

Your destination. Our journey.

With Capita, the journey to effective Information Management starts with our Illuminate Programme. With four clear steps, our iterative deployment approach delivers tangible business benefits in days and weeks, not months and years.

The Illuminate Programme



At Capita, we pride ourselves on our ability to deliver projects within budget and on time. We're passionate about incorporating the latest thinking in design, system architecture, project management and advancements in technology.

Capita: sparking business transformation

Capita is at the leading edge in redefining and transforming services. We have a deep understanding of government policy, regulatory restrictions and the macro and micro economic environments in which you operate.

At Capita, we can offer the best ingredients of:

- ▶ The expertise of the UK's leading Business Process Outsourcing Company

- ▶ The flexibility of a Systems Integrator, helping you work existing data and systems harder
- ▶ The agility of a specialist Information Management company that can fine tune solutions to your business.

This means we are uniquely placed to deliver real, sustainable business transformation. That is why our customers choose us.

To get connected now, visit www.capita-its.co.uk/im or call 0800 022 4024.



IT SERVICES

Information Management

People and information connected

Communicate, collaborate and empower

People and information are the lifeblood of your business. But how connected are they? How quickly can you make decisions and innovate?

At Capita, we are adept at delivering Information Management solutions that connect your two most precious resources: people and information. We unlock your information assets, empower users and deliver results fast.



The challenge

Time waits for no one. In today's business environment, everyone (employees, customers and partners) needs instant access to information.

We need to make decisions fast: so why wait for the answer?

Mobile workers need to create, collaborate and interact with information in real time. At the same time your customers or citizens expect intuitive, personalised and engaging services online.

User demands and information sources are multiplying, but your business demands lower costs and increased efficiency.

You need to deliver all of this but can you keep pace with change?

Across your enterprise, ask yourself:

- ▶ How much time is spent searching and retrieving information? Can you trust in the accuracy of your resources?
- ▶ What cost or duplication exists in managing diverse archives, shared drives or repositories? Do they scale with your business?
- ▶ How effective is your external website? Is it intuitive, engaging or profitable? Is it reducing your cost of sale or support?
- ▶ How quickly can you respond to customer enquiries or market changes? How fast can you innovate?

The right Information Management solution can transform enterprises. Focusing on your business challenge, we can help you build a cohesive Information Management strategy and deliver a solution to realise your vision.

Delivered as a managed service or on-premise, our Information Management solutions are fast, they are on demand and they use the latest cloud technology to deliver clear business benefits.

Unlocking your information assets

Effective Information Management is critical to your success. When done right, Information Management brings together people, process, technology and content in a way that delivers an unprecedented return on investment.

At Capita we are passionate about solving Information Management challenges. We have a proven methodology that captures business requirements, refines business process and drives user adoption. This is what makes the difference and drives high performing enterprises.

Whatever your information challenge, we can solve it...efficiently.

In one unified platform we can deliver enterprise:

- ▶ **Websites:** transform your online services, increase reach, satisfaction and reduce your costs
- ▶ **e-Commerce sites:** deliver powerful, intuitive sites that drive revenue and increase customer retention
- ▶ **Intranets or Extranets:** integrated collaboration platforms that increase productivity, spark innovation and accelerate decision making
- ▶ **Community platforms:** designed to engage users, foster collaboration and build strong communities
- ▶ **Mobile ready applications:** rich, interactive services that empower people on the move.

At Capita we offer a full end-to-end service that includes business analysis, Information Management strategy, solution architecture, user experience design, software development, testing, hosting, training and support.

Rapidly deployed our solutions unlock your information assets, connect your teams and give you a platform for growth. Whatever your goal, be that efficiency savings, improved customer service or enhanced profitability, we can help you achieve it.

On demand, cost effective solutions

What makes us different? Customer choice and flexibility is integral to everything that we do. That means we offer unrivalled commercial flexibility, platform choice and industry expertise.

With a fresh approach to Information Management, our unified platform is designed to not only host websites, intranets or extranets, but also custom built web applications.

Leading the way in terms of price, flexibility, functionality and support, our innovative managed service enables you to benefit from using a pre-built, licensed enterprise platform, without the prohibitive lead times or upfront capital investment.

Delivered on demand, with utility based pricing, this cost effective option can be delivered in weeks, giving you a faster return on your investment.

Integral to our offering we can deliver:

- ▶ Community based features such as blogs, discussion forums and wikis
- ▶ Intuitive workflow automation tools that simplify business processes
- ▶ Document, records and rights management to control the lifecycle of an asset
- ▶ Content management capability with taxonomy or metadata engines
- ▶ Enhanced search tools e.g. FAST or Google search that enable metadata search, relevance tuning and query suggestions
- ▶ Employee or customer personalisation, people search and collaborative functions
- ▶ Social networking features to surface employees knowledge, skills and experiences.

All of which are underpinned by best of breed technologies.

Powerful connections

As a partner, our Information Management teams have transformed commercial and public sector enterprises.

Together, we can help you achieve:

- ▶ **Competitive advantage:** an informed, connected workforce accelerates decision making, agility and first mover advantages
- ▶ **Increased profit and customer loyalty:** intuitive, engaging websites boost online sales, bookings and customer retention without increasing costs
- ▶ **Efficiency savings:** intuitive search, automated processes and collaborative workflows reduce the cost of managing information and cross enterprise working
- ▶ **Increased productivity:** personal spaces, team sites and dynamic blogging/forums increase productivity, spark innovation and enable rapid, informed and accurate decision making
- ▶ **Rapid return on investment:** rapidly deployed with utility based pricing, you pay only for what you use. Tangible benefits are realised in days and weeks, not months or years
- ▶ **Scaleable, flexible service:** highly resilient, scaleable solutions that can be easily customised or extended as your enterprise changes shape or structure
- ▶ **Reduced total cost of ownership:** depending upon your requirements, we will design the right solution that enables you to reduce your total cost of ownership. For our unique, fully managed and hosted solution there is no large upfront capital investment, or hardware and software to manage.