



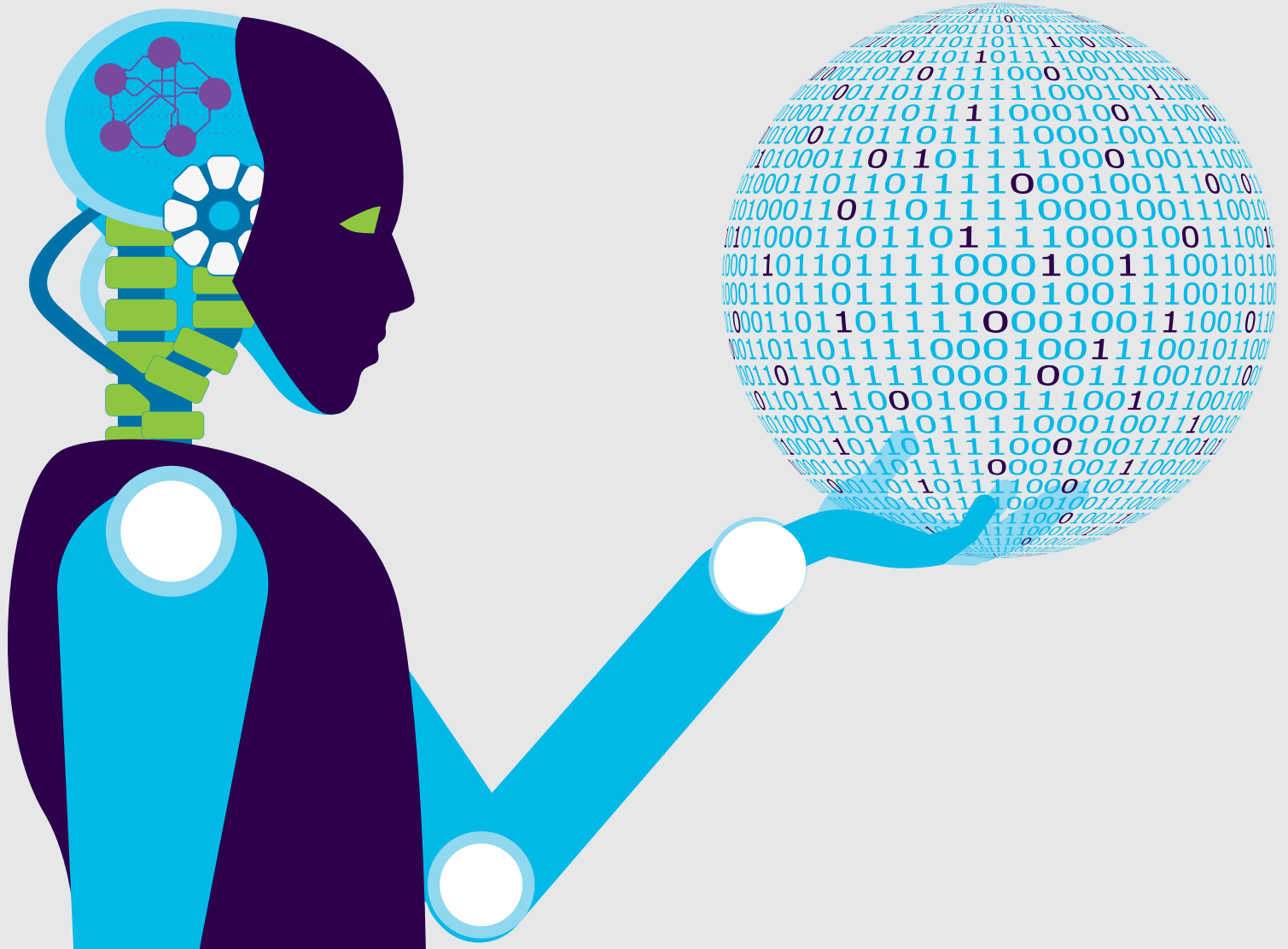
# Reimagine Finance Powered by Intelligent Automation

Putting artificial intelligence at  
the heart of your F&A



*Fragmented finance systems and processes mean that many organizations are highly inefficient and ineffective from still relying too heavily on manual processes and spreadsheets.*

**Gartner, Inc.** "When and How to Use Robotic Process Automation in Finance and Accounting", Cathy Tornbohm, John E. Van Decker. 20 December 2017



## Intelligent automation delivers the business outcomes you need

These are exciting times for CFOs. There is growing anticipation in the boardroom that technology and automation will finally deliver the promise to connect business information and business performance.

