

ESSENTIALS

— JULY 2020



Capgemini is made up of **270,000 women and men** in close to **50 countries**, who work with **world-renowned clients** to find solutions to their most demanding challenges. As a global leader in consulting, digital transformation, technology and engineering services – with unrivaled sectoral expertise – **we enable our clients to design and build tomorrow's businesses**, to make the

Who we are

most of the opportunities offered by technology, and **to boost their competitiveness and agility.**

For more than 50 years, the way we operate, work, and collaborate has been guided by our seven core values: **Honesty, Boldness, Trust, Freedom, Fun, Modesty, and Team Spirit.**

These values have shaped who we are today – **a responsible leader** determined to have a positive impact on all stakeholders within our ecosystem.



Foreword

4-5

Geographic footprint

6-7

Our expertise

8-11

Success stories

12-23

Focus on sectors & partners

24-27

Our people

28-29

Our responsibility

30-33

Publications

34



Foreword from Aiman Ezzat

Chief Executive Officer



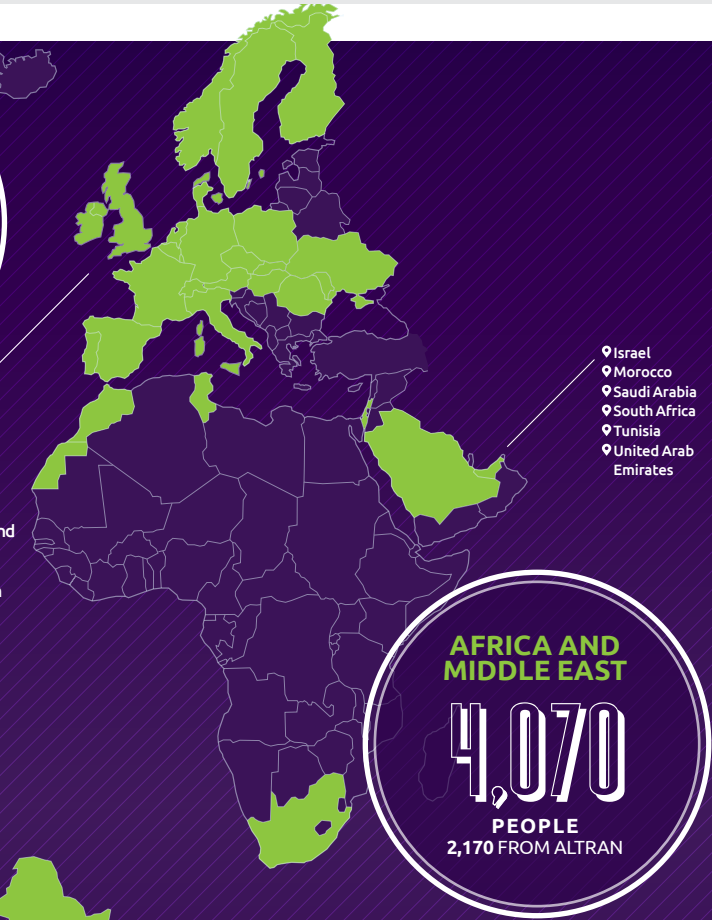
The world in which we live and work is rapidly changing, and now, more than ever, Capgemini continues to demonstrate its longstanding role as a strategic partner to leading companies across the globe. For more than 50 years, our Group has been harnessing the power of technology to transform our clients' businesses – helping them to develop agility and address the challenges of tomorrow.

Today, as CEO of Capgemini, it is my honor to continue our Group's tradition of helping our clients to shape the future of business. The recent pandemic, and the impact it has had on society, highlights the critical role that technology-enabled transformation, led by digital and the cloud, will continue to play in our world. During the crisis we have demonstrated our Group's resilience and agility, and our ability to deliver continuously and remotely for our clients.

Throughout this pandemic, Capgemini has reinforced its position with many clients as a trusted advisor around key business priorities and as a reliable partner. We drive client-centricity through our deep industry expertise and by being at the cusp of innovative business models and technological breakthroughs. The recent acquisition of Altran, with its 50,000 engineers and R&D experts, helps us to mobilize all facets of technology. It positions Capgemini as a world leader in Intelligent Industry: one of our key playing fields for the years to come.

Companies now have an even greater opportunity to understand and serve their customers by generating tangible business value from data. This is at the heart of every one of our offers. In turn, customers are expecting more from companies, whether it's the ethical use of their data, a commitment to fighting climate change, or legitimate action to promote diversity and inclusion.

In this edition of Essentials, we are proud to highlight the expertise of our 270,000 women and men. From monitoring the CO₂ emissions for Groupe PSA to accelerating digital transformation at Bayer, it is the passion and innovation of our people that create value for our clients – now and for tomorrow.

