

# Visteon's Flexible IT Structure Accommodates Changing Business Climate

## Global automotive supplier taps Capgemini's Rightshore® to achieve strategic goals through IT applications management

### The Situation

Visteon Corporation, a leading global automotive supplier, decided to engage an outside provider to coordinate certain corporate and business IT services. Visteon wants to better harness technology for competitive advantage and adopt a structure that could accommodate business change to help the company respond to the cycles in the auto industry. Specifically, Visteon's strategic goals were to:

- enhance speed to market
- evolve an IT capability that is responsive to Visteon's business priorities
- refresh and enhance its technology platforms and business applications on a continuous basis to ensure market relevance
- provide greater flexibility in its services to ramp up and down according to business needs

- obtain a lower average cost while improving services.

### The Solution

Today, Capgemini delivers the majority of the applications development, enhancement and maintenance services (AMS) for Visteon's existing corporate and business applications (excluding engineering and plant floor applications).

These applications encompass legacy, electronic data interchange (EDI), client/server, e-business and enterprise resource planning (ERP) applications, among others. In particular, Capgemini provides AMS services for the global use of SAP, QAD and PeopleSoft in support of their production and non-production functions. Prior to the current contract, Capgemini supplied

“Capgemini has been very involved in our efforts to control costs and manage our IT applications in the midst of a great deal of industry change and upheaval. They've been quite engaged in helping us align our IT strategy and plan, adapting to our changing business landscape and strategic direction.”

Spencer Gill, Director of Global Business Solutions,  
Visteon



People matter, results count.

consulting, development and maintenance services to Visteon as part of a multi-year master services agreement.

**The Result**

Capgemini is a major contributor to Visteon’s integration services for recent and ongoing restructuring and consolidation activities. Application services include strategic projects, tactical projects, production support and enhancement, process optimization and ongoing applications management and maintenance.

In addition, Capgemini assisted Visteon in reducing applications maintenance costs by 40% in 2009 and 2010. Capgemini has worked with Visteon to decrease the incidence of service tickets by 50% and continues to work with the client to identify additional improvement opportunities, providing users direct access to knowledge management and maintaining business continuity.

**How Visteon and Capgemini Work Together**

Capgemini leverages Rightshore®, its global delivery model for applications management. Delivery is provided onsite at Visteon’s corporate offices and innovation center in Van Buren Township, Michigan, while offsite and onshore delivery is provided through various Capgemini North American and European delivery centers. Offshore delivery is managed through Capgemini’s Mumbai, India facility.

The relationship between Visteon and Capgemini is one of transparency, which is a result of clear communication and team orientation initiatives between the client team and Capgemini’s onshore and offshore teams. With 75% of the delivery support provided by resources in India, the service delivery managers in India have built a strong rapport with the Visteon leadership. Capgemini has created a rotation program, bringing

offshore managers to the company’s site for business interactions and to foster strong relationships. Capgemini has worked to establish the inter-connectivity within Visteon’s supply chain, striving not only for delivery excellence but also for optimization of delivery methods and processes.

Van Benton, Capgemini’s Global Account Executive, comments on the partnership as follows:

“Visteon is a company that has been through significant changes. The work has been challenging, considering the dynamics of the automobile industry, but also rewarding in that we have collaborated with Visteon and other vendors in streamlining outsourcing relationships – all to Visteon’s benefit.”



**About Capgemini and the Collaborative Business Experience™**

Capgemini, one of the world’s foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model

called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in 40 countries, Capgemini reported 2010 global revenues of US\$ 11.5 billion and employs around 110,000 people worldwide.

More information is available at [www.capgemini.com](http://www.capgemini.com)

Capgemini U.S  
Manufacturing  
Application Management Services

**Approved by:**  
Visteon Corporate Communications

Van Benton, Capgemini Global Account Executive

In collaboration with



Visteon Corporation is a leading global automotive supplier that designs, engineers and manufactures innovative climate, electronic, interior and lighting

products for vehicle manufacturers. With approximately 26,500 employees spread across 26 countries, the company recorded revenues of U.S.\$7.4 billion in 2010.

For more information, please visit: [www.visteon.com](http://www.visteon.com)