



Capgemini Transforming Managed Services in Banking

Vendor Assessment
Report Abstract

September 2020

by Andy Efstathiou
Director
NelsonHall

10 pages





Who Is This Vendor Assessment For?

NelsonHall's Transforming Managed Services in Banking Vendor Assessment for Capgemini is a comprehensive assessment of Capgemini's Managed Services in Banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of managed services processes and identifying vendor suitability for Managed Services RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.



Key Findings & Highlights

Capgemini has been providing managed services to its clients, including BFSI clients, since its founding in 1967. It provides two types of managed services:

- Application management services (ADM)
- Infrastructure management services

Recently it productized its managed services into:

- ADMnext: employs an application development and management approach to ADM that is structured around key business imperatives and utilizes a portfolio of proprietary tools and IP to manage application portfolios
- Infrastructure Management Operations Center (IMOC), which is delivered from a group of global delivery centers and provides clients with a control room that displays the health and status of the infrastructure and networks. The Capgemini IMOC model provides:
 - 24/7 operational monitoring
 - First-line support in 35 languages to address problem escalation
 - Second-line support, base-level technical support, automation, and client liaison

Capgemini's overall set of offerings for banks has been productized into an offering set it calls Inventive Banking (See Offerings).

Scope of the Report

The report provides a comprehensive and objective analysis of managed services offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Delivery Capabilities & Partnerships	
5.	Target Markets	
6.	Strategic Direction	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

Report Length

10 pages

Managed Services in Banking Vendor Assessments Also Available for:

Antworks

Atos

Avaloq

Broadridge

Capgemini

Capita

Cognizant

DXC

FIS

Gemini

Happiest Minds

Infostretch

Infosys

Kuliza

Mindtree

Sopra Steria

Tech Mahindra

TCS

Wipro