INTELLIGENT PEOPLE OPERATIONS

Deliver a frictionless people experience through implementing next-generation HR operations

35–40%

Increase in productivity

Over 95%

First contact resolution

30%

Less queries

A consumer-grade people experience is driving expectations

Alongside the traditional pressures around justifying the value of HR, there's an increasing expectation on HR departments to interact seamlessly with employees to deliver a consumer-grade, intelligent experience across a variety of channels, 24/7.

To create HR excellence in a world of fast changing skills sets and competing global demand in the new normal, HR leaders need to deliver:

- A purpose-led and empowered workforce – remote or hybrid
- An enhanced, intelligent people experience
- Improved digital literacy
- An agile operating model for "future-fit" HR
- A culture of continuous learning
- New strategies to attract and retain top talent, mitigating "The Great Resignation."

To overcome these challenges, HR leaders are faced with a difficult choice to define and update the "phygital" workplace: replace the existing HR platform for one that delivers transparent, tangible value; or boost their people experience and engagement on existing platforms to enhance satisfaction, productivity, and retention.

Enhance the value of your HR function through delivering an intelligent and frictionless people experience

Capgemini's **Intelligent People Operations** solution puts your individual employee at the center of your HR value proposition. By moving away from a process-centric approach to one that deploys digital platforms, we help you deliver an intelligent, frictionless experience for your people, while transforming the way you address your talent and workforce challenges.

Our solution puts your individual employee at the heart of the solution, across your talent acquisition, HR administration, payroll, and HR analytics functions to deliver strong and sustainable value to your business, including:

- An intelligent and frictionless, "consumer grade" people experience
- 35–40% increase in productivity
- Over 95% first contact resolution and 30% less queries
- Enhanced optimization of resources and human capital
- Increased flexibility to scale operations via robust program management
- Increased adoption of digital skills
- Data-driven decision-making that leverages predictive analytics and insights
- Reduced risk in delivery via robust operations.

In turn, this helps you to transition to – what we call – the Frictionless Enterprise.

The Frictionless Enterprise

The Frictionless Enterprise seamlessly connects processes and people, intelligently, as and when needed. It dynamically adapts to your organization's circumstances to address each and every point of friction in your business operations.

At Capgemini, we have applied the Frictionless Enterprise to enhance cohesion across our entire suite of products and services. This enables us to respond rapidly to your changing requirements and deliver your specific business outcomes in a value-focused way.

We implement ways to detect, prevent, and overcome frictions – leveraging our latest thinking, organizational design, and intelligent solutions to achieve our goal of effortless operations.

An integrated HR platform based on intelligent design-thinking and broad domain expertise

Your people expect a personal and meaningful HR experience that requires frictionless interactions with your HR function. Our vision of frictionless HR is one which:

- Provides a seamless and intelligent flow of information and collaboration between your employees, suppliers, partners, and customers
- Detects, prevents, and overcomes friction in your HR operations
- Creates best-in-class HR processes and services that deliver increased efficiency, faster time to market, and an enhanced user experience.

We achieve this through implementing a robust methodology and delivery capability for digital solutions delivered via

