

Transforming customer experiences by leveraging proactive support

Capgemini expands its knowledge and capabilities—and improves customer uptime and experiences—using Premier Support for Partners





Capgemini

200,000 employees

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Consulting, Technology
Services and Digital
Transformation company

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-Paul Brady
Infrastructure Support Manager
Capgemini UK

Focusing on future solutions as the key to success

Celebrating over 50 years as a global leader in consulting and technology services is a remarkable feat, but Capgemini doesn’t let this achievement distract from even greater digital transformation. Capgemini’s outsourcing services division has deep capabilities in systems integration and managed services, and its drive to integrate cloud technology for customer-centric solutions has made it an industry leader.

The division has a deep understanding of Microsoft Cloud technology but realised it needed a better way to help engineers keep pace with continual updates and stay on the leading edge of technology. To do this, the division rolled out a training initiative focused on proactive support to improve its customers’ experience. Key to the initiative’s ongoing success is the utilisation of strategic services in Premier Support for Partners (PSfP).

The right training to support greater customer uptime

One thing business and IT decision makers can agree on is that infrastructure and application downtime costs go beyond lost revenue. Per the International Data Corporation (IDC), the total cost of downtime represents the sum of lost revenue, lost productivity, the cost to recover, and the cost of intangibles like damaged reputation. To put this in tangible perspective, among Fortune 1000 corporations, the average total cost of an infrastructure failure is over £70,000/hour, while the average total cost of unplanned application downtime is £892.7 million-1.78 billion/year.¹

With scores of its engineers managing systems and processes for large private sector and central government organisations, Capgemini’s outsourcing services division in the UK is directly accountable to its customers’ business continuity.

¹IDC, “DevOps and the Cost of Downtime: Fortune 1000 Best Practices Metrics Quantified,” Dec 2014

Knowing what to do in complex, evolving situations—and anticipating problems before they need to be resolved—requires ongoing technical training that’s relevant to each customer’s unique environment. PSfP offers a diverse menu of proactive services, including customisable technical trainings to help Capgemini stay ahead of the curve and proactively address emerging trends and challenges for its customers. But more than just enabling Capgemini to expand its capabilities, these services help decrease its need for reactive support.

“This time last year, we were probably 90% through our [reactive support] hours,” says Paul Brady, Infrastructure Support Manager for Capgemini UK. “But today, we’ve probably used half of the reactive hours we used last year...and one of the reasons is we’re getting our people in PSfP workshops where they can actually learn, so in most cases our engineers know what to do instead of having to log a reactive call for help.” Capgemini’s ability to decrease reactive support hours has a direct impact on its customers’ infrastructure and application continuity for better customer experiences across the board.

Putting customers first with proactive support

From ongoing recommendations from their designated Technical Account Manager around new opportunities, to regular newsletters full of information to stay on top of updates, PSfP partners can take advantage of a growing list of proactive services. These services fall under the following categories:

Cloud Enablement services - A set of services (Cloud Consults, Cloud Optimisation Report, Proactive Communications, and Support Practice Accelerator) to help you drive consumption and grow your cloud business faster

Online, on-demand training library - Access to a rich portfolio of on-demand video training, including hands-on labs with live virtual environments

Technical workshops - Advanced technical training sessions covering a wide selection of Microsoft technology and support topics, delivered by a Microsoft engineer in person or online

Assessments and optimisations - Services including digital risk assessments, workload optimisations, design assessments, technical implementation, and operation of your Microsoft technologies

IT Service Management - Consulting services to help you build your cloud service operation, as well as proactive monitoring of your incident and service desk

Technical Update Briefings –Monthly webinars on feature and functionality updates and how to integrate it with your new/existing solutions.

Exceeding customer expectations where it matters most

Today's enterprises and their customers expect IT to operate at full strength at all times. But in an era where misconfigurations in daily updates within the environment can cost companies thousands of dollars an hour, and where the majority of performance problems are reported by end users,² ensuring business continuity has only become more challenging. This is where PSfP not only offers the support and services Capgemini needs right now, but also recommendations around how to utilise the full menu of available proactive services to improve engineer, enterprise, and customer experiences alike.

In addition to tailored in-person and online trainings, Capgemini's designated Technical Account Manager (TAM) refers those in the outsourcing division to relevant, helpful content, including an ever-growing library of on-demand digital content, offerings webcasts, workshops, and more to help Capgemini engineers sharpen their skillsets. "We work with our TAM quite closely on what our future needs are," says Paul Brady. "If she doesn't have that specific content, she'll set up a scoping call to learn what our engineers need, then loop in a Microsoft engineer to help tailor that to our needs."

By shifting the support paradigm from waiting on Microsoft to solve problems to continually building knowledge from Microsoft's proactive services to address most problems oneself, Capgemini has improved how it supports its engineers, from the UK to India to Norway. "I would say some 95 to 99 per cent of our engineers rate the Microsoft workshops very highly," says Paul Brady. Not only are the workshops and other trainings consumable, but Capgemini is seeing real improvements in its own proactive capabilities.

"The average number of customer support calls we're working through on a given week has dropped from 20 per week last year to currently just three per week," adds Paul Brady. "We have a more stable environment, which means we have fewer calls coming in from the customer, which means we can concentrate on value-added projects that interest our engineers and really benefit the customer."

Proactive IT capabilities help attract new talent and move the company forward

In the same way today's enterprises see the need for managed services to fill key gaps as they grow, today's managed services providers and systems integrators are realising they need support too.

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²Gartner

The ability to have Microsoft experts close at hand to assist with uniquely challenging IT issues certainly boosts customers' confidence in Capgemini. However, the ability to show how its strong partnership with Microsoft reduces simple, day-to-day distractions and offers the knowledge to grow as an engineer has also helped Capgemini attract new talent.

"The amount of bespoke training content we've been able to deliver to our engineers gives us an edge in that we're defining what content we need," says Paul Harrison, Head of Microsoft Application Development and Integration at Capgemini UK. "In terms of candidate attraction and recruitment, we definitely talk with prospective engineering talent about what we get through Premier and it does capture people's interest because they see how well supported they could be delivering Microsoft-based projects for Capgemini."

Moving forward, Capgemini expects to continue gaining strategic value from PSfP by using more proactive support to satisfy its initiative, stay on the leading edge of technology, and help customers address what's next. "The pace of change is only getting faster, so for us it's crucial to have access to what the product set is going to be doing so we can develop solutions for customers that will maintain longevity," says Harrison. "We've really been able to change our approach to supporting customers using Premier Support for Partners," adds Paul Brady, "and we plan on using more workshops and proactive hours to keep getting better."

"If there's one thing I'd say to other partners reacting to a lot of break-fix situations, it's that PSfP can help you get ahead of break-fix—to run health checks on systems for your customers, support your learning environment, and help develop your staff to move forward."

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Head of Microsoft Application
Development and Integration
Capgemini UK

TAKE THE NEXT STEP

Contact a Premier Support for Partners expert at aka.ms/psfp or reach out to your Microsoft representative to determine how PSfP can meet your business and support needs.