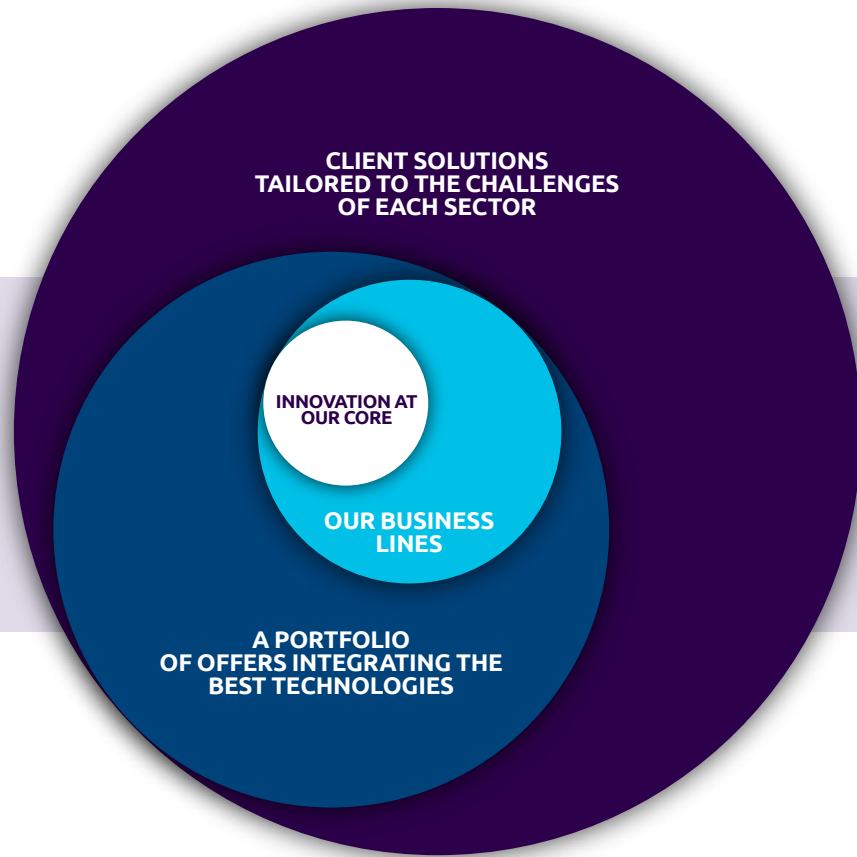


270,000 EXPERTS WORLDWIDE

Altran's 50,000 employees joined Capgemini on April 1, 2020. We are now one Group with more than 270,000 experts across the globe.



HARNESSING THE POWER OF TECHNOLOGY TO SERVE OUR CLIENTS' AMBITIONS



Throughout our history, we have set ourselves apart from the competition with our strong technological culture and our sound knowledge of the business challenges faced by our clients.

CLIENT SOLUTIONS TAILORED TO MEET THE CHALLENGES OF EACH SECTOR

- Consumer Goods & Retail
- Energy & Utilities
- Financial Services (Banks, Capital markets and Insurance)
- Manufacturing
- Public Sector
- Telecommunications, Media & Technology
- Services

A PORTFOLIO OF OFFERS INTEGRATING THE BEST TECHNOLOGIES

- Customer Experience
- Cloud
- Cybersecurity
- AI & Analytics
- Digital Manufacturing & Engineering
- Digital Core with SAPS/4HANA®
- ADMnext

Altran joined the Capgemini family on April 1, 2020. Together, we are creating the world leader in Intelligent Industry. Discover more on pp10-11, 21, 23.

INNOVATION AT OUR CORE

Our mastery of new technologies allows us to measure the potential and future impact of every new innovation on our clients' activities. The Capgemini Applied Innovation Exchange (AIE) is a global network of innovation centers dedicated to our clients' challenges. The Capgemini Research Institute

is a research and study center designed to shed light on the issues that businesses face in a digital economy. In addition, we benefit from strategic alliances with our global ecosystem of technology partners and specialized startups. ✕

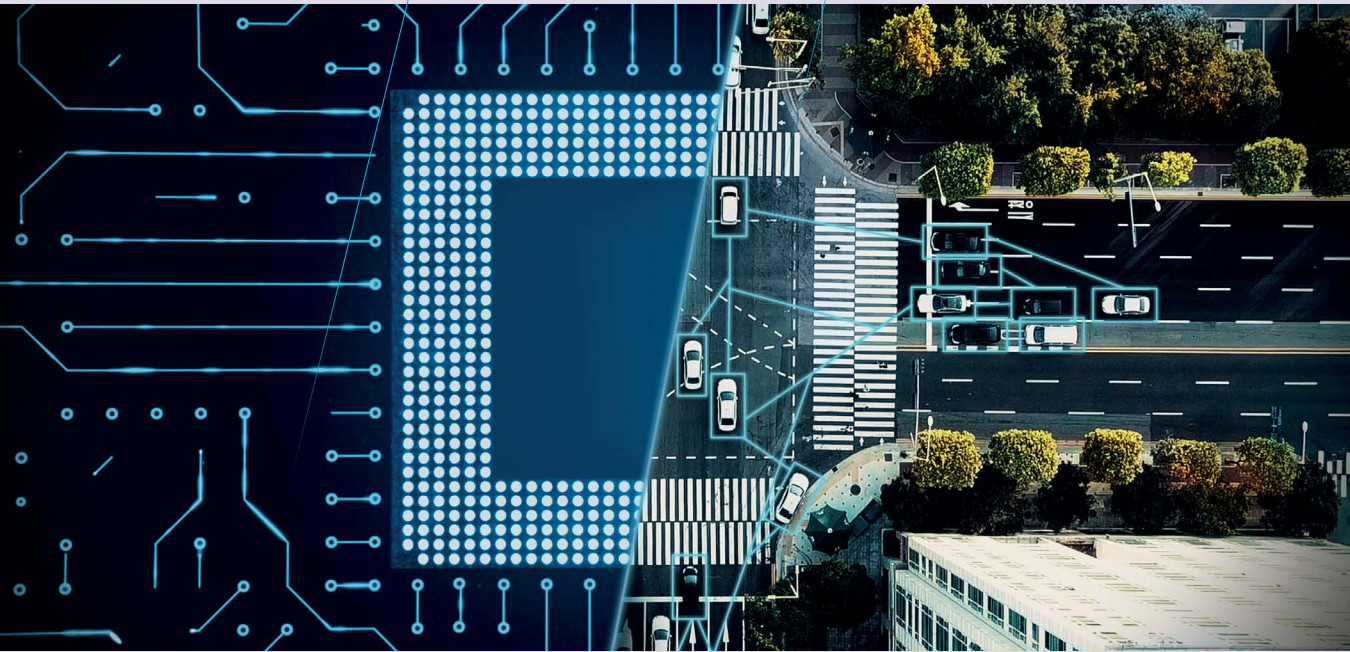
OUR BUSINESS LINES

● **Strategy and transformation**
With the creation of Capgemini Invent in 2018, Capgemini builds on its expertise in the fields of strategy, technology, data science, and creative design to support clients within the digital economy.

● **Applications and technology**
Capgemini helps clients to evolve, modernize, expand, and secure their digital and IT environments thanks to the latest technologies. Our teams design and develop technological solutions and help our clients optimize and maintain their applications to gain operational agility.

● **Operations and engineering**
Our Digital Engineering and Manufacturing (DEMS) services are grouped in this category, which benefits from the acceleration of our Digital Manufacturing activity. It also includes our Infrastructure Services – the installation and maintenance of client IT infrastructures in data centers or in the cloud – and our Business Services, which provide Operational Management Services.

PIONEERING INTELLIGENT INDUSTRY *POWERED BY DATA*



Intelligent Industry means leveraging digital technologies such as cloud, edge, AI, data platform, 5G, IoT and digitally transformed products and processes of industrial and technology companies to address ever-increasing market requirements.

