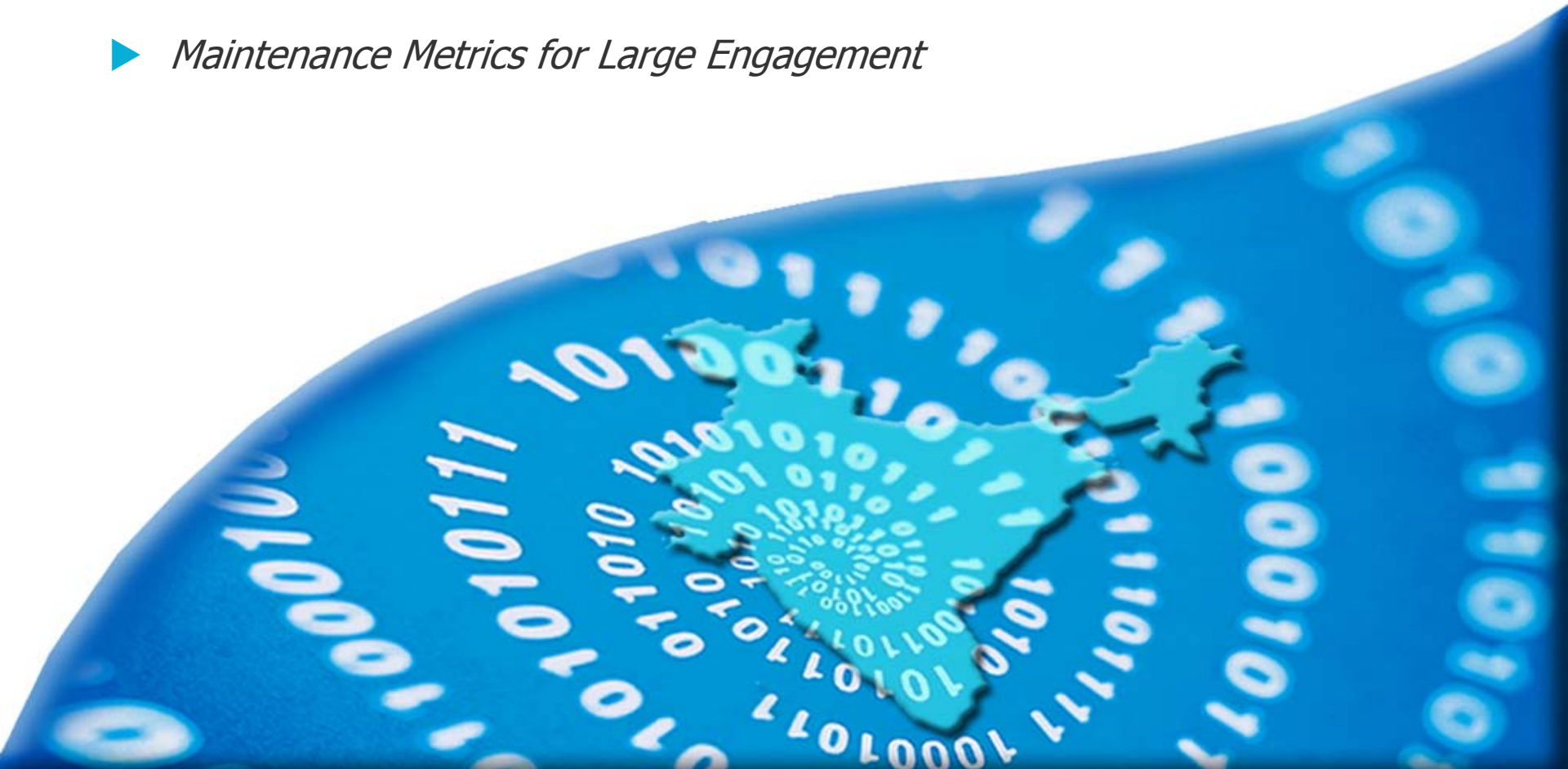


Capgemini Rightshore™ India

- ▶ *Maintenance Metrics for Large Engagement*



Client Background

- ▶ Large US Manufacturer in Automotive Industry
- ▶ Business Objective
 - Lower IT Support costs
 - Migrate/Separate from previous owner
- ▶ Total Team size of 230 resources split in 12 different groups
 - 85% in Application Management
 - 15% in Application Development
- ▶ Technologies involved are
 - IBM Mainframe
 - Client Server (C, C++, Unix, Oracle)
 - Web (Java, .NET)
 - Packages like SAP, MFG-Pro
- ▶ Work involves
 - 24 * 7 SLA based support
 - Enhancements, Preventative maintenance
 - Tactical, strategic projects
- ▶ Relationship for last 5 years
- ▶ Onsite-offshore model with 70% team in Mumbai
- ▶ Strong processes and procedures for workflow