Capgemini's Digital Global Enterprise Model (D-GEM) platform across four main areas of domain expertise:
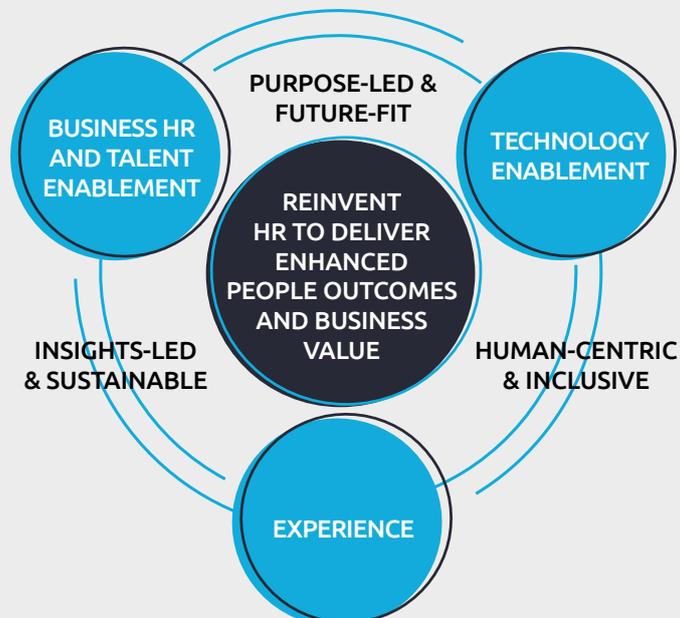
- **HR advisory and digital services** – HCM transformation and advisory with a focus on Oracle, SuccessFactors, Workday, and ServiceNow

- **Digital employee helpdesk** – a high-touch, multi-channel, digital helpdesk that provides designed, personalized experiences, leveraging intelligent, omnichannel shift strategies

- **Frictionless HR operations** – integrated process and application management services that leverage innovation and intelligent automation overlaid in HCM, and a collaborative people experience design

- **Digital learning and knowledge services** – a learning platform that leverages machine learning and AI to deliver a Learning Content Factory.

Reinvent HR to deliver enhanced people outcomes and business value

Our solution delivers on the vision of HR that is purpose-led and future-fit, insights-led and sustainable, human-centric and inclusive – delivering HR excellence and frictionless outcomes across three main areas:

- **Business HR and talent enablement** – simplify your employee contracts, leverage planning resources support during operational and customer peaks, and upskill, re-skill, deconstruct, and reconstruct roles

- **Technology enablement** – implement data-driven decision-making and service delivery, drive innovation through intelligent process automation, and deploy consumer-grade experience technology solutions

- **Experience** – leverage a design-thinking approach to implement a persona-centric people experience and a personalized, end-to-end intelligent learning experience, simplify and automate your recruitment process, and deploy an omnichannel approach that leverages phone, email, chatbots, enhanced self-service platforms, and employee portals.

BUSINESS HR AND TALENT ENABLEMENT

PURPOSE-LED & FUTURE-FIT

TECHNOLOGY ENABLEMENT

REINVENT HR TO DELIVER ENHANCED PEOPLE OUTCOMES AND BUSINESS VALUE

INSIGHTS-LED & SUSTAINABLE

HUMAN-CENTRIC & INCLUSIVE

EXPERIENCE

Hire-to-retire HR services – consulting, platforms, design, and delivery

Frictionless HR Operations

Process Engineering
Global-local HR Process design, employee persona narratives, RACI, performance metrics

HR Operations
Global operations and service delivery for hire-to-retire processes, committed TCO reduction for HR, continuous evolution to next-gen HR

Reporting and Analytics
Embedded CHRO analytics and insights. Operational, analytical, and strategic analytics for HR and the workforce

Digital Employee Helpdesk

Platform Design Advisory
Workday, SuccessFactors, OracleHR, Service Now, Zendesk, Cornerstone on Demand, Cisco, PowerBI, Employee Portal design

Platform Integration and Implementation
Integration of HR systems, release management, bug fixes for cloud SaaS HR products

HR Technology and Ecosystem Consulting
HR technology assessment, HR domain functional consultant

HR and Operating Model Advisory

Transformation advisory
Target operating model, maturity assessment, D-GEM, ESOAR, Captive optimization, the future of work

Employee Experience
End-to-end persona-linked system, user segmentation and design

Captive Optimization and Outsourcing Advisory
Landscape assessment, functional assessment, shared services set-up

HR Automation

Robotic Process Automation
Input processing and validation, data validation and reconciliations, system connectivity, document management, queue management

Automation through platform design
Fork flow automation, automation of process for self-service, data exchanges