Data, information and analytics is at the center of the agenda, and this is both driving and enabling Finance to respond to next-generation challenges. Coupled with that, automation is opening up many opportunities to do more with less—meeting the frequently demanding, often conflicting requirements of all key stakeholders, from employees to customers, and from auditors to shareholders.

The opportunities offered by automation technology are limited only by imagination and mindset. But to ensure automation delivers on its promise, it is crucial to have the right approach to planning, implementation, and the targeted selection of appropriate pilot projects.

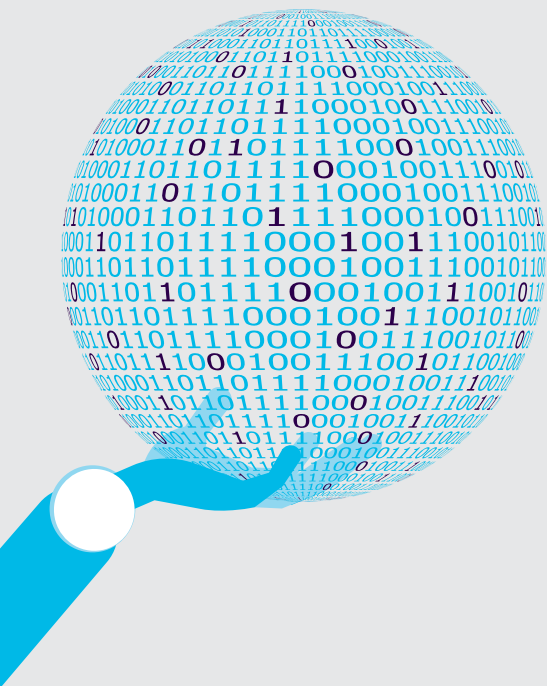
Intelligent automation can help finance leaders achieve the business outcomes they need in terms of revenue growth, profitability, working capital, and delivering customer satisfaction, both internally and externally.

## Unlock value from your F&A function

Talk of automation, robotic process automation (RPA) and cognitive computing can be extremely pervasive. It promises a revolution across every aspect of your business, no more so than in your finance and accounting (F&A) function. But how much of that promise is real? And how do you determine what is fact and what is fiction?

Around 50–70% of effort across F&A is currently spent on actually recording information rather than reporting, analysis or working with the business to take action to improve business outcomes. Intelligent automation can reduce your effort in recording transactions across sales, supply chain and accounting, enabling you to focus more on analysis and decision-making, as well as monitoring transactions throughout the cycle to improve compliance.

Capgemini's Finance Powered by Intelligent Automation (FPIA) helps you to navigate the myriad of products, tools and services, enabling your business to benefit from an intelligent solution that combines automation, digital platforms, know-how and insight. This transforms your finance function to deliver enhanced efficiency and top-line growth to your business, without compromising the service you provide to your customers, the assurance you bring to your shareholders and the service you receive from your suppliers.