Categories of Matrix Captured

- ▶ Staffing
 - Staffing
 - Attrition
 - Roll offs
- ▶ Tickets (Production Problems)
 - Ticket volumes
 - Utilization
 - Backlog
- ▶ Training
- ▶ Productivity Improvements

Staffing Matrix

- ▶ Staffing by
 - group/domain
 - growth by month
 - billability status
 - Technology
 - duration on the engagement
 - Level (designation)
- ▶ Attrition by
 - month
 - by group/domain
 - reason
 - level/designation
- ▶ Roll offs by
 - month
 - by reason

Reasons for Staffing Matrix

- ▶ Monitor growth
- ▶ Planning for roles and responsibilities for senior people
- ▶ Retention planning
- ▶ Transition planning
- ▶ Pyramid monitoring
- ▶ Billability and cost monitoring

Ticket (Production Problems) Matrix

▶ Tickets

- Total Volume by month, by group/domain
- Volume by Severity by month
- Volume by geography
- Productivity (AET) by Severity
- Average per person per month (ATP)
- Average per person per month by group/domain

▶ Utilization

- Per person per month
- By group/domain

▶ Backlog

- By month
- By group/domain

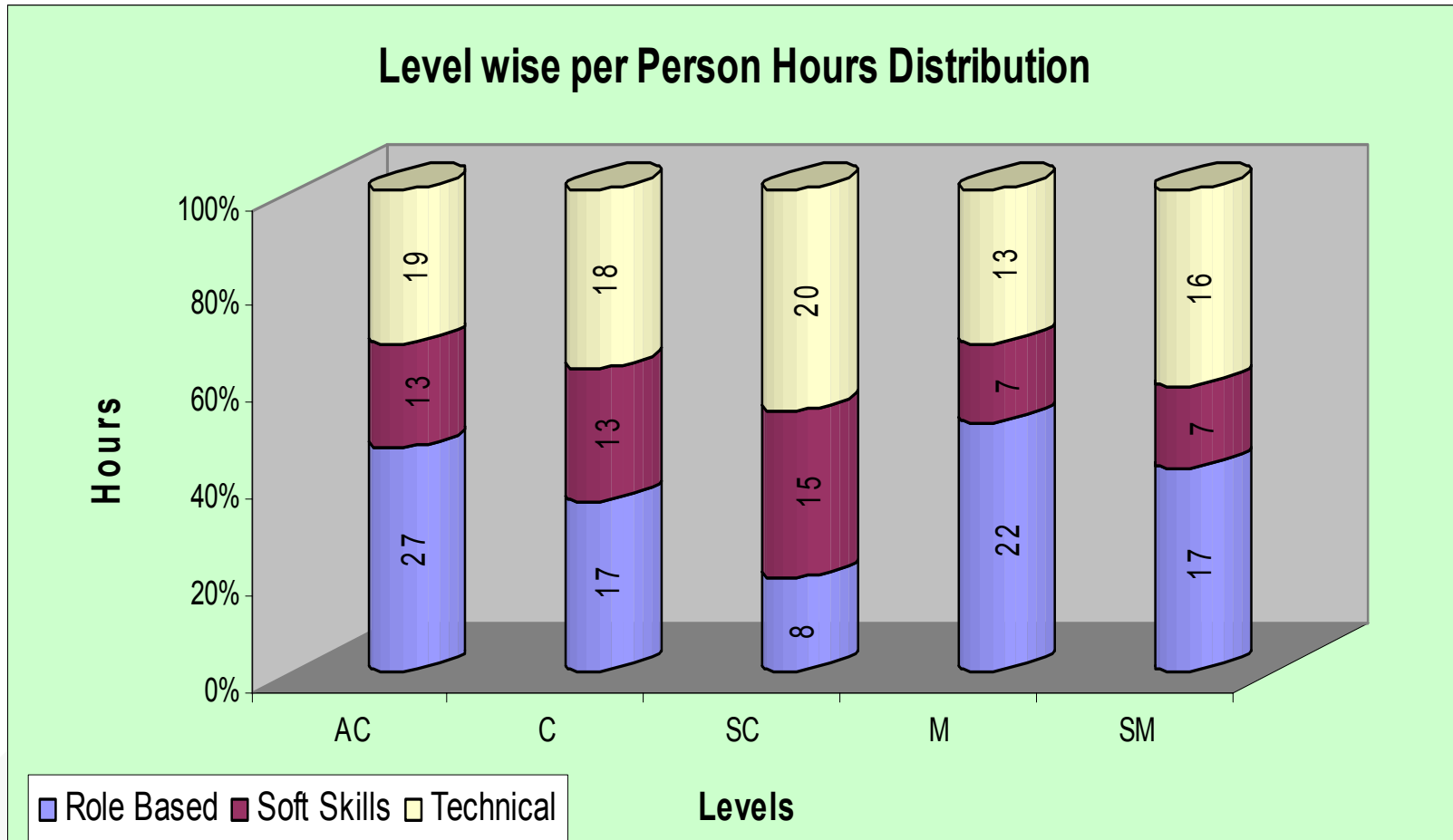
Reasons for Ticket Matrix

- ▶ Understanding client business demands
- ▶ Understanding business criticality
- ▶ Utilization monitoring
- ▶ Understanding offshore's contribution
- ▶ Monitoring productivity
- ▶ Backlog reduction planning

