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For immediate release

Tango/04 Helps Capgemini Improve Customer Satisfaction by Implementing ITIL Best Practices

Tango/04's VISUAL Message Center suite of systems management software solutions helps the outsourcing services provider simplify implementation of ITIL in its iSeries environment

UTRECHT, the Netherlands, August 24, 2005 – Capgemini, a global leader in consulting, technology and outsourcing services with 60,000 employees worldwide, has successfully implemented ITIL best practices in its iSeries environment using Tango/04's VISUAL Message Center suite of systems management software.

As a result, companies in Central Europe that outsource their iSeries-based business applications management to the Dutch branch of Capgemini now have full visibility of the quality and level of service they receive, which has greatly improved customer satisfaction.

"Most frameworks are not solutions that work well on the iSeries. Instead, VISUAL Message Center is much easier to use, reporting is very nice and simple, and service level management reports can be scheduled and automated," said Rob Freeling, IT Consultant of Capgemini in the Netherlands.

Established by Great Britain's Office of Government Commerce, the Information Technology Infrastructure Library, ITIL, is one of the most widely accepted IT systems management standards.

"VISUAL Message Center is an extremely valuable aid when it comes to implementing ITIL in an iSeries environment to ensure the delivery of high service levels," Mr. Freeling said.

The Challenge of Implementing ITIL on iSeries

Capgemini's IT management framework failed to comply with ITIL Service Level Management specifications on iSeries applications servers. "IBM OS/400 monitoring functions were extremely difficult to implement. We started to look for a proven, easy to use solution and Tango/04 gave us the answer," Mr. Freeling said.

Capgemini turned to PST Business Solutions, the certified Tango/04 Business Partner in the Netherlands, to learn about VISUAL Message Center's iSeries monitoring and automation capabilities.

Developed by Tango/04 Computing Group, a leading developer of software solutions for Systems Management, Security and Business Service Management (BSM), VISUAL Message Center is an award-winning suite of monitoring, automation, alerting and reporting software products for IT cross-platform infrastructures.

One of Capgemini's most important outsourcing clients agreed to perform a product trial with its outsourced systems designed to evaluate proactive problem-detection and reporting capabilities.

"Capgemini saw the advantages of our solution even before the trial actually began," says Raul Aguirre, CEO of Tango/04 Computing Group, "Their IT management was surprised by how simple the configuration was, even for the security audit and applications management features being implemented. Finding the solution's functionality easy to setup was extremely appealing, and it was a major point in their decision to choose VISUAL Message Center."

Consultants from PST Business Solutions worked with five Capgemini specialists to setup filters, business views, alerts and automatic actions according to ITIL prescriptions. Self-tuning and self-protecting capabilities configured include starting programs, responding to interactive error messages, freezing user sessions to avoid system crashes, and generating SMS alerts, so that operators can react quickly to problems that pose a potential risk.

"Tango/04's solution has helped Capgemini gain the trust of its customers, because it makes ITIL and other improvement efforts more visible to their top executives," Mr. Freeling said. "VISUAL Message Center keeps managers happy, and that of course keeps us happy."

More information

Read the complete story on Capgemini's implementation of ITIL using Tango/04's VISUAL Message Center at: <http://www.tango04.info/publicdocs/VMC-CSCAPGEM-EN.PDF>

About Capgemini

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, which it calls the Collaborative Business Experience. Through commitment to mutual success and the achievement of tangible value, the company helps businesses implement growth strategies, leverage technology, and thrive through the power of collaboration. Capgemini employs approximately 60,000 people worldwide and reported 2004 global revenues of 6.3 million euros. More information about individual service lines, offices and research is available at <http://www.capgemini.com>

About Tango/04 Computing Group

Tango/04 Computing Group is one of the leading developers of systems management and automation software. Tango/04 software helps companies maintain the operating health of all their business processes, improve their service levels, increase their productivity, and reduce costs through intelligent management of their IT infrastructure.

Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world. Customers include ABN Amro, ABX Logistics, ADT, Aviva, Banque de Luxembourg, Bacardí, BankBoston, Banque Rotschild, BBVA, becom Informatiesystemen, Boehringer Ingelheim, Bridgestone Firestone, BSCH, CelTel, Certegy, Coca-Cola, Carrefour, Dole Fresh Fruit, EDS, FootLocker, Fortis Bank Commercial Finance, Fritz Meyer, Genesis MetLife, ING, L'Oréal, Manpower, Nationale Nederlanden, Nike, Norge Gruppen, Pierre Fabre, Prada, Repsol YPF, Shell, Stratapult, Telmex, Universal Music, and Zurich Insurance. More information is available at <http://www.tango04.com>

Tango/04 VISUAL Message Center

VISUAL Message Center, Tango/04's suite of products for the management of IT infrastructure, provides a convenient technological foundation for the development of Business Service Management (BSM) strategies. Its advanced monitoring, automation, alert, visualization, reporting and auditing functions consolidate and simplify the management of multiple systems, applications, networks, devices and all the components of an organization's IT infrastructure. More information is available at <http://www.tango04.com/products/vmc>

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Note to the editors

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