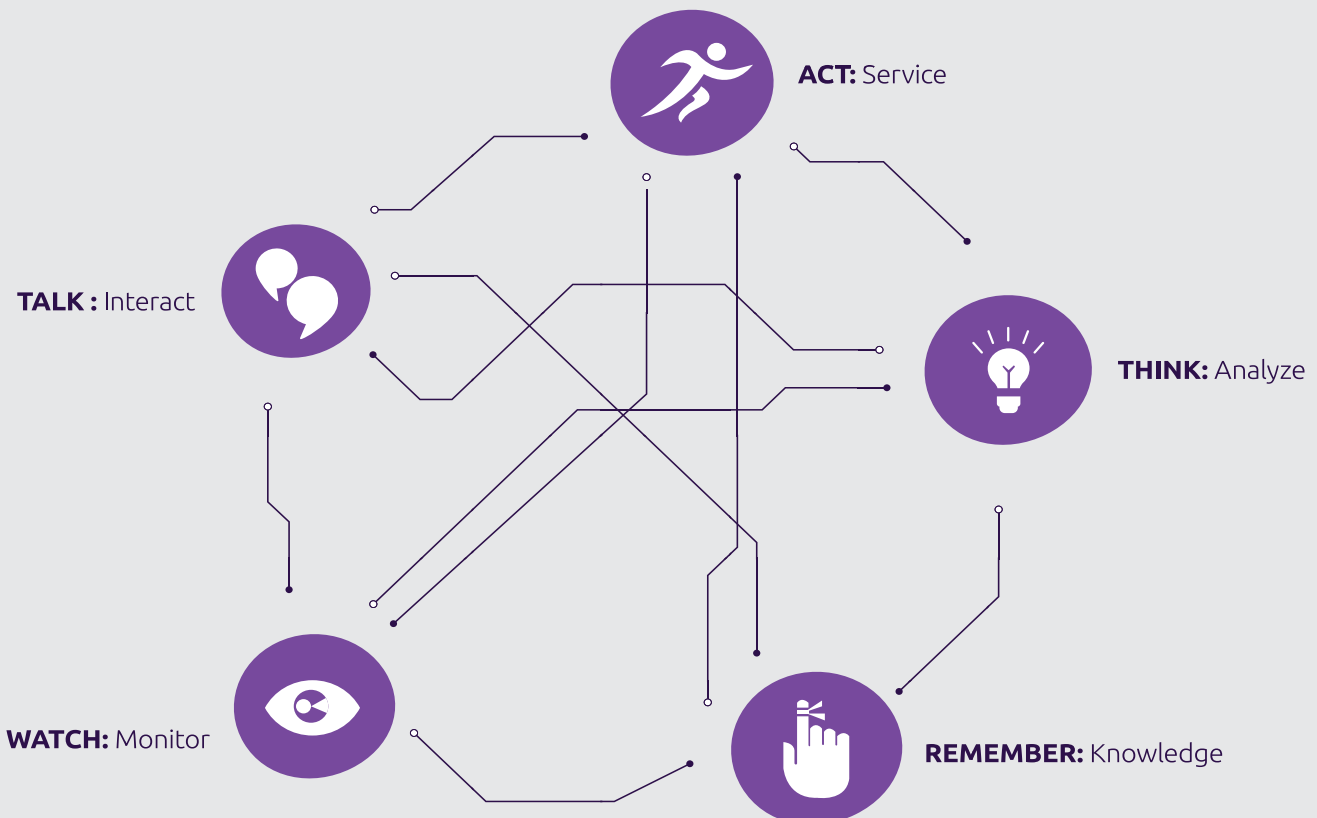
## Reimagine the future of your finance function

Finance Powered by Intelligent Automation leverages Capgemini's Automation Drive framework to add value to your finance function.

The Automation Drive framework takes an "automation first" approach to understanding technology, and is based on the observation that almost every solution in which artificial intelligence (AI) is involved consists of five elements. These elements are a mix of senses, experiences and knowledge that combine to deliver intelligent automation solutions with responsive, relevant and intuitive user experiences. Together, the senses showcase how the real "intelligence" within automation and AI is less artificial and more intuitive.

We call these the "Five Senses of Intelligent Automation," and they are key to how we are reimagining our clients' finance function:

- **WATCH/Monitor**—the ability to monitor and record key business data in order to create knowledge.
- **TALK/LISTEN/Interact**—the ability to interact with end users of the artificially intelligent solution through listening, reading, talking, writing and responding.
- **ACT/Service**—the ability to use to carry out actions through service.
- **THINK/Analyze**—the ability to detect patterns, recognize trends and analyze information.
- **REMEMBER/Knowledge**—the ability to store and find information and knowledge effectively using components such as databases and search engines.



A guide to successful automation-led transformation:

- **Think automation first**—the challenge is not the technology, but getting started and understanding how you can use it.
- **Start small and scale up**—identify small, low-investment projects to demonstrate the value of automation, give more leeway for failure and learn lessons.
- **Agree on governance**—think about who will lead your automation pilot program and what skills will be required.
- **Understand the technology**—the intelligent bit is the art of blending RPA, cognitive and automating technologies to yield results.
- **Focus on business value**—determine how you can unlock business value for your stakeholders.