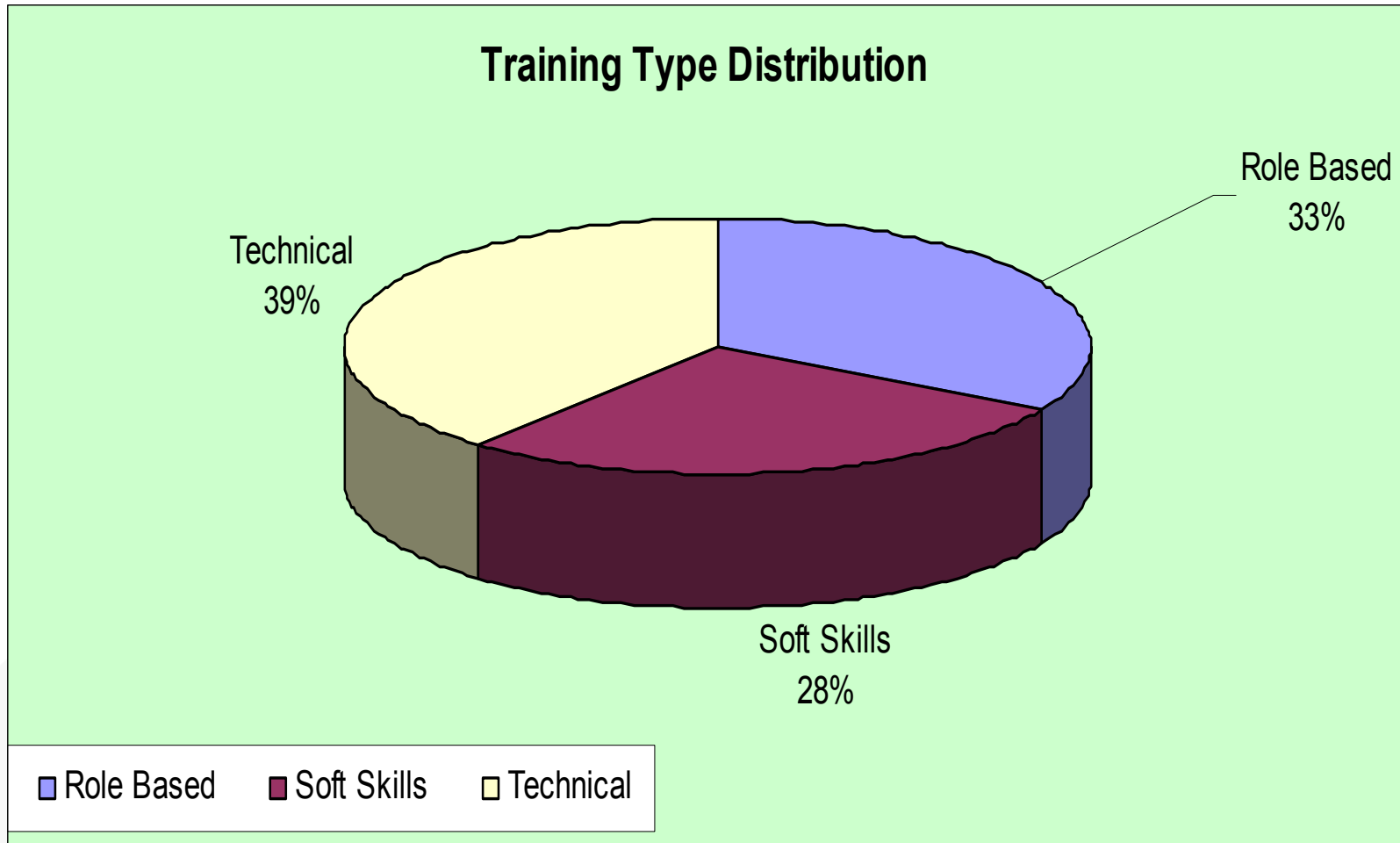
Training Matrix

- ▶ Number of trainings conducted
- ▶ Level-wise per person hours distribution
