



Capgemini Virtual Desktop Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

[destination]

NelsonHall's Virtual Desktop Vendor Assessment for Capgemini is a comprehensive assessment of Capgemini's virtual desktop offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of virtual desktop services and identifying vendor suitability for IT services, end-user computing services and virtual desktop technology and services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

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This NelsonHall vendor assessment analyzes Capgemini's offerings and capabilities in Virtual Desktop Services. Capgemini is one of a number of Virtual Desktop Services companies analyzed in NelsonHall's comprehensive industry analysis programs.

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Key Findings & Highlights

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Capgemini manages 700,000 PCs and 20,000 network devices. The company handles 2.5m call per month as part of service desktop services. Capgemini manages desktop estates from 1,000 to 30,000 seats, usually as part of a multi-scope IT infrastructure contract.

In 2010 Capgemini launched 'Intelligent Workplace' (IW), covering mobile and other devices as well as desktops, laptops and thin clients. IW covers client hardware and functional services (email, communications, etc.), data center hosting and service management.

Capgemini OS takes a consulting-led approach to its virtual desktop offerings, starting projects with an end-user assessment.

Capgemini is using a private cloud computing strategy for its virtual desktop offerings. This means that each client service is customized but based on standard service subcomponents. This also means that most technology, server, storage or software is client-specific. In the long-term, Capgemini intends to increase its usage of sharing across IT infrastructures.

Currently for its hosted VDI desktop offering, Capgemini is using two datacenters to address the British and U.S. markets: its Swindon "Merlin" datacenter (close to London) and a North Virginia-based datacenter.

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[highlights]

Capgemini takes a consulting led approach to its virtual desktop offerings, starting projects with an end-user assessment. The company is also using a private cloud computing strategy for its virtual desktop offerings. This means that each client service is customized but based on standard service subcomponents.

For its hosted VDI desktop offering, Capgemini is using two datacenters to address the U.K. and U.S. markets: its Swindon “Merlin” datacenter (close to London) and a North Virginia-based datacenter.

Demand for managed virtual desktop services has come from Capgemini’s existing client base.

[/highlights]

Scope of the Report

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The report provides a comprehensive and objective analysis of Capgemini's virtual desktop offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.

[/scope]



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Atos, CSC, Fujitsu, HP, IBM, Infosys, KPN Corporate Market / Getronics, Orange Business Services / France Telecom, T-Systems and Unisys.