Intelligent automation uses enablers for each of these senses to deliver the following outcomes:

- **WATCH/Monitor**—Capgemini’s Inspect tool monitors your payment transactions and applies algorithms to analyze the risk of duplicates based on experience and knowledge of the risk. For example, obtaining data analysis results more quickly enables our teams to continuously monitor and improve the quality of the services we deliver to our clients. This can result in:
  - Up to 100% accuracy of payment through proactive identification of potential duplicates..
  - 5% increase in on-time payment to your vendors.
- **TALK/LISTEN/Interact**—we combine our robotics solution with Celaton’s InSTREAM™ intelligent character recognition (ICR) technology to create robots that can read and interpret incoming data. For example, our iLogic solution reads and triages your incoming unstructured data to accelerate resolution of disputes. This can result in:
  - 4.6-day reduction in dispute resolution time.
  - Up to 80% automation of query indexing.
- **ACT/Service**—we combine RPA with Celaton’s InSTREAM™ solution to create robots that can read and interpret incoming data—improving the efficiency and effectiveness of our processing. For example, we leverage ICR and RPA for increased efficiency and improved accuracy of your processes. This can result in:
  - Over 30% improvement in efficiency.
  - 20% improvement in bank statement booking processing time.
  - 25–30% improvement in bank reconciliation processing time.
  - Up to 30% improvement in cash flow reporting.
- **THINK/Analyze**—Capgemini leverages the Insights 360° platform to deliver CFO dashboard and analytics. This has resulted in, for example:
  - 2–4% cash impact on accounts receivable (AR) through dispute resolution, collection performance, and term management.
  - 2–4% cash impact on accounts payable (AP) through expense category management, vendor term management, and payment optimization.
  - 10–12% overall spend reduction across levers on addressable spend.
- **REMEMBER/Knowledge**—Capgemini leverages Transversal’s Prescience™ to improve your knowledge management. This can result in:
  - 60% reduction in query volume
  - 70% reduction in query handling time.
  - 80% improvement in time to operate.
  - 50% improvement in customer experience scores.

Connecting these “senses” creates the foundation and platform to deliver intelligent automation.

# How the “Five Senses of Intelligent Automation” are applied to your F&A function



## C2C

## P2P

## R2A



Talk

- Automated channel management to ensure most effective interaction
- 24/7 access and support via intelligent agents
- Improved capture of incoming emails using ICR
- Triage and prioritization of queries

- Improved automation of cash applications to drive efficiency and accuracy
- Automated reporting
- Dispute and query management



Act

- Cash receipts
- Customer feedback
- Expected promise to pay
- Proactive collection process to ensure the customer is ready for a payment on time
- Escalation path

- Customer and retained user satisfaction
- Days sales outstanding (DSO)
- Ageing of accounts receivable
- Bad debts analysis
- Revenue Insights 360°
- Dispute root cause analysis
- Process efficiency



Watch

- Intelligent Service Desk to store customer-related knowledge
- Policy
- Ways of working
- Exception handling



Think



Remember

- Regulatory
- Coding
- Budgetholder and approvers
- Way of working
- Exception handling

- Improved interaction with budget holders and approvers with intelligent agents
- 24/7 connect with suppliers through portals
- ICR and RPA to capture and post incoming data faster and more accurately

- Purchase order flip and full automation of accounts payable
- Point solutions to automate exceptions handling
- Online checks before posting
- RPA posting 24/7 in Capgemini's Virtual Delivery Center

- Invoice receptions from key users
- Escalation path
- Payment process
- Duplicate payment risk
- Vendor and budget holder feedback

- Vendor and customer user satisfaction
- Days payable outstanding (DPO)
- Spend analytics
- Percentage of electronic invoices
- On-time payment
- Query root cause analysis

- Increase business interaction with intelligent virtual agents
- Use of alerts to ensure close timetable activities carried out on a timely basis
- Compliance alerts connected to monitoring of transactions

- Automated preparation and positing of journal vouchers
- Risk-based automated balance capture for accounts reconciliation
- Automated month-end closing
- Automated input for finance and management reporting analysis
- Blockchain technology for intercompany transparency

- Proactive review of closing activities
- Follow-up actions
- Escalation path
- Volumes and workload

