CIO Solution Set
Allowing CIOs to better manage their IT Organizations' assets

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Overview

The role of the Information Technology (IT) organization has become more strategic, yet many CIO's have been left without the tools or processes to effectively plan for and manage the consumption of IT resources.

Capgemini's CIO Solution Set is a comprehensive solution that addresses the primary issues of today's CIO. It combines technology and services into an integrated solution to address each operational area in the IT organization, ensuring that IT is aligned with the organization's values and goals. With its modular architecture, you only need to select the services and technology that address the areas you want to focus on.

CIO SOLUTION SET OUTPUT

Financial

Customer

Internal / AD

Organization

Internal / Operational

Internal / Workforce

Learning / CI

Technical Specifications
The CIO Solution Set is a balanced view of management information for your IT organization, along with a management scorecard. It blends the technical and consulting capabilities at Capgemini to deliver scorecarding, visualization, analysis and reporting in a seamless environment.

Features and Benefits
The changing role of the CIO–technologist and P&L manager
For more than five years, Capgemini has been providing CIOs with IT management, change management, and systems integration services, enhancing the quality and value of the solutions delivered. Typically, results include a reduction in overall IT spending for items such as personnel, projects, and infrastructure, of 5 to 30 percent.

The CIO Solution Set:
- Provides a balanced view of management information to the IT organization to monitor performance effectiveness, link key measures / activities to desired business outcomes, and drive improvement

Information Management

Cognos software

- Presents a management scorecard and the underlying detailed information for reporting, analysis, and decision making for: Program and Financial Control, Development Lifecycle, IT Operations and Help Desk, Resource Deployment and Skills, Customer Satisfaction, and Industry Performance Benchmarks
- Blends the internal strengths of Capgemini's Technology Services (TS) technical and solutions knowledge and skills with the in-depth business and technology knowledge of Capgemini's Consulting Services (CS) personnel
- Leverages the technology in IBM Cognos software for balanced scorecarding, visualization, analysis and reporting–delivered in a seamless environment that allows users to navigate integrated information and manage performance
- Allows you to set and meet expectations with your leaders, your team, and your customers
- Provides an organizational change framework to help IT adopt to performance measurement system

Benefits of this solution include:

- Effective management focus
- Improved customer satisfaction
- Operating IT services as a business
- Reduction of service transaction cost
- Proven cost savings in all prior implementations
- Accelerated delivery
- HR resource deployment
- Skill gap analysis

"Our relationship with Cognos allows us to capitalize on the growing business intelligence market by delivering a wide range of scalable, enterprisewide solutions to the market. By making mission critical information relevant and actionable within an organization, Cognos' corporate performance management framework helps our clients increase their revenues, reduce costs, be more agile in the marketplace, and maximize and streamline their decision-making processes."

–Brian Queenin, Vice President Global Leader for Business Intelligence, Capgemini

The Capgemini and IBM Cognos alliance

The Capgemini's relationship with IBM Cognos' team combines the strength of one of the world's largest management and IT consulting firms with the technology savvy of the world leader in business intelligence software. Together these two groups leverage their mutual expertise to deliver the guidance, strategy and implementation solutions to move companies towards better business decisions company-wide.

Through the strategic application of business intelligence, companies can achieve a new level of effectiveness and performance at all levels across the enterprise.

IBM Cognos software helps to fulfill the promise of these new levels of performance management with a comprehensive framework to address the entire management cycle. This framework enables the complete management cycle with software for planning, budgeting, reporting, analysis, scorecarding, and links people, information, and decision-making processes throughout the organization.

Feature Overview

The CIO Solution Set provides the data your IT organization needs to monitor performance effectiveness, link key measures / activities to desired business outcomes, and drive improvement. This data is presented in a management scorecard with underlying detailed information. The skill blend of Capgemini's TS and CS personnel works to leverage IBM Cognos performance management in a seamless environment. Your users can navigate integrated information and manage performance. You can set and meet expectations with your leaders, your team, and your customers. Your IT can more easily adopt to this performance measurement system.

As a result, you get an effective strategy for more effective management focus, improved customer satisfaction, and overall improvement in costs and other key business areas.

About IBM Cognos® BI and Performance Management:

IBM Cognos business intelligence (BI) and performance management solutions deliver world-leading enterprise planning, consolidation and BI software, support and services to help companies plan, understand and manage financial and operational performance. IBM Cognos solutions bring together technology, analytical applications, best practices, and a broad network of partners to give customers an open, adaptive and complete performance solution. Over 23,000 customers in more than 135 countries around the world choose IBM Cognos solutions.

For further information or to reach a representative: ibm.com/cognos

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To request a call or to ask a question, go to ibm.com/cognos/contactus. An IBM Cognos representative will respond to your enquiry within two business days.

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