The rise of new digital technologies has:

- changed client expectations (mass-customization, shift from product to experience, planet-centric-design...)

- increased competition among market players (reduced time-to market, product innovation, operations flexibility...)
- seen the arrival of new competitors, bringing disruption by leveraging data and platforms
- created stricter regulations and conformity requirements (cybersecurity, data protection...)

Intelligent Industry allows companies to market a new range of intelligent products,

Together, Capgemini and Altran are set to deliver the next industrial revolution for leading companies throughout the world.

solutions and associated new services, and get fresh insights to unlock new areas for operational performance improvement, innovation, reliability, speed-to-market and to deliver exceptional experiences.

WHY NOW?

Data is rewriting all the rules and key digital technologies are converging at speed. New IT technologies can now interact with business technologies and operational technologies (OT). Early adopters of this digital convergence of technologies demonstrate higher competitiveness and can create new playing fields in their industries.

CORE COMPONENTS

Intelligent Products & Systems: Products and systems are now sources of data. With added intelligence and connectivity, products can unlock greater uptime, reduced costs, improved efficiency and real-time feedback loops for continuous improvement. They can also enable digital continuity across the value chain and within an ecosystem of partners, and digital convergence.

Intelligent Operations: Operations activities encompass smart factories and intelligent supply chains powered by data. Businesses use digital technologies and data to transform their core operations and their workforce to enable better and faster decision-making, production on-demand, better operational performance and cost efficiency.

Intelligent Support & Services: This area encompasses two fields. First, the traditional aftersales and MRO (maintenance, repair and overhaul) services following the purchase of an item of hardware or software. Secondly, new data-driven services related to the use of a product and to a usage model, rather than a product-ownership model.

WHAT'S POSSIBLE NOW?

In the automotive industry, disruptive forces such as connected, electric and autonomous vehicles and shifting attitudes toward mobility, greener energy and ridesharing, personalization and production on-demand are all changing the way the industry thinks about design, engineering, manufacturing, supply chain, data analytics and the vertically integrated value chain.

The medical device industry is yet another fast-evolving sector for Intelligent Industry. The mass consumerization of surveillance devices, the miniaturization of medical robots and the combination of medical device and drug delivery are key trends that will help transform healthcare services delivery.

Intelligent Industry enables all sectors to achieve greater efficiencies, greener energy consumption, and greater customer satisfaction. It's the future of industry—and it's starting right now. ✖



Discover how we enable our clients to harness the full potential of technology and provide them with the best tools to improve their competitiveness and agility.

2019 SUCCESS STORIES

GROUPE PSA
Developing an application to monitor the CO₂ emitted by new vehicles. **P.14**

CONA SERVICES
Bringing bottlers into the digital age with the development of an agile solution. **P.16**

MERCEDES-BENZ AG
Implementing a new data model to respond faster. **P.18**

BAYER AG
Transforming the IT landscape and accelerating the digitalization of the organization. **P.13**

ENGIE
Developing a vision and a digital roadmap for industrial assets. **P.21**

ALT HAN CO
Providing energy suppliers in Great Britain with the operational systems and services for smart metering. **P.20**

AND MORE...
PHOENIX, STATE OF TEXAS, [24]7.ai, GSMA, SVEASKOG. **PP. 22-23, 32-33**



In December 2019, Capgemini announced a six-year agreement with Bayer AG, to accelerate its digitalization. Cenk Eldem, Head of IT Digital Foundation at Bayer, discusses the partnership.

BAYER AG

BAYER PARTNERS WITH CAPGEMINI TO TRANSFORM ITS IT LANDSCAPE

What does Bayer aim to achieve with this new collaboration?

Cenk Eldem — Our decision is part of a global realignment strategy meant to create efficiencies and support our digital transformation. Services such as the provision of digital workplaces and the transformation of our global IT infrastructure into a cloud-based platform will be taken over by several IT providers, one of which is Capgemini. The new setup includes migration to Azure and cloud management for 25,000 servers, as well as cloud-based data analytics and collaboration services such as Office 365 and Teams. The transformation will help facilitate faster delivery and increase the overall agility to fast-track digital solutions in health and nutrition.

What kind of services is Capgemini providing?

C. E. — Capgemini will deliver a wide range of transformational services, including Bayer's IT infrastructure cloud transformation. In addition, Capgemini will run our Enterprise Resource Planning and Business Intelligence/Analytics domains management and transformation, as well as act as the global service integrator for the complete Bayer IT landscape. Several hundred employees from Bayer have joined Capgemini to further build their careers and find a new home.

Why did you choose to partner with Capgemini?