 - By training type (Role based, Soft skills, Technical)
- ▶ Level-wise target and actual hours

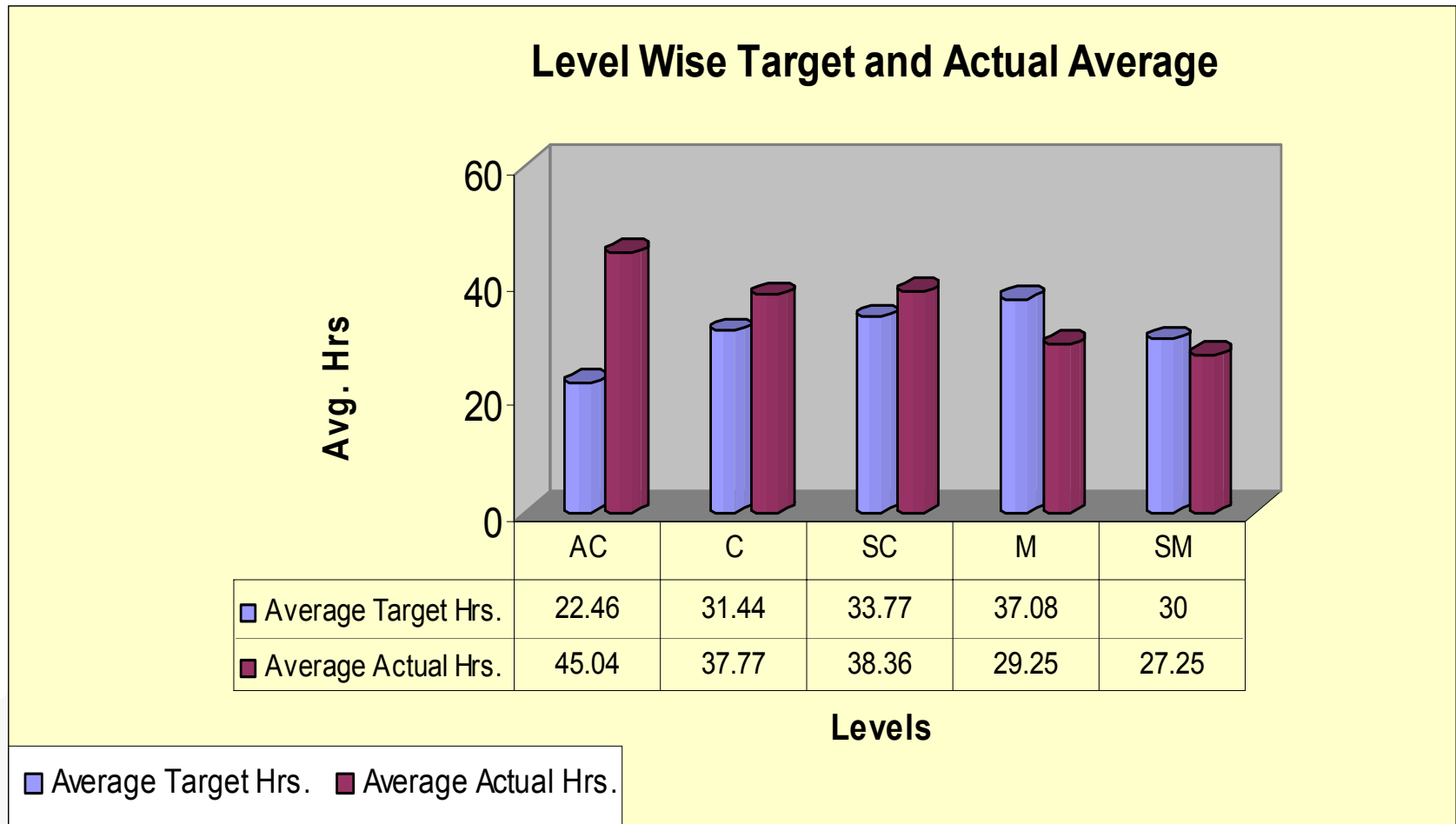
Training Hours per Level by Training Type



