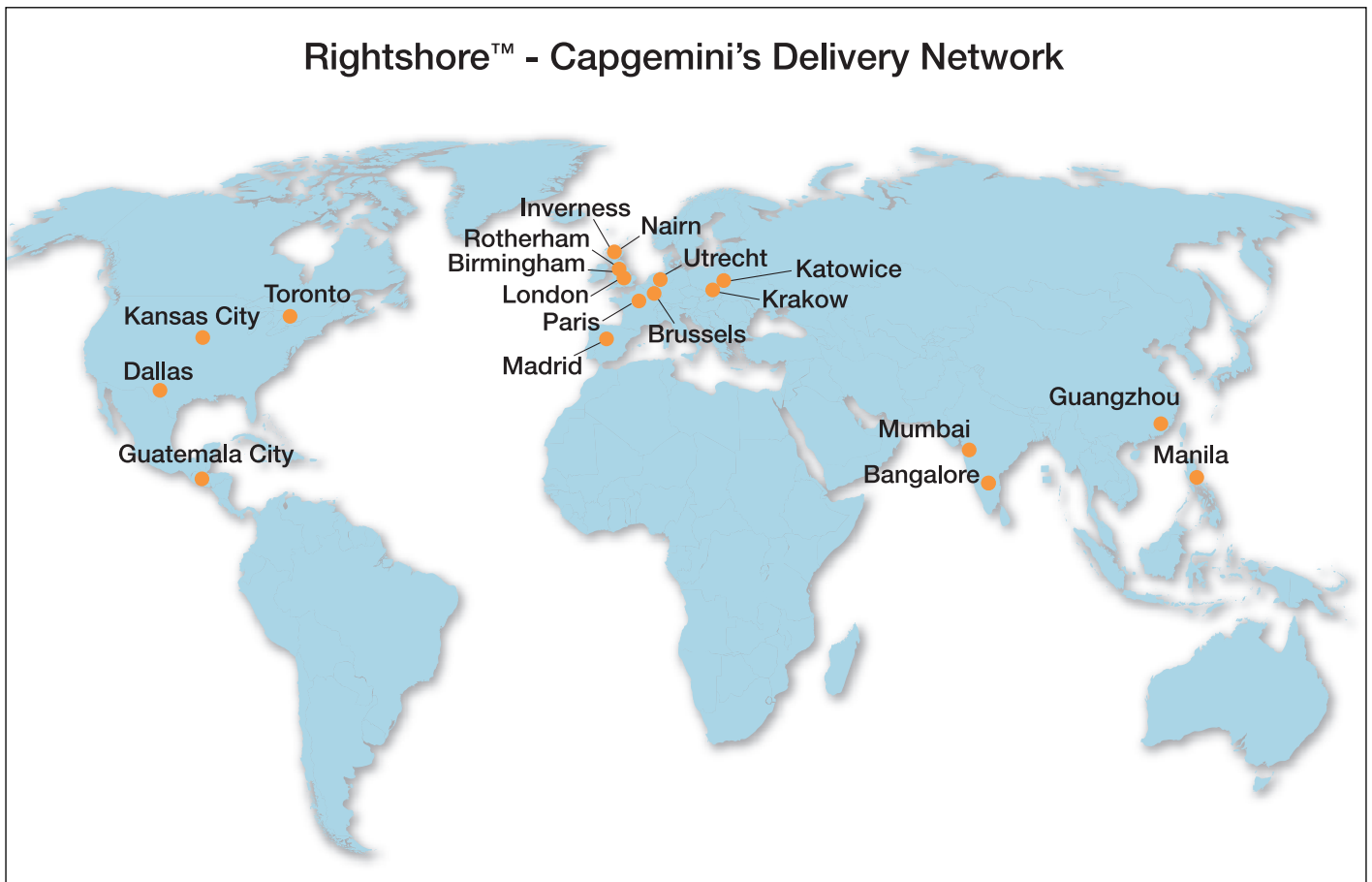
Capgemini offers the links between the traditional and the new, providing email, calendar and document synchronization services. This ensures that everyone has access to all the corporate information rather than having two worlds develop that operate as different companies. Capgemini’s vision of the Collaborative Business Experience™ is all about making collaboration and integration seamless and productive – and the support of Google Apps™ represents the tangible delivery of this vision.

Global support in your language

Capgemini is a global company with worldwide reach, and is able to offer “round the clock” support in multiple languages. This breadth of support ensures that companies receive the



Rightshore™ - Cappgemini's Delivery Network



right support for the adoption of new technologies. Any issues can be dealt with in the users' own language rather than adding confusion to the process by using an intermediary language to provide support.

Reduce costs, drive value, get started faster

The Cappgemini proposition is simple, but powerful:

- Reduce desktop support costs by leveraging Cappgemini's global mutualized support network

- Drive new business value by focusing on collaboration and providing people with the right applications for their job
- Get started faster than traditional solutions. Cappgemini can have users provisioned and working in under 30 minutes when using Google Apps™.

These benefits are realized by leveraging a solution that focuses on driving business value and business-aligned IT costs. With traditional desktop-only solutions it is impossible to take advantage of new technologies

and approaches effectively. Traditional approaches assume that new technologies can be supported using models where the PC is the center of the users' world.

Capgemini has never thought that business collaboration was about the physical desktop. That's why we have

always been about delivering solutions to our clients in the way that they need them. By driving SaaS innovation with support of Google Apps™, we are enabling yet more channels and more users to engage in enterprise collaboration. It's all about delivering the Collaborative Business Experience™ to our clients.

Collaborate more efficiently with Capgemini and Google Apps™

Put the Capgemini Collaborative Business Experience™ to work for you. Discover how our support of Google Apps™ can help your company achieve greater flexibility and cost-effective software services throughout your enterprise.

Visit www.capgemini.com/google or call your local Capgemini office.



About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience™ is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and

collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

Capgemini employs more than 75,000 people worldwide and reported 2006 global revenues of 7.7 billion euros.

More information about our services, offices and research is available at www.capgemini.com.

North America

David Rudel
+1 510 339 7599
david.rudel@capgemini.com

Europe

Richard Payling
+44 870 904 4019
richard.payling@capgemini.com

Andrew Gough

+44 870 238 2807
andrew.gough@capgemini.com