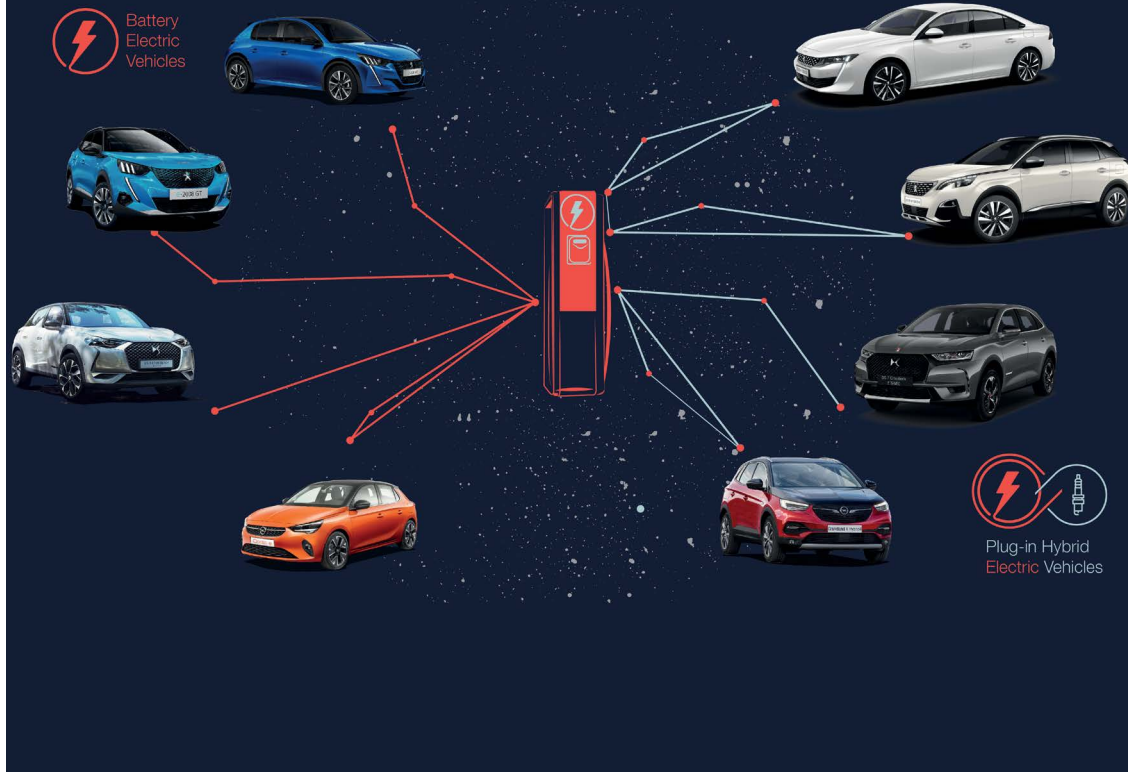
C. E. — We expect from major IT companies like Capgemini the ability to realize scale effects, bring us resource flexibility and innovative power. We are on the way to establishing a partnership ecosystem with Capgemini as system integrator. This means that we mandated Capgemini to ensure end-to-end solutions to our specific challenges and to actively drive our cloud transformation and achieve the related business case. The first milestone with the service transition is achieved, now the transformation will start. Last but not least, we trust that Capgemini will provide excellent development opportunities to our former employees transitioned to Capgemini. ☺



“Thanks to the application developed together, we have real-time information on the current status and forecasts of CO₂ emissions for all our brands.”



Jean-Luc Perrard,
CIO of Groupe PSA



Capgemini, in partnership with Microsoft, has developed an application enabling Groupe PSA to monitor the CO₂ emitted by its new vehicles sold in Europe. Jean-Luc Perrard, CIO of the automotive group, tells us about this joint project.

GROUPE PSA

CONTROLLING EMISSIONS THROUGH REAL-TIME DATA

weight, customizations (type of seat, roof bars or paint used), etc.

What concrete impact does this solution have?

J.-L. P. — Thanks to the application developed by Capgemini, we have real-time information on the current status and forecasts of CO₂ emissions for all our brands, allowing us to adapt our production program and commercial policy accordingly. Indeed, CO₂ emissions have become as important a parameter as margin and production volume. Data-driven management enables efficient, targeted decision-making in all areas of the company: strategy, engineering, manufacturing, sales, etc. The data provided is reviewed daily, particularly by top management, to ensure the proper execution of the plan in order to meet our objectives.

Which of Capgemini's strengths convinced you in particular?

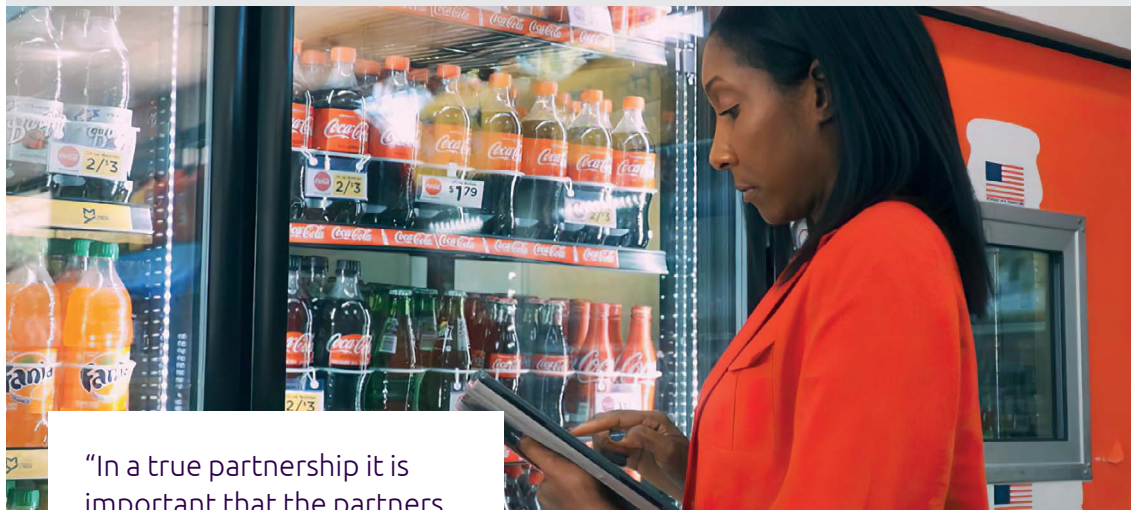
J.-L. P. — We would not have been able to meet this challenge without the help of a partner like Capgemini, a data specialist. We would like to recognize the agility, proactivity and sense of service demonstrated by the Capgemini team. The Group enabled us to develop a simple and efficient analysis and management system, built on the latest technologies and providing a benchmark database for future operations. As a result of our partnership, Capgemini has an excellent knowledge of our application base, both functionally and technically. It was essential for us to be supported by a player who shares our vision and is fully invested in our challenges, particularly in terms of reducing CO₂ emissions. ☺

How is reducing vehicle CO₂ emissions a key priority for your Group?

Jean-Luc Perrard — Reducing vehicle CO₂ emissions is part of our corporate responsibility and ethics. It is central to Groupe PSA's strategy, and we want to develop effective technology solutions that are accessible to the general public. The enactment of the European regulation has prompted us to step up our efforts: the regulation requires carmakers to reduce the CO₂ emissions of vehicles sold in Europe to less than 95 grams/kilometer.

What does the solution developed by Capgemini entail?

J.-L. P. — Capgemini supported our IT teams with three fundamental issues: first, improving the performance of our application base so that we can collect data; second, transforming existing tools to include CO₂ monitoring; and third, creating an application that acts as a “CO₂ monitoring tower”. Based on Microsoft Azure technologies and its analytical tool PowerBI, this application allows us to calculate the average CO₂ emission released by a vehicle according to various factors: engine type,



“In a true partnership it is important that the partners have the same mindset. And Capgemini really brought this to the table.”