Training Type Distribution



Training Target v/s Actual by Level



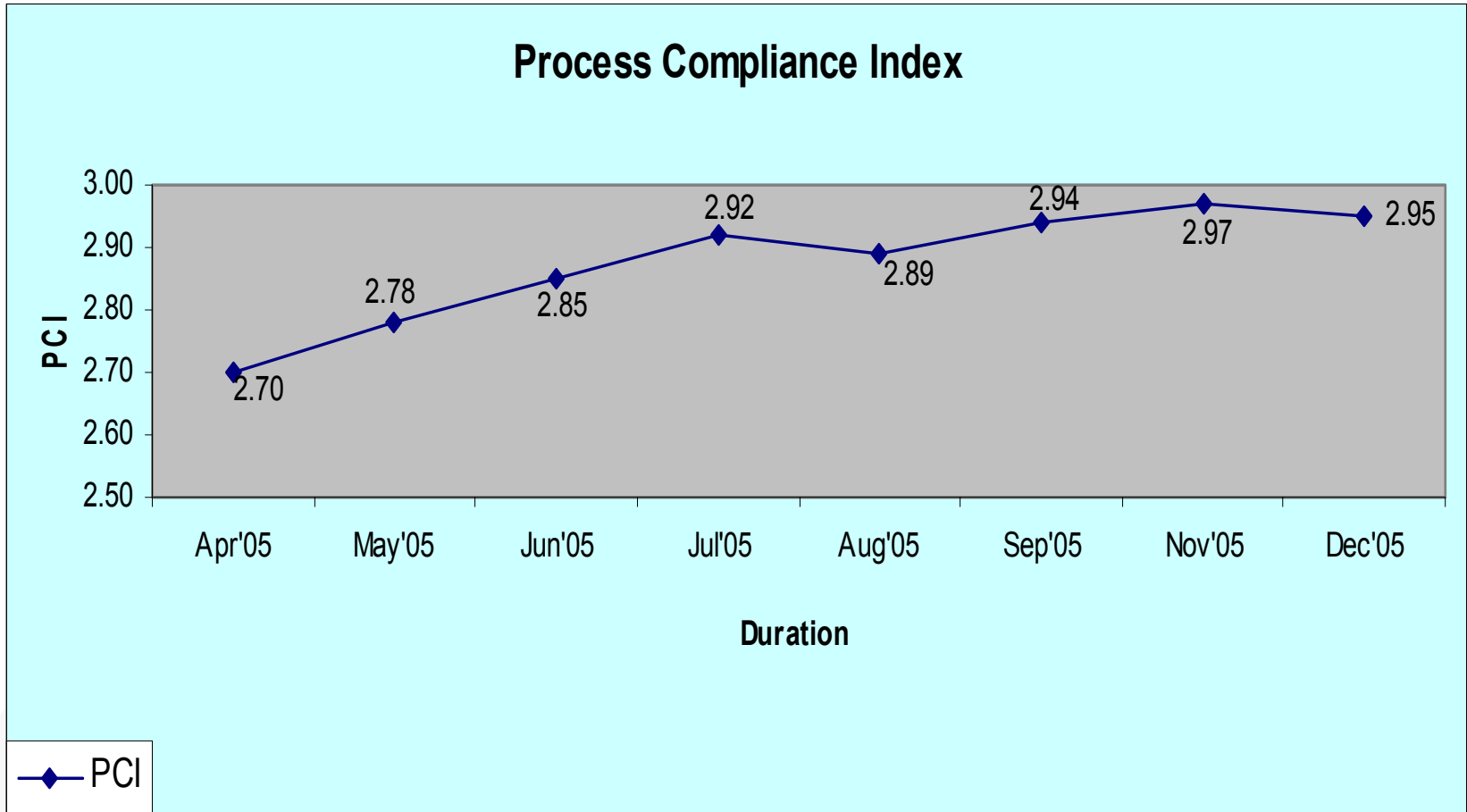
Reasons for Training Matrix

- ▶ Monitoring training requirement fulfillment
- ▶ Monitoring training target
- ▶ Help in training plan preparation