Artificial Intelligence
Connected workplaces, intelligent knowledge management, virtual chat agents, NLP

End-to-end learning services – consulting, platforms, design, and delivery

Content Services

Training Needs Analysis
Needs analysis, define curriculum for onboarding and role-based training programs

Learning Design
Recommend learning medium – digitization, blended, off the shelf, design for mobile readiness, KM portal design

Digital Content Factory
Build learning content across channels – ILT, VILT, WBT, interactive videos, simulations, gamification and game-based learning
KM content creation and technical writing

Learning Delivery

Digital Transformation Programs
Focused trainings to enable organization and government agencies to adapt digital tools and technologies

IT Skills Programs
Focused trainings to enable organization and government agencies to adapt digital tools and technologies

University
University Focused learning events and workshops for Capgemini and clients

Learning Operations

Planning and Curriculum Management
Learning demand plan, curriculum development and maintenance, cataloging

Learning Administration
User administration, session management, manage billing and charging, manage systems

Facilities and logistics management, invoice management

Learning Evaluation and Reporting
Learning evaluation, learning impact analysis, reporting and compliance

Learning Technology

Platform Implementation
Implementation of learning management systems, learner experience platforms, knowledge management platforms, platform migration, content migration services

Platform Integrations
Integration of HR systems, content libraries – Skillsoft, Udemy, coursera, integration with social platforms, e.g., Yammer

Robotics Process Automation
Learning process automation using RPA, automation tools for content curation/meta data management

Learning Consulting

Learning Ecosystem Evaluation
Platform and process evaluations against industry standards and recommendations for "to-be state" learning platforms

Learning Analytics
Assess content usage, effectiveness, relevance through detailed analytics
Measure learning program effectiveness, learning spend and alignment with priorities

Content Curation/ Metadata Management
Learning content tagging/ Metadata management to enable cognitive search and discovery of learning objects

Realign your target operating model to optimize opportunities for automation

Capgemini's renowned D-GEM platform encompasses the tools and techniques for reshaping and streamlining your HR processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, people experience.

By dynamically adapting to your organization's circumstances to address each and every point of friction in your business operations, D-GEM enables your organization to augment its technology and processes, as well as changing the culture and mindset to reduce inefficiencies to a minimum.

In short, D-GEM provides a complete overview of your processes, guiding the right digital operating model for your organization and accelerating the transition to frictionless, future-proof processes in a systematic and structured way. This enables you to remain competitive in a rapidly changing, digital business context.

Why Capgemini?

Capgemini's long history and strong reputation in providing HR services has already made a significant and positive impact on many of our client's bottom line and profitability.

Our clients come from a range of industry segments, all with their own unique commercial and trading landscapes, as well as a broad variety of challenges that require innovative and expert solutions. In addition, our hands-on operational experience and best practice, integrated value chain, digital channel shift for HR operations, and operational analytics makes us uniquely positioned to help you reimagine your HR function for the digital agenda.

More importantly, we're done it before.

We transformed a global technology retailer's HR service delivery model to deliver:

• Significant reduction in the overall cost of HR operations
• 90% customer satisfaction
• A one-stop shop HR and IT contact center