Reinhard Meister,
Chief Executive Officer of
CONA Services



In collaboration with Capgemini, Coke One North America (CONA) Services supports 12 bottlers representing 95% of the Coca-Cola bottler sales in North America. CONA Services CEO Reinhard Meister discusses the partnership.

CONA SERVICES

BRINGING BOTTLEERS INTO THE DIGITAL AGE

Coca-Cola sells two billion beverages daily and its network of bottling partners plays a huge role. So in 2006, the global program “Scale” created the Coke One solution, which provides a full-scope operating model for bottlers around the world. Today, the Coke One North America (CONA) solution is run by CONA Services LLC, a Coca-Cola System IT Services company. CONA Services operates one of the largest single instances of SAP® software in the world, with 160,000 daily sales orders and around 30,000 users permanently on its system.

What is your partnership history with Capgemini?

Reinhard Meister — CONA has been collaborating with Capgemini since 2013. Capgemini joined us to support the deployment of the largest single instance of SAP software in the world at the time. They are a key partner in the migration from SAP HANA® to Microsoft Azure, but also for the successful Integrated Customer Engagement Platform run on Salesforce, and the implementation of the SAP SuccessFactors Employee Central solution.

What were CONA's main business challenges?

R. M. — The big challenge of Coca-Cola is the highly competitive non-alcoholic beverage market in North America. Capgemini and CONA transitioned to leading edge, agile solution development coupled with a highly diversified governance model. The team uses industry-leading capabilities and tools, including Capgemini’s Digital Acceleration Center, to drive efficiencies while increasing automation.

What has been the business impact as a result of the solution?

R. M. — Starting in 2018 we focused on operations stability. With the help of Capgemini’s expert team the system availability increased from 98.77% in 2017 to 99.96% in 2019. We also achieved a 50% year-on-year reduction of high-priority incidents. We’ve also reduced incidents overall by roughly 35% and are now in a very stable situation.

So how did Capgemini help you meet your objectives and meet the expectations of your customer?

R. M. — They have the same mindset, the same culture, the same business values as CONA Services and Coca-Cola. We have a relentless pursuit of quality, and Capgemini also brought this to the table, along with clear management routines and proactive, detailed monitoring of our systems.

What are the next steps in your journey with Capgemini?

R. M. — A more strategic partnership, beyond system operations: more digitalization, more innovations, better data analytics. I’m looking forward to doing this together. ☺



Capgemini transforms a large-scale project into an agile delivery model that enables the flexible implementation of new requirements.

MERCEDES-BENZ AG

AGILE DELIVERY: MOVING INTO THE FAST LANE

Mercedes-Benz AG and Capgemini jointly decided to transform the software delivery model from waterfall to large-scale distributed agile delivery. Dr. Frank Arbes, Senior Manager, and Bojan Pounarov, Manager at Mercedes-Benz AG, share their experience and point out the benefits of this transformation.

What was the scope of the project and the challenges you faced?

EPDM is the main product data management system for all electrical and electronic components at Mercedes-Benz AG. For more than a decade, a team of 100 Indian and German development engineers have steadily expanded it and added new functions to build a very extensive system of complex dependencies and processes, with new releases going live twice a year. But with accelerated vehicle development calling for even greater responsiveness and faster implementation in recent years, EPDM development was ultimately unable to keep pace with the needs of vehicle developers.

How did you start?

We decided to transform the EPDM development model into a state-of-the-art, agile delivery model so as to more rapidly and cost effectively roll out new

EPDM releases. At the start of the project, we set up a team to coordinate and oversee the change process. From the start, we made a point of holding as many workshops as possible to ensure that everyone could be involved in the transformation process.

What have been the benefits of the transformation?

We are now able to respond faster to new requirements and to better involve the business departments and users in EPDM development. We have shortened our release cycle to three months, and we are now able to implement and test new requirements within a few weeks, whereas we previously needed at least 12 months. By involving our users more closely in the development process, we can more precisely target our customers' needs, and this has increased customer satisfaction.

What were the key success factors?

There were several key success factors, but the main one was that we realized, very early on, that the crucial need was to bring about a change in the basic mindset of all those involved in the project. We therefore paid very careful attention to explaining the change to people. This was possible because Mercedes-Benz AG and Capgemini both put the central focus of the transformation on shifting mindsets. ☒



In 2019, Capgemini won the contract to support the Alt HAN Company's rollout of Alternative Home Area Network (Alt HAN) technologies and services. Paul Cooper, Managing Director of Alt HAN Co, introduces the project.

ALT HAN CO

PARTNERING TO OFFER SMART METERS TO ALL

Alt HAN Co needed a partner to deliver operational services to support the business in providing Alt HAN equipment and services to energy suppliers in Great Britain.

What challenge led to your partnership with Capgemini?

Paul Cooper — Capgemini will provide the operational systems and services that energy suppliers will use to order products, track delivery, manage liaison with landlords, record which premise each device is installed in and ensure the correct costs are charged to energy suppliers. Capgemini is also building a detailed forecast for all 31 million premises in the UK to predict where Alt HAN equipment will be required.

What were some of the technical aspects of the challenge?

P. C. — Capgemini's data scientists have built an innovative new model to forecast the likely location of meters and therefore the need for Alt HAN equipment, collating seven different industry data sources together with data from physical surveys of over 15,000 buildings.

What technical expertise did Capgemini bring to the project?

P. C. — Capgemini brought its data science expertise, which they'd developed working on other large data projects. The team explored the application of various predictive techniques to provide an accurate prediction for Alt HAN Co.

How has Capgemini helped you meet customer expectations?

P. C. — The benefit of a smart meter is bringing information about energy usage into the home, in real time, to help residents manage and reduce energy use, and access new smart energy services. Capgemini supports the Alt HAN Co by making smart metering a reality for all. ☒

Digitization is one of the strategic priorities of ENGIE, a global energy and services group. Altran, part of Capgemini, developed and implemented a vision and roadmap for its industrial assets.

ENGIE

DRIVING DIGITAL TRANSFORMATION

Global warming, new customer priorities and disruptive technologies are transforming the global energy landscape. To be a leader of this new industrial revolution, ENGIE, a major global player in the international energy industry (electricity, natural gas and energy services), has made digitization one of its four strategic priorities. It engaged Altran, part of Capgemini, as an experienced partner to accompany its digital transformation, develop a vision and a roadmap for its industrial assets, and execute that roadmap with a focus on real operational results and measurable value.

