

Company data

# 2009

# Creating added value for customers through high-performance process and software solutions

Our customer base boasts well-known companies from all sectors and public institutions, whose success depends on sophisticated application systems. Capgemini sd&m's mission is to give our customers a competitive edge through end-to-end, high-performance process and software solutions. Our customers value our expertise in software engineering, our implementation-oriented consulting, our professional project management, as well as the close collaboration and high degree of reliability we consistently provide.

We stand out by virtue of our superior quality and always assume responsibility for the results of our project work, often in the form of guaranteed fixed-price contracts. Long-term customer relationships, an outstanding reputation and sustained growth bear testimony to the success of Capgemini sd&m. The company was formed from sd&m AG and Capgemini's SAP Business Solutions unit and manages Capgemini Technology Services in Germany and Switzerland. As part of Capgemini, we are in a position to offer our customers one-stop management consulting, IT services and outsourcing – on an international basis if required.

## Process and IT consulting

Our consulting activities focus on the efficient design of business processes and enterprise architectures, as well as on effective IT management aimed at enhancing IT efficiency and agility. Objectivity, independence, and the ability to use our implementation expertise to put our advice into practice are the hallmarks of our consulting service.

## Developing custom software

Capgemini sd&m designs and develops information systems for business-critical processes, enabling customers to set themselves apart from the competition. Our strength lies in the high-quality software engineering of custom software solutions. Working in close collaboration with the respective user department and the customer's IT unit, we deliver on time and within budget.

## Implementing standard software

Our process and product know-how help us to ensure that standard software and the associated business processes operate in perfect harmony, thus giving our customers a head start in the efficiency stakes. Our main focus here is on SAP-based and Siebel-based solutions, for which we assume responsibility for blueprint, customizing and rollout alike, even in international environments.

## System integration

By combining custom and standard software, we can create integrated software solutions tailored to the respective customer requirements. In doing so, we rely on both our professional process know-how and our technical expertise in the field of enterprise service bus and BI products. As system integrators, we mainly take on comprehensive project, architecture and test management for complex integration projects.



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## Professional software engineering

Sophisticated software systems are investment goods that have to be designed, developed and maintained on a professional basis. To this end, we provide a systematic approach, theoretically sound and practically proven methods and efficient tools.

Our project model is ISO 9001-certified throughout.

Standardized tools for cost and effort estimates and project management ensure that projects are implemented in orderly fashion. The universal quality of our software architecture across all levels is guaranteed by the Capgemini Group's Integrated Architecture Framework (IAF) and our proven Quality Software Architecture (Quasar). Our customers reap the benefit from more than 25 years of experience in well over a thousand projects, some of which involve several hundred man-years.

## Innovation and industrialization

We specifically invest in technical innovations in order to develop these for our customers at an early stage. The actual example is the development and implementation of company-wide, service-oriented platform solutions in the SAP context, the provision of the necessary specialist methods with Enterprise Quasar for SOPS and the use of the SAP NetWeaver® PI for the technological implementation. In combination with the SAP Business Solutions and our industrial expertise we make corresponding industry templates available on this basis.

As an SAP partner for many years we are just as proficient in the whole range of classical SAP solution projects as in the modern, company-wide IT architecture and technology competence. This way we are in the position to combine the best from both worlds – where useful for our customers – to form new innovative solution concepts. In line with the requirements we resort to classical SAP solutions as well as to the possibilities of Enterprise SOA and therefore achieve Service Oriented Package based Solutions (SOPS) which place the focus on the use of the customer.

We work on site at the customer, in the Capgemini sd&m offices, in the own Nearshore Center in Poland and use the Indian Farshore Center of Capgemini with more than 20,000 employees. Our customers profit from cost benefits and economies of scale through our Rightshore® concept and can continue to rely on the accustomed Capgemini sd&m quality and the close personal cooperation.

## Industry and product know-how

We develop special expertise and professional service offerings in prioritized sectors and topics. These include PLM and inbound logistics (automotive industry), the German final withholding tax and pension solutions (banking and insurance sector), transport management (logistics), billing (telecommunications) and the Register Factory (public sector), as well as cross-sectoral offerings for BI, CRM and SCM.

We are not in the business of following fashionable trends. Instead, we focus on the systematic development of sound know-how in respect of all standard technologies and products, and the cultivation of appropriate partnerships with the relevant providers. As a longstanding SAP Special Expertise Partner, we can offer our customers the entire SAP product spectrum, comprising Enterprise SOA, SAP NetWeaver® infrastructure, SAP standard components and individual SAP services.

### Selected product knowledge:

- | SAP:** Special Expertise Partner + SAP NetWeaver®
- | Oracle:** WebLogic, Siebel, DBMS und Warehouse Suite
- | Microsoft:** .NET
- | IBM:** Websphere, DB2, Rational
- | Coremedia:** CMS

## Selection of development projects

Client	Project
Allianz	Customer retention using Net Promoter Score
AOK	Performance management
BayernLB	Investment portfolio management
BMW	Software logistics
Daimler	Global ordering
Daimler	Ramp-up logistics
Deutsche Post World Net	Letter order management
HypoVereinsbank	Electronic bond-trading platform
Kühne + Nagel	Tracking, tracing and monitoring
MLP	Consultant application for financial products
Munich Re	Underwriting applications in .NET architecture
Scandlines	Integrated ferry traffic system
Schenker	Transport management for air & ocean
Tchibo	International trade planning
T-Com	Order management system for IP products
T-Mobile	Global business intelligence platform
Telekurs Finanz	Replacement of a global securities information system
Volkswagen	Phased order release

