

**Client**

Capgemini

**Industry**

Technology Consulting

**Impact**

In only two months, GoodData provided a fast, reliable and flexible way for Capgemini to measure Service Level Agreements for clients.

**Reach**

Client dashboards  
Executive dashboards

**Analytics for**

Service Level Agreements



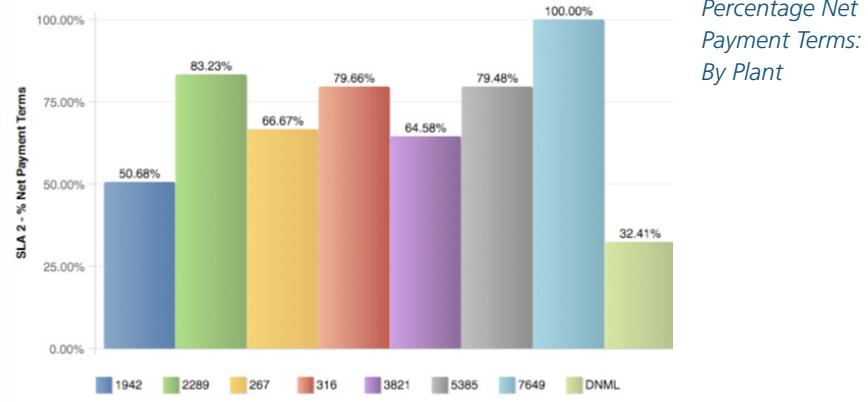
“Transformational BPO depends on a service provider’s ability to analyze, visualize and act on client data. GoodData enables Capgemini to offer this actionable visibility and transformation to its BPO clients.”

– Ian Barkin  
Director, Capgemini  
Supply Chain BPO

Customer Story

## Managing by the Numbers: A Differentiator for Global Outsourcing Leader

The success of a BPO contract is often measured via Service Level Agreements (SLAs), therefore the ability to monitor and track the health of every service level is critical for Capgemini. Capgemini needs a fast, reliable and flexible way to measure SLAs for existing clients and to better communicate its commitment to improving value and savings to any prospective organization.



Capgemini’s expertise lies in optimizing business processes and adding value to a client’s bottom line. Pressure to improve operations quickly without typical BI implementation challenges led Capgemini to GoodData. The goal was to enable a hassle-free SLA executive dashboard that does not require use

of Excel spreadsheets or advanced technical experience. Within two months, GoodData enabled Capgemini to provide its clients with SLA at-a-glance reporting with the ability to dig down into the underlying drivers of the SLA performance.



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— Ian Barkin  
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## The Challenge

- Automate the processes of tracking and communicating the current status of SLAs to clients
- Flexibility to easily report, analyze and manage the sourcing strategy based on unique requirements without having to rebuild a new BI system for each client SLA
- Provide a quick way for every client to monitor the overall health of a project whenever the client sees fit

## The Solution

- GoodData provides the transparency into the numbers by automatically updating SLA dashboards on a weekly basis with the most current data
- Additional dashboards and modifications require only simple configuration. New client dashboards now take a few days to complete
- On-demand SLA dashboards empower Capgemini’s clients to track, analyze and trend every service level

## Innovative Value

Capgemini turned to GoodData as a way of differentiating itself among other BPO providers. “Given the importance of SLA reporting in our business, we needed a SaaS-based solution that would be robust and easily accessible for our clients,” said Barkin.

Percentage Net Payment Terms: By Month for 2010



GoodData helped Capgemini offer this on-demand business intelligence solution that clients can access in the quickest way possible. Having an advanced SaaS BI solution that is crafted to its business has helped Capgemini build more long-term client opportunities.

## Flexible Analytics

GoodData’s ad-hoc reporting capabilities make it easy for Capgemini to manage its data. “Flexibility is key because metrics evolve over time and GoodData’s reporting tools make it simple to adapt quickly,” stated Barkin. For example, one major consumer packaged goods company measures a throughput of processes like accounts receivable while an energy utilities company tracks exceptions and bottlenecks within its provided services. Regardless of the company’s sourcing strategy and SLA requirements, the flexibility in GoodData’s reports and dashboards allow Capgemini to be more nimble.

## Benefit in the Numbers

GoodData’s reports and dashboards take the guesswork out of predicting and forecasting. Having the right solution to clearly track service levels has been an added value for Capgemini. Allowing clients to see trending and forecasting is a powerful resource for selling more services. GoodData makes Capgemini’s services shine, which has instilled higher customer satisfaction and deeper client relationships.