Altran's partnership will enable ENGIE to develop its current assets into a fleet of augmented tools primed for predictive maintenance, and to roll out

a high-performance network for operators on the ground, working in an integrated environment. Altran's international team combines design thinking with industrial and digital expertise to deploy a digital transformation roadmap that will strengthen ENGIE's business, positively impacting plant operation and maintenance with measurable impact on value and performance.

The digital transformation roadmap has four keys to success: enhanced operations (improving decision-making, safety and performance); augmented assets (improving asset efficiency and optimizing asset value through predictive maintenance); global intelligence (developing efficiency at group level); and a new ecosystem (driving digital disruption and establishing new digital standards). ☒



**PHOENIX****PROTECTING EUROPEAN ENERGY ACTIVITIES WITH PHOENIX**

Cappgemini coordinates the Phoenix cybersecurity project, a three-year program set up and funded by the European Commission (EC) to protect the electrical energy systems and networks in Europe. The Group is helping the EC to strengthen the system by implementing a data protection program which includes constant monitoring for attacks. Cappgemini has also participated in the development of scenarios that model incidents that could lead to critical data being compromised. The mission is based on a consortium of 24 partners from 10 countries of the European Union. This project has received funding from the European Union's Horizon 2020 research and innovation program, under grant agreement N°832989. ☒

**[24]7.ai****REDEFINING CUSTOMER EXPERIENCE**

Leading software provider [24]7.ai is redefining customer acquisition and engagement, by using artificial intelligence and machine learning to understand consumer intent and deliver predictive, seamless voice responses to automate the customer journey. Altran, part of Cappgemini, helped migrate its infrastructure to an open source enterprise grade operating system. Altran provided the technical support to map, identify and address interdependencies across various work streams. The end result was a highly integrated and cost-efficient business model, which improved the user experience for end clients. ☒

STATE OF TEXAS**TRUST AND TRANSPARENCY IN THE SHARED TECHNOLOGY SERVICES PROGRAM**

The State of Texas Department of Information Resources (DIR) delivers shared technology services to state governmental entities and education systems. Their multi-sourcing services integrator (MSI) model developed with Cappgemini relies on mutual trust of processes, people, and tools. A key to establishing that trust is transparency, from performance to satisfaction to cost of ownership. Promoting a one-team mindset across many providers encourages everyone to focus on an end goal of cohesive delivery, developing confidence and trust that flows from the client to the constituent. ☒

**GSMA****CONNECTED HEALTHCARE**

The application mHealth delivers vital health information to mobile phone users with limited resources in eight emerging markets in Africa. It was launched, enhanced and scaled by frog, in partnership with Altran, part of Cappgemini, and GSMA, an industry organization that represents the interests of mobile network operators worldwide. Information and advice were shared on topics such as nutrition, maternal health, sexual and reproductive health, and community health networks. Following the launch, 69% of mHealth users reported better health knowledge and improved nutrition practices. ☒



7

SECTORAL EXPERTISE

Digital and data are fundamentally reshaping every industry. At Capgemini, we help our market-leading clients adapt to these changes.

24

23

Capgemini partners with 23 of the 25 largest utility companies in the world

ENERGY & UTILITIES

The appearance of new players in the energy market, the rapid growth of renewable energy, and constant technological progress all encourage energy, and production and distribution companies to go beyond the simple supply of energy. Our experts help our clients master these technologies – mobile, social networks, analyses and cloud – to transform their businesses into true energy service companies. ☒

+9.1%

The growth of our Services business in 2019

SERVICES

The service sector is changing exponentially, at a time when technological advances enable more personalized and efficient interactions with customers. Whether they operate in transport and travel, engineering and construction, or more generally in the professional services sector, we build a comprehensive approach with our clients to support the digital transformation of their model. ☒

FINANCIAL SERVICES (BANKING, CAPITAL MARKETS & INSURANCE)

9

Capgemini works with nine of the world's top 15 banks and 12 of the top 15 insurance companies

Focusing on open enterprises, data compliance, deep customer experience and automation, Capgemini helps create scalable and flexible systems for leading financial institutions. Using AI in particular, our solutions also help clients manage risks, ensure compliance with prevailing regulations and capitalize on the full potential of FinTech. ☒

+3.1%

The growth of our activity in the public sector in 2019

PUBLIC SECTOR

The rapid pace of technological change and disruption deeply influences how governments, public workers and administrations provide services to citizens around the world. Capgemini works with public organizations, agencies and enterprises to envision and implement modern solutions that enable greater levels of efficiency and flexibility. ☒

CONSUMER GOODS & RETAIL

Consumers want to engage with brands through increasingly personalized, intelligent and digital means. Benefiting from a transversal view of the production chain, from producer to end customer, our teams support players in

the consumer goods sector, helping them define relevant digital transformation strategies. ☒

32,000

Capgemini experts dedicated to clients in this sector

600

Our talented people are at the service of more than 600 manufacturing customers

MANUFACTURING

Industrial companies must innovate rapidly, be close to their customers and radically improve their operating efficiency. Pioneers of Intelligent Industry, we help our clients fully benefit from the deployment of the cloud, IoT, edge computing, artificial intelligence and 5G technologies. ☒

50

More than 1,100 major customer projects completed in 50 countries

TELECOMMUNICATIONS, MEDIA & TECHNOLOGY

Companies strive to find ways of delivering immersive consumer experiences while they adapt to innovative and emerging technology platforms. From the growing importance of 5G, to the evolving content and distribution models in media and entertainment, and the speed of technological change for all players, Capgemini partners with clients to address the major challenges they face in these industries. ☒

25

In 2019, we continued to expand joint initiatives with selected partners, to help clients accelerate their digital transformation journey and generate value from data.

INNOVATING WITH OUR ECOSYSTEM OF LEADING TECHNOLOGY PARTNERS

FOCUS ON SOME KEY INITIATIVES



CLOUD WITH AMAZON WEB SERVICES (AWS)

› First launched in Europe and then in North America, this joint strategic initiative combines AWS' comprehensive ecosystem of cloud technologies with Capgemini's global expertise in applications, on-premise infrastructure and cloud-managed services.



