

SOFTWARE AG AND CAPGEMINI

Connected Service Experience—IoT solutions for connected smart products



A competitive edge through service excellence

The Internet of Things (IoT) is changing everything. By the year 2020, 50 billion devices will be connected to each other. A steadily growing number of products will be equipped with sensors that provide manufacturers with real-time data on customers' usage habits. This is an opportunity for companies to adapt products dynamically to the needs of their connected customers.

The world of the Internet of Things and M2M communication enable new and innovative business models and services. In cooperation with Software AG, Capgemini helps organizations achieve these flexible and cutting-edge services.

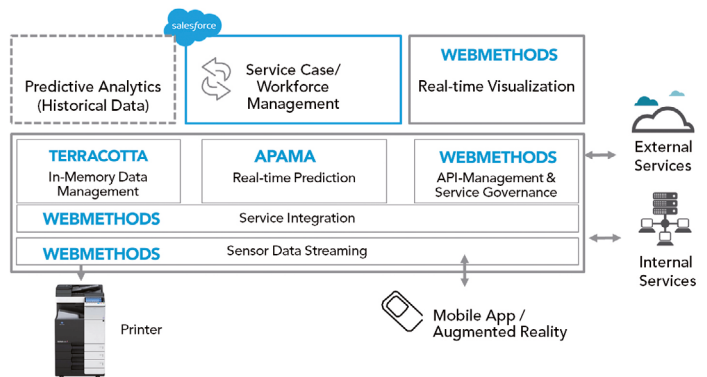
Get started fast for big opportunities

Learn how to proactively influence the transformation from a product to a service-based business model with flexible and unique field-service processes. Capgemini Connected Service Experience combines Software AG's proven big-data streaming and hybrid integration technology with the Salesforce service solution and Capgemini's digital transformation expertise. This combination enables you to realize innovative service offerings in lightning-fast speed.

The example of digitally connected printers demonstrates how printer status, usage and maintenance can be predicted and errors immediately communicated. Service routes are planned dynamically based on this information. Service technicians receive the relevant data and the necessary parts in advance. Their work onsite is assisted through the use of new technologies such as augmented reality. In the future, services will be expanded to encompass other innovative technology such as 3D printers as well.

How the solution works

The connected printers continuously send information on usage, status and potential errors. This information is analyzed in real time, and future service dates are predicted depending on the data. Based on this forecast, service cases are created, updated and prioritized in the Salesforce service cloud.



Architectural Overview

About Capgemini

Now with 145,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of €10.573 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more at www.de.capgemini.com.

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Dynamic assignment of cases to technicians in the event of a defective printer can be carried out using various parameters (location of technician, skills, availability of a needed part, etc.). These decisions are also made using Software AG's big-data streaming platform based on all the information available.

Service cases are dynamically sent to the technician's mobile device and updated as needed. Innovative augmented reality technology helps technicians onsite, for example, to locate the defective printer or carry out repairs.

This cloud-based platform enables service providers to minimize their costs while improving the flexibility and level of quality. Printers can also be optimized using the collected data, because problems are identified more quickly and insight is gained as to how a printer is used.

Software AG's streaming analytics technology integrates, collects and evaluates data on products, that are connected to the Internet of Things, and can react accordingly. The solution can be employed on-premise or in a multi-cloud environment. Thanks to leading data management technology, the platform offers limitless scalability options.

Thanks to the underlying framework, customer-specific solutions can be designed flexibly and quickly—at minimal cost and risk. Digital sensors and devices can access analytical functionality and algorithms in the cloud. And, in this manner, actions such as process updates, event-driven reactions and the control of machines can be executed.

Other use cases

The scenario depicting optimized services for printer manufacturers is an example of the transformation from a product-based to service-based business model. It will become increasingly difficult for companies in many industries to

differentiate themselves from competition through technological (hardware) innovation. Supplementary product-related services are another way to stand out from the competition and secure long-term relationships with customers.

In addition to one-time income from product sales, ongoing revenues can be generated through services including technology-as-a-service approaches.

Connected Service Experience is relevant in every industry in which connected products undergo maintenance and are improved by such services. A few examples include heating systems, elevators, energy production such as gas turbines and combined heat/power plants as well as many more.

Key benefits

- Support of transformation from product to service-based business models
- Proactive real-time reaction to events thanks to unlimited scalability of data and devices
- Better understanding of customer needs and anticipation of market trends
- Innovation and exploitation of new revenue opportunities
- Faster go-to-market thanks to proven technology and experienced IoT specialists
- Sounder and faster decisions
- Proactive problem solving: problems are averted before they arise
- Redesign of services to improve the customer experience
- Reliable security standards from data protection to device integrity
- Continuous app adaptation to best meet customer needs

ABOUT SOFTWARE AG

Software AG offers the world's first Digital Business Platform. Recognized as a leader by the industry's top analyst firms, Software AG helps you combine existing systems on premises and in the cloud into a single platform to optimize your business and delight your customers. With Software AG, you can rapidly build and deploy digital business applications to exploit real-time market opportunities. Get maximum value from big data, make better decisions with streaming analytics, achieve more with the Internet of Things, and respond faster to shifting regulations and threats with intelligent governance, risk and compliance. The world's top brands trust Software AG to help them rapidly innovate, differentiate and win in the digital world. Learn more at www.SoftwareAG.com.

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