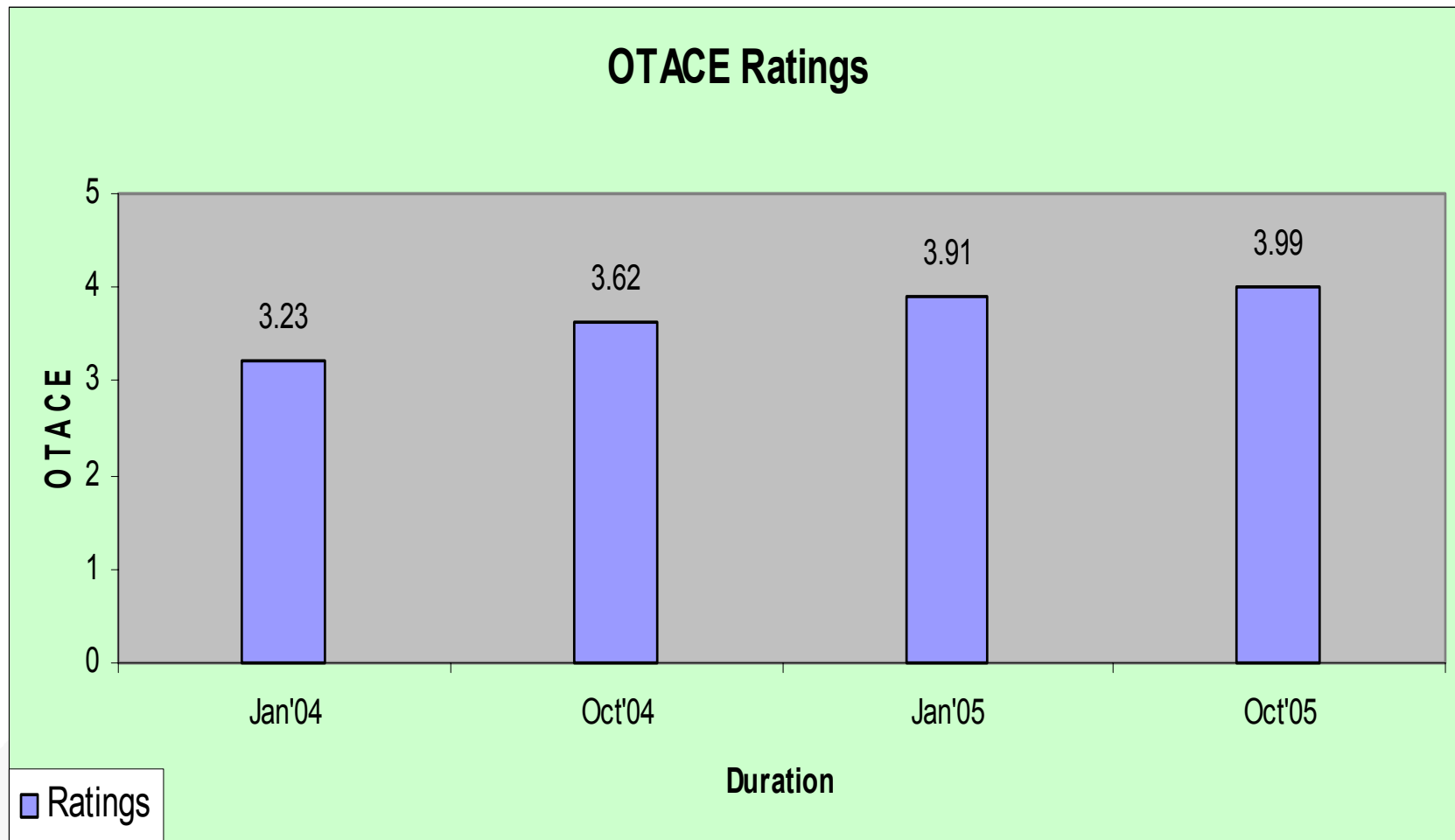
Productivity Improvement (PI) Matrix

- ▶ Process Compliance Index by month
- ▶ OTACE (Customer Satisfaction Index) trend

Process Compliance Index (PCI) by month



Customer Satisfaction Index (OTACE)



Reasons for PI Matrix

- ▶ Tracking compliance to QMS
- ▶ Monitoring Productivity Improvements
- ▶ Customer Satisfaction tracking

To sum it up...

- ▶ Metrics help in tracking progress of four important parameters
 - People
 - Productivity
 - Cost
 - Customer requirements

- ▶ Which helps in achieving
 - Higher Growth
 - Higher Profitability
 - Employee Satisfaction
 - Customer Satisfaction