



# LATITUDE

## EXECUTIVE CONSULTING

## Technology and Consulting - Newsletter

The organisations covered in this issue are:

1. HCL Axon
2. Deloitte
3. Accenture
4. HP
5. IBM
6. Infosys
7. Wipro
8. Capgemini

February 2010

Welcome to Latitude Executive Consulting's first newsletter of 2010, reviewing activity during Q1. The newsletter focuses on the Technology and Consulting marketplace, with the material sourced from a range of media and business contacts/partners.

### 1. HCL Axon

- HCL Axon has won a \$200million BPO contract with Equitable Life Assurance Society; this is the first major win in the life and pensions administration market since it acquired Liberata's financial services business. The contract starts in March 2011 and will take over a BPO contract currently being delivered by Lloyds Banking Group, along with Lloyds staff working on the Equitable Life account and a small number of Equitable Life staff; the transfer will place over 500,000 life and pensions policies under HCL administration and is expected to save Equitable Life £8million in the first full year.
- HCL Senior Vice President Stuart Drew commented: "Over the coming years, we plan to develop the scope of this work to encompass other financial services clients. Ultimately, we aim to transform the operation into a centre of excellence within our global service delivery capabilities."
- Chris Wiscarson, Chief Executive of Equitable Life, said: "This is one of the most important decisions in the society's history. HCL has an impressive reputation and I am confident that it will provide great service and great value to policyholders."

### 2. Deloitte

- Deloitte is adding 66 people to its 2,500-strong UK consulting practice through the acquisition of business performance and information management consultancy ReportSource.
- ReportSource is an Oracle-certified partner and specialises in enterprise performance management and business intelligence solutions for financial planning, reporting and analysis.
- David Owen, Managing Director of Consulting at Deloitte UK, said: "Many UK businesses and organisations have invested significant time and money implementing new IT systems in recent years. Business leaders now want to maximise the benefit of this investment by extracting better, more insightful management information. ReportSource is a leader in providing the expertise to help organisations achieve this goal."

### 3. Accenture

- Accenture has joined with the Lisbon Council think tank and the College of Europe to set up a centre dedicated to developing innovative strategies and solutions for public sector organisations across Europe.
- Called the 'Government of the Future' centre, the Brussels-based venture will initially focus on four areas seen as key to improving the social and economic conditions of European citizens: the provision of healthcare; boosting employment; connecting citizens and governments; and enhancing the sustainability of public sector organisations.
- In 2010 the centre will also host a Government of the Future summit with government leaders, opinion formers and public sector organisations, publish a series of state transformation case studies, and convene public sector modernisation workshops.
- Paul Hofheinz, President and Co-Founder of the Brussels-based Lisbon Council, which focuses on economic modernisation and social renewal, explained: "Society needs more innovation in the public sector - not just as an antidote to the recession, but as a platform for meeting citizens' demands in a fast-changing world."

### 4. HP

- Led by HP Enterprise Services (formerly EDS), the Atlas consortium has won a \$890million (£575million) extension to the Defence Information Infrastructure (DII) contract originally signed with the MoD in 2005 to create a single defence information infrastructure.
- This latest deal is designed to improve global collaboration and communication between the MoD and its counterparts in allied countries. The Atlas consortium - led by HP and also including Fujitsu, EADS Defence and Security Systems, General Dynamics and Logica – will replace legacy systems with 42,000 computer terminals that will support 60,000 personnel in restricted and secret domains.
- The DII programme is already providing operational support to the UK's front-line troops and the MoD, and is expected to be used by 300,000 people in 2,000 locations when the contract ends in 2015.
- Huw Owen, CEO of the Atlas consortium and UK Vice President of HP Enterprise Services Defence and Security, said: "It is critical to national defence that the MoD and its allies have highly secure and real-time global access to the information they need. This latest contract enhancement sends the market a strong message about the trust that the MoD places in Atlas to deliver this critical capability."

## 5. IBM

- IBM has signalled a major sales drive with the appointment of sales guru Stephen Leonard to the post of Chief Executive in the UK & Ireland.
- Leonard returns to the UK after 15 months as Vice President of System Sales for North America. He previously held UK and EMEA roles in IBM's system and technology group. Since joining IBM in 1990, his sales management positions have included business partner sales and corporate enterprise sales.
- Leonard is replacing Brendon Riley, who was UK CEO for two years and has moved to become General Manager of IBM's Northeast Europe region. IBM describes Leonard's responsibilities as looking after "one of the corporation's fastest growing portfolios worldwide" with a workforce of about 20,000 employees.
- Already Leonard's tenure has begun with success, via the UK airline BMI, which is working with IBM Global Business Services' travel & transport group to transform its kiosk, web and mobile check-in systems at airports across the UK and Ireland.