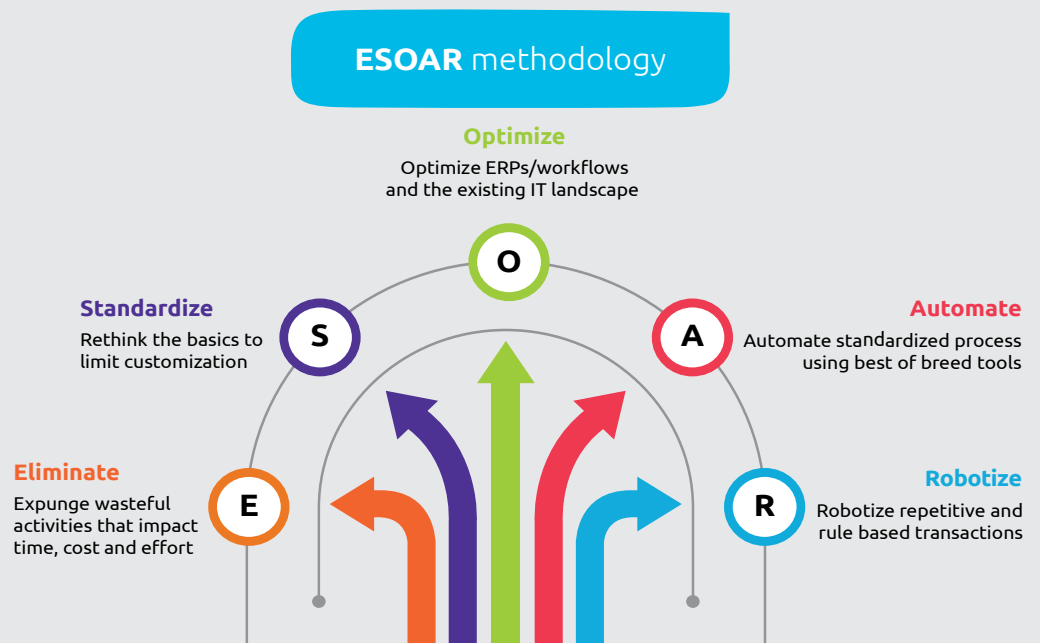
- Retained user satisfaction
- Closing process
- Process efficiency and effectiveness
- Process delays root cause analysis
- Robust working capital analysis
- Proactive revenue leakage analysis
- Readily available profitability analysis

- Knowledge libraries to store knowledge related to ways of working
- Exception handling
- Accounting policies and procedures

## Re-engineer the current state of your F&A

Capgemini's ESOAR (Eliminate, Standardize, Optimize, Automate, Robotize) methodology re-engineers your processes, and sets the agenda for a holistic approach to transformation of your finance function.

ESOAR is all about reimagining your F&A processes in the light of intelligent automation, enabling you to implement straight-through processing and automated solutions while delivering the best impact and outcomes to your business users. ESOAR identifies opportunities to eliminate processes up front if necessary, and enhances your existing investments in technology



## It's not just about technology!

Building an automation-led transformation program is not just about process and technology. Capgemini also reviews the impact changing technologies can have on your grade mix and capabilities, which drives change and supports your business in the future. Knowledge can be hardcoded into your processes using automation that enables your finance teams to augment their abilities, as we shift from record to report, analyze, and action.

Our Global Enterprise Model® (GEM) has evolved to incorporate the impact of automation, covering technology-rich digital operating models that support credit-to-cash (C2C), procure-to-pay (P2P) and record-to-analyze (R2A), as well as the requirements of the skills and capabilities needed to support these operating models.

## Why Capgemini?

As practitioners as well as consultants, Capgemini is uniquely positioned to help you reimagine your F&A for the automated age. As one of the world's leading technology providers, we have a rich history of transformation, with renowned, market-leading F&A services underpinned by a strong tradition of innovation powered by intelligent automation. We have already implemented more than 2,500 robots and built our renowned Insights 360° analytics platform.

This combination of technology, methodology and a deep pool of more than 15,000 finance and accounting experts—including tax, analytics and controller specialists—means that we work with you in a truly collaborative manner to deliver accelerated value while minimizing risk to your business.

## We are winners!

Capgemini and UiPath, a leading vendor of RPA software, were recognized as winners of an Aecus award for the development of a unique, integrated RPA solution for enterprise-level implementation of process automation and system integration.



*Finance Powered by Intelligent Automation enables you to negotiate highly volatile markets and achieve competitive advantage through the standardization, automation, and streamlining of your finance operations."*

**Carole Murphy,**  
Head of Business  
Transformation Services,  
Capgemini's Business Services

## About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.

Visit us at

[www.capgemini.com](http://www.capgemini.com)

**People matter, results count.**



For more details contact:

**Capgemini's Business Services**  
*[businessservices.global@capgemini.com](mailto:businessservices.global@capgemini.com)*



Scan here to find out more about Capgemini's Finance Powered by Intelligent Automation offering.



Scan here to read more about "The Five Senses of Intelligent Automation."