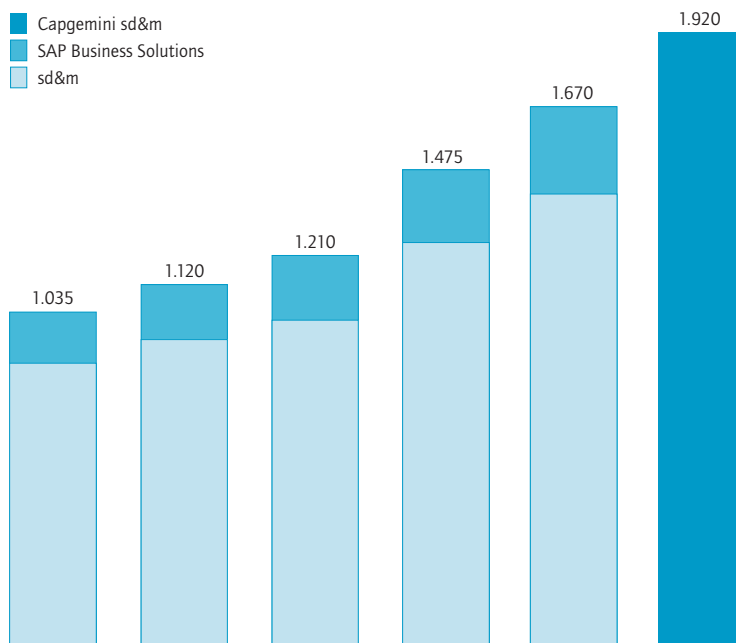
## Selection of integration projects and SAP implementation

Client	Project
Adidas	Global reporting and system integration based on SAP NetWeaver® XI
Axa Winterthur Versicherungen	Integration of financial processes with SAP NetWeaver® XI
Bayerische Versorgungskammer	Inventory management for pensions with futura
BayernLB	Risk controlling on value-at-risk basis
Bosch und Siemens Hausgeräte	CMS-based product information system
Federal Office of Administration	Portal of the German federation bund.de
DAB bank	Company-wide data warehouse
Deutsche Post World Net	Worldwide launch of global e-procurement with SAP EBP
Deutsche Telekom	CMS implementation and portal redesign for www.t-online.de
E.ON	SAP & non-SAP system harmonization in SAP® R/3®
Heidelberger Druck	Integrated group and management reporting on SAP® SEM® BCS
HSH Nordbank	EAI-based optimization of financing processes
Lanxess	Group reporting with SAP BW®
Minol Messtechnik	Integration of energy billing procedure with SAP Enterprise SOA
Siemens Power Generation	Process optimization and ERP harmonization
Syngenta	B2B portal based on SAP CRM®, SAP BW® and SAP ERP®
Volkswagen	Optimization of delivery schedules for transport cost optimization
Volvo	Development and implementation of global CRM framework (Siebel)

## Selection of consulting assignments

Client	Project
BMW Forschung und Technik	Vehicle diagnostics of the future
Bosch und Siemens Hausgeräte	IT service management and service desk
Federal Employment Agency	IT consulting for unemployment benefit type II
Commerzbank	Project management office for company-wide partner system
CortalConsors	IT strategy and IT efficiency
Credit Suisse	Application architecture for core banking systems
Gmünder Ersatzkasse	Project audit and consulting in the management of large projects
Munich Re	Enterprise architecture management
O <sub>2</sub>	Implementation of architecture management
T-Com	Server consolidation and virtualization
T-Mobile	Implementation of a service-oriented architecture
Vodafone	ITIL-based process optimization
WestLB	Optimization of credit processes and credit risk management

Capgemini sd&m comprises	Capgemini sd&m AG and the SAP Business Solutions division of Capgemini Deutschland GmbH
Head office	Munich
Branch offices	Stuttgart, Walldorf, Frankfurt, Cologne/Bonn, Düsseldorf, Berlin, Hanover, Hamburg, Zurich
Nearshore center	Wrocław (Poland)
Farshore center	Mumbai, Bangalore (India)
Shareholder	Capgemini
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Expansion of the Capgemini sd&m workforce

Capgemini sd&m is the Technology Services unit of the Capgemini Group in Germany and Switzerland and offers its clients integrated process and software solutions resulting in a crucial impact on clients' competitiveness. Services range from process and IT consulting to IT architectures and solution implementation, enabling provision of coverage for both bespoke software solutions and package-based applications. Capgemini sd&m is the trusted partner of clients in many different industries and, in particular, in the automotive and financial services sectors. They include, amongst others, BMW, Daimler, HypoVer-einsbank, Munich Re, AOK, the Federal Administrative Office, Deutsche Post, Deutsche Telekom, E.ON, LyondellBasell, OMV and Siemens.

Capgemini sd&m has offices in Munich, Stuttgart, Walldorf, Frankfurt, Cologne/Bonn, Düsseldorf, Berlin, Hanover, Hamburg and Zurich.

Capgemini is one of the world's leading providers of management consulting, technology and outsourcing services and assists its clients in the implementation of corporate change through the use of technology. Capgemini is a global employer with over 90.000 employees in more than 30 countries and a turnover of 8.7 billion Euros in 2008.

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