## 6. Infosys

- Infosys Technologies Limited has for the third time been named a top 10 Outsourcing/IT Integration provider as well as a breakout favourite for customer experience in the Annual Consumer Goods Technology Reader's Choice Survey.
- Infosys received a leadership ranking by Consumer Goods Technology readers by offering a winning combination of end-to-end solutions, deep industry expertise, and flexible, scalable pricing and delivery models. Recognition as a breakout winner for customer experience underscores Infosys' focus on meeting customer demands against the backdrop of a highly-competitive marketplace and difficult economic climate. Infosys counts Diageo, Hallmark, Kraft Foods, and Reckitt Benckiser among its Retail and Consumer Packaged clients.
- "This recognition validates Infosys' continued commitment to providing our customers the best in innovation, shared services and business transformation" said Sandeep Dadlani, Vice President, Retail, Consumer Packaged Goods and Logistics, Infosys Technologies. "We have invested in developing products and services around category analytics, supply chain visibility, digital and mobile marketing, connecting with distributors in emerging markets and leading SAP transformations that help our clients understand the consumer, interact with the consumer, and run their businesses more efficiently."

## 7. Wipro

- Wipro Technologies has announced that it has been certified by SAP AG as a global provider of application management services.
- Wipro became an SAP certified provider of application management services following a stringent audit process of its ability to deliver application management services with high-quality service operations based on SAP® technology. Some of the areas covered by the audit include the following: application management maturity model, quality assurance, tools, training, industry vertical expertise and expertise with SAP solutions.
- Wipro plans to use its FlexDelivery model and best practices related to application management services to provide value-added support to its customers. Wipro's innovative FlexDelivery model for managing enterprise application landscape has been deployed by more than 50 customers to handle complexity and criticality of environments and business processes and variability in work volume typical in application maintenance and support engagements.
- SAP's certification of Wipro as a provider of application management services comes on the heels of Wipro being positioned as a "challenger" by a leading Industry analyst in a service provider evaluation of 20 SAP application outsourcing service providers.
- "Wipro has been successfully certified as a global provider of application management services," said Michael H. Ressemann, Global Head of Outsourcing Services and Solution Delivery at SAP. "This confirms Wipro's strong capabilities to provide professional application management services to SAP customers worldwide in support of SAP solutions."
- "We believe this latest certification highlights our commitment to driving business value for our customers," said Arnab Chaudhury, Head – Application Management Services, Wipro Technologies. "Wipro has been at the forefront of innovation and made significant investments in automation of application outsourcing, thus driving predictable, scalable and cost-effective solutions. We believe this is validated by the success in delivering operational transformation programs to our clients," he added.

## 8. Capgemini

- Capgemini and Sogeti (Capgemini Group subsidiary) has announced the joint launch of an enhanced portfolio of software testing services.
- Combining the assets and expertise of both companies, this move will create one of the largest dedicated testing practices in the industry, supported by over 6,400 test specialists globally and up to 11,000 further applications specialists, across over 30 countries.
- Capgemini and Sogeti's dedicated Testing Services will offer best-in-class testing solutions, combining Sogeti's proven methodology, industry partnerships and reputation as one of the market leaders in testing, together with Capgemini's deep sector expertise, global reach, offshore delivery capacity, and track record as a trusted consultative test partner for its clients.
- Additionally, Capgemini and Sogeti have created a new 'Testing Center of Excellence' in India, with 2,100 dedicated testers offshore.

The above information has been sourced from a range of media publications and statements made in public company announcements. Latitude Executive Consulting acknowledges all copyright and trade names. The information does not represent Latitude Executive Consulting's view or opinions. Copyright, Latitude Executive Consulting, 2010.



## Introducing Latitude Executive Consulting

Latitude Executive Consulting, founded in 2003, has a wealth of experience in hiring senior leadership and commercial profiles spanning every major sector and geography. Our teams of experienced, market-specific Consultants and multi-lingual Researchers ensure the successful delivery of assignments globally.

Our expertise has created an exacting and contemporary recruitment service that is thorough yet agile. We have the flexibility to source people expediently, enabling our clients to hire the best possible talent in the shortest practical timescales.

Through the utilisation of market leading technology, processes and infrastructure we engage in a combination of methodologies to maintain, update and grow a community of function and sector specific contacts. Through constant communication with this network we are kept apprised of all market developments and are able to track individuals throughout their careers.

Our approach applies the highest standards of professionalism through a proven delivery mechanism that never compromises on quality.

## Contact

Please call us on 020 7292 8630 or visit [www.latitudeexec.com](http://www.latitudeexec.com) for more information on our range of services.