Capgemini’s Enterprise SOA Adoption Program for the Public Sector

In the fast globalizing world economy of today, governments the world over are recognizing the importance of technology.

Capgemini’s Enterprise SOA Adoption Roadmap helps the Public sector grasp the opportunities SAP is offering with its Enterprise SOA and NetWeaver solution. It realizes this by making it “tangible,” by developing a realistic vision for the individual organization within the Public sector and by defining and executing concrete steps that realize this vision in the long and short term.

An increasing number of e-government initiatives are being employed to improve the delivery of public services to the people. The goal is to tap the potential synergy from the interaction between new technologies, an educated population and an enabling environment for the attainment of knowledge-based economies. Issues that currently are being debated, include how to:

- Connect old and new systems seamlessly.
- Access to back-office processes from the well-known Microsoft environment.
- Generate high-quality management reports without having to enter the back-office applications.
- Meet the changes of regulations in the Public sector with increased system-responsiveness.

What the Public sector is looking for today is, in many ways, exactly what SAP is offering with its mySAP Business Suite based on the Enterprise SOA!

- Use electronic forms to improve the customer friendliness and quality of the information through personalization.
- Use the central core registrations with constituents.
- Improve customer, constituent centricity, offering services interaction on-line.
- Create easy use of files with centralized ownership and de-central additions.
How can Enterprise SOA help the Public sector moving forward?

SAP traditionally positioned SAP R/3 as an application solution for "best practice" business processes of an organization, including the Public sector.

With the introduction of Enterprise SOA, SAP has created an integration platform for services. It still comprises powerful package-based solutions, but it also provides an integrated and standardized environment to tailor the solution to company-specific needs at the lowest possible TCO.

A component-based approach turns mySAP Business Suite into a set of enterprise services and makes it possible to connect other components to the platform. This is achieved by using open standards and an integration platform such as NetWeaver. This approach makes it easier to connect to the application solutions of business partners.

Looking at the issues that keep the Public sector busy these days (responsive business processes, connectivity with business partners and citizens, and standardization in IT where possible), the mySAP Business Suite and Enterprise SOA offer the content and flexibility to bring the Public sector further into the future.

Why the Capgemini Enterprise SOA Adoption Program for the Public sector?

However established as a concept and supported by a proven set of tools (NetWeaver), the introduction of Enterprise SOA in the Public sector is not a straightforward process. Enterprise SOA is not just a "technology trick" but more a mindset shift with a large impact on people, processes and technology including governance and security:

- The Public sector needs to think in terms of role-based access to information instead of individual access to systems.
- Focus on processes will move from optimizing and standardizing best practices to next practices where competitive advantage can be gained and in which the complete ecosystem will play its role (the "extended enterprise").

On a technology level, the Public sector will move from big applications to small services in which maximum re-use and loose-coupling of enterprise services are key and in which governance (service level management) and security around these enterprise services are crucial.

To implement Enterprise SOA in the Public sector, a step-by-step approach is needed with a long-term view on the future ("Where do we want to go to?") and a short-term ROI ("Where can we gain benefits tomorrow?"). The Capgemini Enterprise SOA Adoption Program for the Public sector caters for such a step-by-step approach, addressing:

- What do we want (business strategy)?
- Where can ESOA help us (business case)?
- Where are we now (current state)?
- Where do we want to go (future state)?
- How do we get from the current state to an ESOA compliant future state (migration path/project calendar)?
- Do the job (implement and operate)!

The Capgemini Enterprise SOA Adoption Program for the Public sector is an SAP/Capgemini joint initiative, bringing the best of both companies together. SAP provides its established Enterprise SOA Adoption Program, and knowledge and experience as the founder of Enterprise SOA and the vendor of NetWeaver. Capgemini contributes its Public sector knowledge, knowledge of the design and planning of xApps for the Public sector, best practices around SOA, NetWeaver and architecture (Integrated Architecture Framework), and successful accelerators such as the Accelerated Solutions Environment (ASE).
The joint initiative has resulted in an adoption program comprising four phases (Discovery, Evaluation, Implementation and Operations) with several key deliverables:

The Discovery Phase demonstrates what Enterprise SOA is all about and what it can do. The Evaluation Phase comprises a complete business and IT architecture to realize an Enterprise SOA-compliant application landscape including a detailed migration path (project calendar). The Evaluation Phase is enabled by Capgemini’s Integrated Architecture Framework. Additionally the SAP/Capgemini approach to xApps for covering functionality that is not offered by the standard mySAP Business Suite is taken into account. If necessary, the architecture study is facilitated by ASE sessions. In the Implementation and Operations phases, Capgemini can help realize the Enterprise SOA vision.

So, what does the Capgemini Enterprise SOA Adoption Roadmap bring you?

- Clarity in what Enterprise SOA is all about.
- Clarity in your business strategy.
- Clarity in how Enterprise SOA can support your business strategy.
- Understanding of your Enterprise SOA road ahead (your long term Enterprise SOA Vision).
- Understanding of the steps along the Enterprise SOA road that realize not only your long term Enterprise SOA Vision, but also addresses the business issues of today.
- An Enterprise SOA-compliant application landscape: a flexible application landscape that can respond to the dynamic processes of the Public sector today at the lowest possible TCO.
Capgemini and SAP

Capgemini has collaborated with SAP for more than 15 years, implementing more than 3,500 SAP projects for more than 1,700 clients in all major industry sectors across the globe.

This partnership helps our clients implement customized, highly-functional solutions that add value to the enterprise. Capgemini’s SAP consultants have an average of eight plus years experience with cross-industry SAP solutions. Using our five-phase approach, starting with our RapidStart program, they skillfully implement such solutions as NetWeaver, CRM, mySAP ERP, Manufacturing Ready-to-Run and FastPharma.

Our Righthore™ program dedicates 19 centers spanning 13 countries to supporting SAP projects, ensuring the quality of the client’s investment while reducing their total cost of ownership.

Capgemini has been the first, and often only, implementation partner for many of SAP’s strategic initiatives. SAP has designated Capgemini as a Leading Global Integration Partner since 1993 and we were the first to create a NetWeaver roadmap. Our partnership will be even more important as Service-Oriented Architecture becomes an increasingly integral part of the business process.

About Capgemini and the Collaborative Business Experience

Capgemini, one of the world’s foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

Capgemini employs approximately 61,000 people worldwide and reported 2005 global revenues of 6,954 million euros.

More information about our services, offices and research is available at www.capgemini.com.

Andy Mulholland
Global CTO
+44 (0870) 238 8980
andy.mulholland@capgemini.com

Dale Young
Vice President, NetWeaver Solutions
+1 216 373 4514
dale.young@capgemini.com

Mario Halfhide
Vice President Public Sector
Business Development and Sales
+31 30 6890380
mario.halfhide@capgemini.com

Fred Johnsen
Vice President, Technology Services
Head of NetWeaver for Europe & Asia
+45 3977 8707
fred.johnsen@capgemini.com