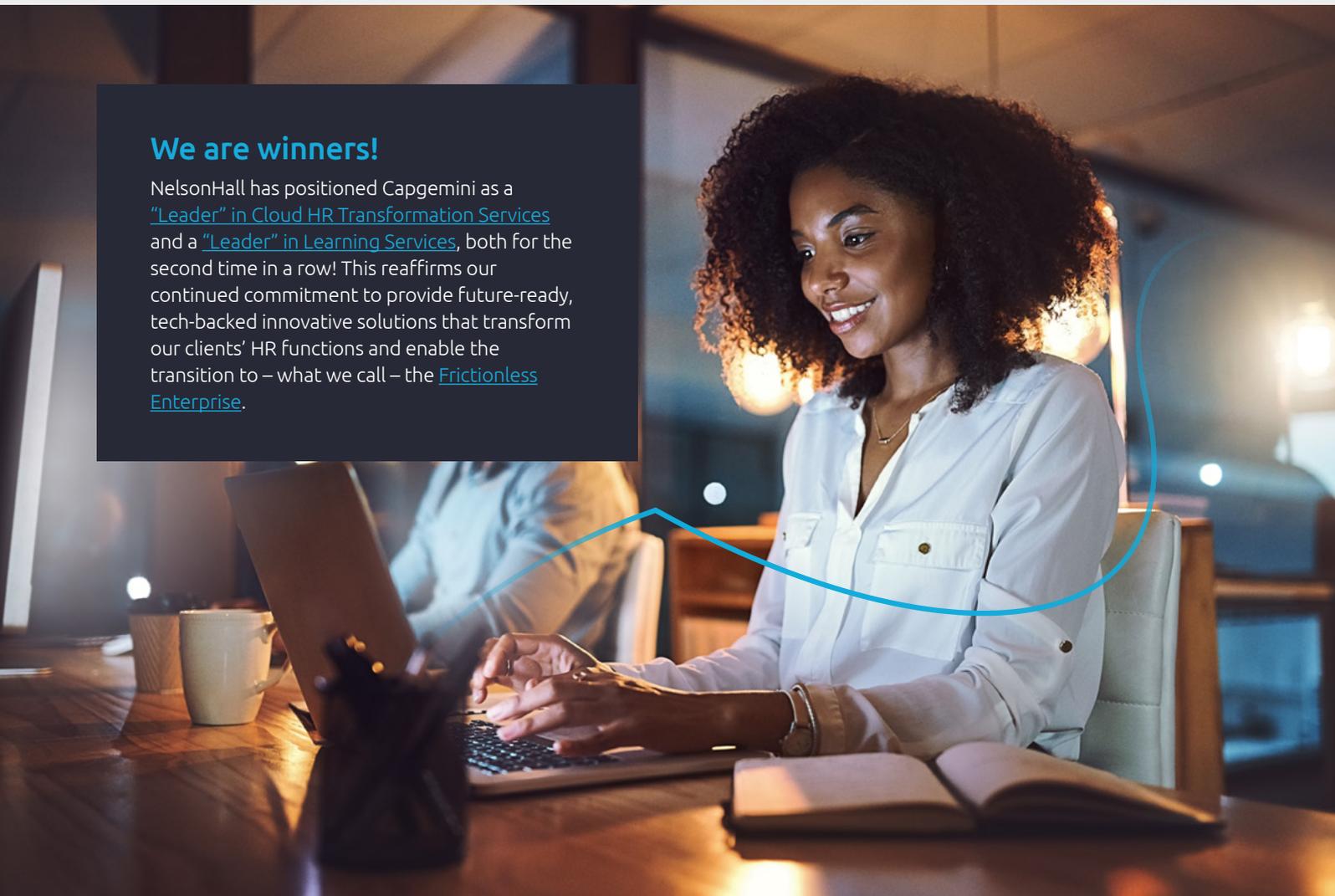We modernized HR processes for a leading UK utility company to deliver:

• 30% reduction in HR costs
• Frictionless and efficient HR processes
• Enhanced visibility and resolution of requests.

We implemented a global HR model to deliver:

• A next-generation, consumer-grade, people experience
• Global Payroll service at 99.9% accuracy
• ISO/QMS compliant HR processes

We are winners!

NelsonHall has positioned Capgemini as a "Leader" in Cloud HR Transformation Services and a "Leader" in Learning Services, both for the second time in a row! This reaffirms our continued commitment to provide future-ready, tech-backed innovative solutions that transform our clients' HR functions and enable the transition to – what we call – the Frictionless Enterprise.

To learn more about how Capgemini's **Intelligent People Operations** helps you deliver an intelligent and frictionless "consumer grade" people experience, contact: businessservices.global@capgemini.com

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 325,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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