ENTERPRISE PORTFOLIO MODERNIZATION (EPM) WITH MICROSOFT

› This initiative presents a suite of solutions that aligns our extensive application lifecycle and modernization capabilities with Microsoft Azure to offer a modern end-to-end approach to digital transformation. EPM optimizes enterprise applications and reaps the benefits of cloud economics to achieve new business speed and agility.



CLOUD FOR AUTOMOTIVE SUPPLIERS WITH SAP S/4HANA®

› As SAP's strategic partner for discrete industries, Capgemini and SAP are working together on a joint global multi-year initiative to provide the number one solution for automotive suppliers of all sizes.

OUR ECOSYSTEM OF PARTNERS SUPPORTING OUR PRIORITY OFFERS

	AMAZON WEB SERVICES	MICROSOFT	GOOGLE	ORACLE	SALESFORCE	SAP	ADOBE	IBM	SERVICENOW	PEGA	DASSAULT SYSTEMES
Customer Experience	+	+	+		+	+	+			+	
Cloud	+	+	+	+	+	+		+	+		
Cybersecurity	+	+	+					+	+		
AI & Analytics	+	+	+	+	+	+	+	+	+	+	
Digital Manufacturing	+	+	+		+	+		+			+
Digital Core with SAP S/4HANA®	+	+	+			+					
ADMnext	+	+	+	+	+	+		+	+		

BUILDING SUCCESSFUL PROOFS OF CONCEPT

WITH AMAZON

› Capgemini is working with Amazon to enable the strategic transformation of our clients, employing the strength of AWS cloud, via our leading partnership, combined with our Capgemini Invent strategic consulting, industry-expertise and AI talent.



Mike Clayville, VP, Worldwide Commercial Sales, Amazon Web Services

"Capgemini and AWS have worked together for more than 10 years to provide our customers with a simple and predictable journey to the cloud."

WITH GOOGLE

› Capgemini is helping global clients pilot and execute new models of customer engagement by using the Alphabet ecosystem to harness the value of their customer data, combined with Google advertising and big data analytics, all powered by the Google Compute Engine.



Kevin Ichhpurani, Corporate Vice President, Global Ecosystem at Google Cloud

"Capgemini has developed a solution for retailers that leverages our Big Query and DataHub technologies to build more data-informed businesses."

WITH MICROSOFT

› Providing the ability to scale up manufacturing and operations intelligence for improved visibility, predictability and adaptability, Intelligent Operations Platform on Microsoft Azure IoT enables an agile, low-risk and easily scalable transformation towards the factory of the future.



Jean-Philippe Courtois, EVP Microsoft Global Sales, Marketing & Operations

"We are committed to helping our customers set new standards for smart manufacturing. Through Capgemini's Intelligent Industry approach, we help enterprises to build intelligent factories of the future."

We bring all our expertise in innovation and technology to ensure a sustainable transformation for our clients. All over the world, our teams are mobilized to work together to create a positive future.

STRONGER TOGETHER



"I am passionate about creating meaningful and high-impact value propositions for our automotive clients, to help them navigate a dynamically evolving business landscape for sustainable growth."

Neha Arolkar,
Business Manager, Automotive Market Unit, Germany



"Boldness and entrepreneurial spirit are in Capgemini's DNA. If you have a proposition, an idea, or even a dream, you can bring it to life. You are even encouraged to do so!"

Pascal Espinouse,
Lead Architect, France



"Through technology I enable clients to transform the way they interact with their customers. We help them stay ahead of the ever-increasing technological innovation while ensuring that sustainability is a key focus of any technology solution."

Stephan Taitz,
Head of Future of Technology,
Capgemini Invent, Australia &
New Zealand



"My experience with Capgemini, thanks to our Digital Academy program, has allowed me the opportunity to grow as a young professional. This gave me the ability to make a difference in my community and the responsibility to help our connected world to be more stable, peaceful and suitable for all."

Sira Sissoko,
Data Analyst Associate, Financial Services,
North America



Our corporate social responsibility program, based on three pillars, aims to make our Group a leading responsible company. We are committed to making digital transformation an everyday opportunity for all of society.

ARCHITECTS OF POSITIVE FUTURES

OUR SOCIAL RESPONSIBILITY PROGRAM

DIVERSITY

At Capgemini, we believe the factors that make people different are a source of innovation and creativity. We each commit to building a more inclusive and equitable workplace where all our employees can be their authentic selves and do their best work, and where people of all backgrounds can thrive.

DIGITAL INCLUSION

Our digital inclusion strategy is at the heart of our corporate strategy and, with the help of a strongly coordinated network of digital inclusion leaders across the Group, we are focusing all our efforts on this area. Capgemini is committed to making digital transformation an opportunity for all, through its Digital Inclusion program.

ENVIRONMENTAL SUSTAINABILITY

Capgemini has a longstanding commitment to reducing its own environmental impact and using its expertise in technology and business transformation to help clients address their sustainability challenges. Capgemini was named on the prestigious "A-List" of the global environmental impact non-profit CDP. This was a recognition of our comprehensive response to tackling climate change.

33%*

of our workforce are women

OUR TARGET

34% of our workforce to be women by the end of 2020

27,300+*

people benefited from our digital literacy programs

OUR TARGET

100,000 people to be supported via our digital literacy programs by the end of 2020

29%*

reduction in CO₂ emissions per employee since 2015

OUR TARGET

30% reduction in emissions per employee between 2015 and 2030

*as of December 31, 2019

HIGHLIGHTS



DIVERSITY

Standing together for equality

Capgemini America is proud to have been named a "Best Place to Work for LGBTQ Equality" and to have received an excellent score on the 2019 Corporate Equality Index (CEI) developed by the Human Rights Campaign Foundation (HRC). The annual national benchmarking survey and report rates companies on corporate policies and practices related to lesbian, gay, bisexual, transgender and queer (LGBTQ) workplace equality.



DIGITAL INCLUSION

Our employees acting #4PositiveFutures: 2019 Impact Together Week initiative

In October 2019, Capgemini employees from across Europe and Vietnam, along with several of our clients and partners, embarked on a rewarding opportunity to give back. Impact Together Week is a week-long CSR program that connects colleagues to causes that impact the lives of underserved communities and individuals.



