



SUNGARD

CAPGEMINI

Customer
Success
Story

Transforming Capgemini's Business Continuity And Disaster Recovery Program

CLIENT CHALLENGE:

Until 2008, Capgemini utilized Word documents for their business continuity and disaster recovery (BC/DR) planning: both for their own internal use and for the BC/DR programs they developed and maintained for their clients. The time required to keep these plans manually updated was immense. Additionally, the complexity of the various plans was becoming unwieldy, increasing the potential risk to their company and to their client firms.

SUNGARD SOLUTION:

Capgemini selected SunGard Availability Services' LDRPS® (Living Disaster Recovery Planning System) to be their new BCMP (Business Continuity Management Planning) application. As a web-based relational database, LDRPS provided Capgemini with enterprise-wide standardization, high availability, complete customization, and automatic update propagation.



"LDRPS® is the gold-standard for continuity planning software. It is the first, most well-known, and most widely-established BC/DR program. It is the Cadillac, with more functionality and capability than any other package I know of."

David Greb,
Manager for Kansas
City-based Accounts,
Capgemini

A global leader in consulting, technology, outsourcing, and local professional services, Capgemini supports clients in more than 30 countries. It was essential that their business continuity and disaster recovery (BC/DR) program be state-of-the-art to protect both the firm and the clients who relied on their BC/DR services.

AN EXERCISE IN MANUAL LABOR

Until 2008, Capgemini utilized Word documents for their BC/DR planning: both for their own internal use and for the BC/DR programs they developed and maintained for clients. However, this was no longer working effectively. In some cases, these documents were developed according to set templates, but the standardization was not enterprise-wide. In all instances, the documents required manual updating. Even a simple change in contact information necessitated a careful find-and-replace procedure. More involved changes were significantly labor intensive.

Time requirements were not the only concern. Capgemini recognized that because their BC/DR plans were all developed as discrete documents without a consistent methodology, it was difficult if not impossible to see how they interrelated with one another. Plus, reporting capabilities were non-existent. Overall, the complexity of the various plans was becoming cumbersome, increasing the potential risk to the company and to its clients.

“The implementation process from the SunGard side of things was very smooth. I think it is a great measure of their success as an organization that their service is impeccable.”

Kurt Sohn,
Global Practice Lead,
Capgemini

“All the customization was user-friendly. The tools are readily available and readily apparent. On the occasions when I had questions, the SunGard help desk was always on-call with expert assistance.”

David Greb,
Manager for Kansas
City-based Accounts,
Capgemini

THE SEARCH FOR A SOLUTION

In 2008, Capgemini began searching for a solution. Todd Young, Senior BC/DR Planner at Capgemini, explained, “We were looking for a comprehensive tool that would effectively manage the entire BC/DR plan development and maintenance process.”

Several products were considered, including HP and Binomial. However, SunGard Availability Services’ LDRPS (Living Disaster Recovery Planning System) was selected as the comprehensive, industry-leading product. “LDRPS® is the gold-standard for continuity planning software,” affirmed David Greb, Manager for Kansas City-based Accounts at Capgemini. “It is the first, most well-known, and most widely-established BC/DR program. It is the Cadillac, with more functionality and capability than any other package I know of.”

LDRPS® attracted Capgemini for several key reasons. First, it was a [web-based tool](#). That versatility and availability was essential, and made enterprise-wide standardization possible. Second, it was a [relational database](#). Manual updating would no longer be necessary, as changes could be propagated automatically throughout the system. Third, it was [completely customizable](#). The application would readily accept their existing templates, making the transition seamless both for their own internal use and for their clients.

The capabilities of LDRPS® were not the only factors that went into the decision-making process, however. Capgemini was also impressed with the SunGard team. “We went back many times to ask additional questions,” comments Kurt Sohn, Global Practice Lead at Capgemini. “The level of support we received was really important to us because it told us something about the relationship. What we learned was that we were not just purchasing a product: we were gaining a relationship with a vendor whom we could trust and rely on, and the relationship has continued to grow as a result.”

A MODEL FOR IMPLEMENTATION

Capgemini purchased LDRPS at the end of 2008. Sohn confirmed, "The implementation process from the SunGard side of things was very smooth. We had bi-weekly meetings where they would get on the phone with us and give us an update on where they were in the process, and we would talk about where we were in the process. They were always ready. I think it is a great measure of their success as an organization that their service is impeccable."

Key personnel from Capgemini attended SunGard's free training and user group sessions, enabling them to proceed internally with the customization of the application. Greb spearheaded this process. He created the necessary BC/DR templates and established the desired reports. Because LDRPS provides a vast library of reports, he was always able to use a standard report as a base and customize it for Capgemini's requirements, saving significant amounts of time. Looking back over the process, Greb stated, "All the customization was user-friendly. The tools are readily available and readily apparent. On the occasions when I had questions, the SunGard help desk was always on-call with expert assistance."

Once the templates and reports were set up, Capgemini's internal BC/DR plans and its clients' plans could be copied into LDRPS and quickly populated. As a prime example, one of Capgemini's clients had over two-dozen application-specific BC/DR plans. Greb created one standard template for the client, populated

it with the information from one application, and then made copies of that plan for the remaining applications. He then only had to make minor changes to those copies in order to make them specific to each application. "Considering the number of plans we were talking about, that particular exercise alone probably saved us 100–300 hours in plan development," Greb noted.

A PARTNERSHIP WITH A FUTURE

Now that LDRPS has been in use in the North American division of Capgemini for several years, the benefits have proven themselves repeatedly. "The database format saves us tremendous amounts of time every day," affirmed Greb. "A change to a given record only has to be made once and it is then automatically propagated throughout all plans and plan versions. If we want to make a formatting change to improve a report's appearance or usability or information, we can make that change once and any plan that uses that report will reflect the change."

Capgemini also purchased BIA Professional® (SunGard's Business Impact Analysis tool) that seamlessly integrates with LDRPS using a common platform (Continuity Management Solution "CMS") for single data entry and automatic content updates. "It is safe to say that we will be looking at other SunGard modules in the future," Greb concluded. "Especially the assessment modules. SunGard has proven themselves to be a valued partner with the tools and services we need to keep on the cutting-edge of BC/DR planning."

About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, and business continuity management software to over 9,000 customers globally.

SunGard Availability Services | 680 East Swedesford Road | Wayne, PA 19087 | 800-468-7483 | www.sungardas.com

© 2012 SunGard. SUC-060

Trademark information: SunGard and the SunGard logo are trademarks or registered trademarks of SunGard Data Systems Inc. or its subsidiaries in the U.S. and other countries. All other trade names are trademarks or registered trademarks of their respective holders.