ENVIRONMENTAL SUSTAINABILITY

An international pledge to eliminate use of plastic

From requesting manufacturers to reduce plastic production to bringing home-cooked lunches instead of buying packaged products, our people all around the world, as illustrated here in the UK, are taking pledges to reduce the use of plastic in their everyday lives. This new global commitment to "Rethink Plastic" aims to phase out single-use plastic wherever possible.

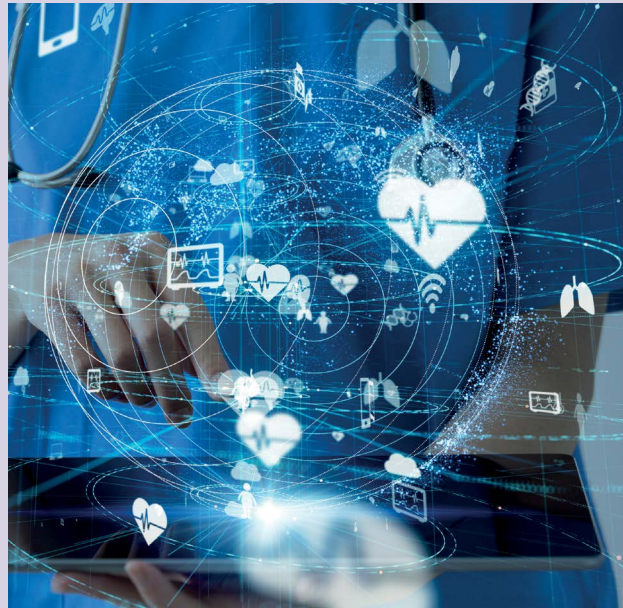


PROJECTS WITH IMPACT

TRAUMATRIX

AI AT THE SERVICE OF TOMORROW'S MEDICINE WITH THE TRAUMATRIX PROJECT IN FRANCE

The Traumabase association, AP-HP*, CNRS**, School of Advanced Studies in the Social Sciences (EHESS), École Polytechnique and Capgemini Invent are launching TrauMatrix, a three-year scientific and medical research partnership. It aims to develop an innovative decision-support tool to manage patients within the first 24 hours of severe trauma. The project has three main focus areas: patient management in relevant care units, diagnosis, and management of the care strategy. The project is based on Traumabase®, an observatory created in 2011 that has become a medical data registry on serious trauma across France. ❌



ONE PLANET ACADEMY

ONE PLANET ACADEMY'S OUTREACH AND ENGAGEMENT

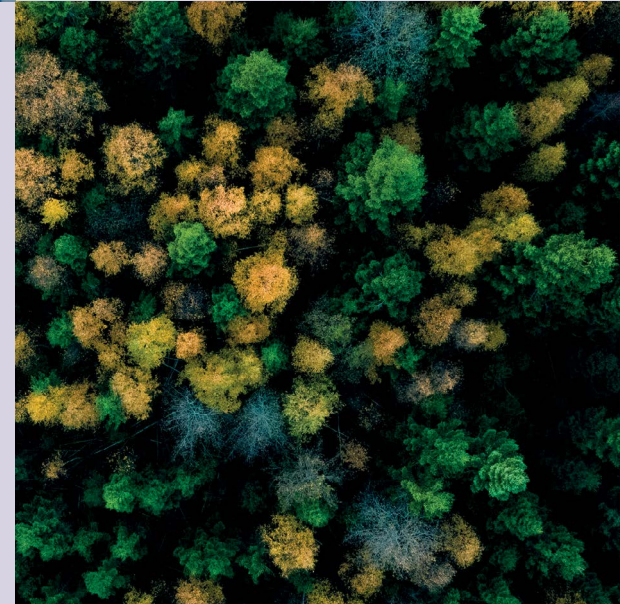
Created by Capgemini, in partnership with WWF India, One Planet Academy (OPA) is a digital resource center with the goal of building environmental awareness and sensitivity among school students. With 77,000 users, school students and educationists, the platform has reached out to schools across 12 Indian states and has made its presence felt across the country. OPA is expanding its pan-India outreach through active partnerships with government agencies, education boards, institutions and NGO partners. Some of these partnerships are with the national Central Board of Secondary Education, affiliated to more than 20,000 schools. ❌



FARM

FARM, A DATA PLATFORM TO HELP KENYAN FARMERS

Project FARM (Financial and Agricultural Recommendation Models) is an intelligent data platform, developed by Capgemini, that aims to help small-scale farmers in Kenya resolve the global food shortage. Designed to optimize the agricultural value chain, the platform uses artificial intelligence to determine farming patterns through big data, generating insights from the data to make recommendations. FARM connects with cellphones, making the platform applicable at scale. This solution was built in collaboration with Agrics, a social enterprise operating in East Africa that provides local farmers with agricultural products and services on credit. ❌



SVEASKOG

SAVING SWEDISH FORESTS WITH AI

Sögeti in Sweden is working with state-owned Sveaskog, Sweden's largest forestry owner, to track and contain the progress of the spruce bark beetle, responsible for the destruction of trees. The Geo Satellite Intelligence solution uses artificial intelligence to produce detailed maps that visualize the movements of the beetles. Drone technology and harvester data are used to verify the accuracy of the data relating to affected forest areas, enabling Sveaskog to move fast to contain the progress of the beetles. This solution has further developed into a state-owned solution, driven by the Swedish Forest Agency, for all forest owners in Sweden. ❌

*AP-HP: Public Assistance – Paris Hospitals

**CNRS: French National Center for Scientific Research



The Capgemini Research Institute publishes several reports and thematic studies every year to help our clients analyze major trends in their markets, understand the impact of new technologies on their businesses, and anticipate upcoming challenges.

CAPGEMINI RESEARCH INSTITUTE

NOTEWORTHY PUBLICATIONS



1 COVID-19 and the age of the contactless customer experience
#CUSTOMEREXPERIENCE

2 Emotional intelligence – the essential skillset for the age of AI
#EI
3 Why addressing ethical questions in AI will benefit organizations
#ETHICS

4 5G: How do industrial companies stand to benefit?
#5G
5 Championing data protection and privacy, a source of competitive advantage in the digital century
#GDPR

6 Reinventing cybersecurity with artificial intelligence
#CYBERSECURITY
7 Smart factories @ scale
#SMARTFACTORIES

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