

ZF FRIEDRICHSHAFEN ESTABLISHES A GLOBAL RPA SERVICE WITHIN ONE YEAR

Industry:
Automotive

Country:
Worldwide

“The foundation for the success was generated based on the implementation project. With the great support of Capgemini Invent, we installed the platform, gained the know-how, and developed the target operating model, which was continuously improved and strengthened based on 15 live cases.”

Rainer Scheuring
Vice President Corporate Finance, IT, M&A AC Market and Materials Management
ZF Friedrichshafen

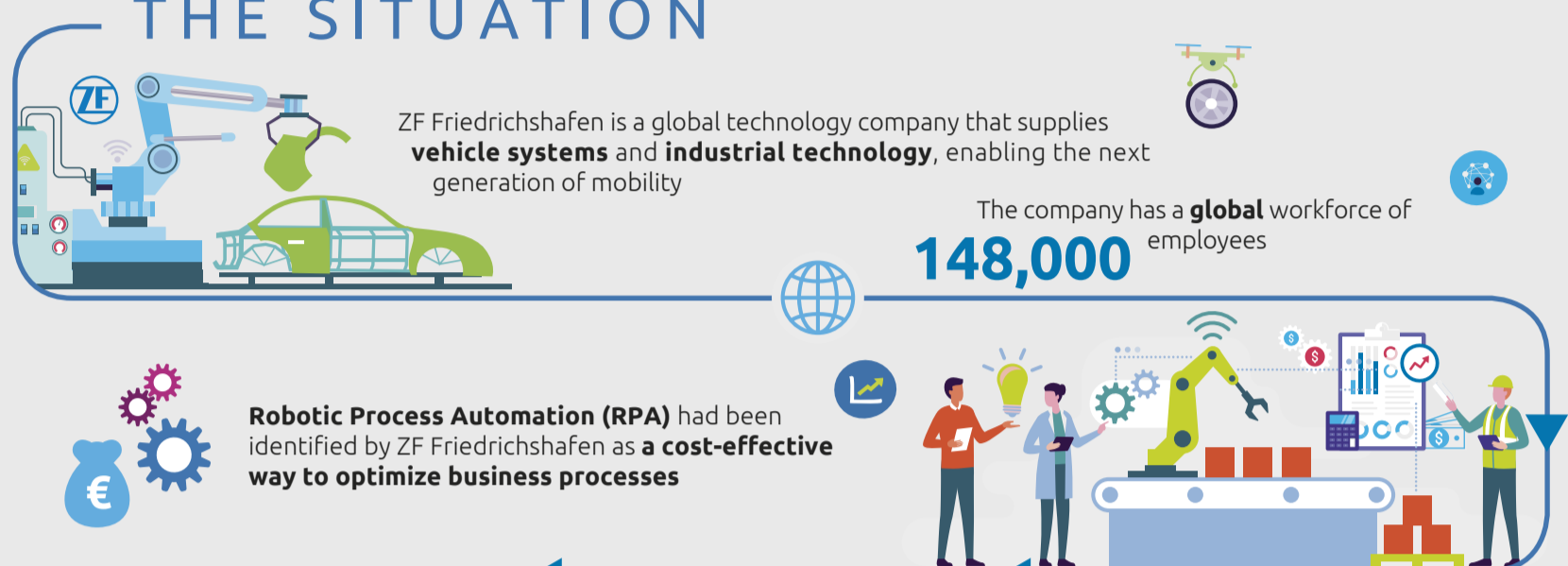
Together with Capgemini Invent, ZF Friedrichshafen conducted a full-scale automation journey to rapidly develop mature process digitization capabilities

THE SITUATION

ZF Friedrichshafen is a global technology company that supplies **vehicle systems** and **industrial technology**, enabling the next generation of mobility

The company has a **global** workforce of **148,000** employees

Robotic Process Automation (RPA) had been identified by ZF Friedrichshafen as a **cost-effective way to optimize business processes**

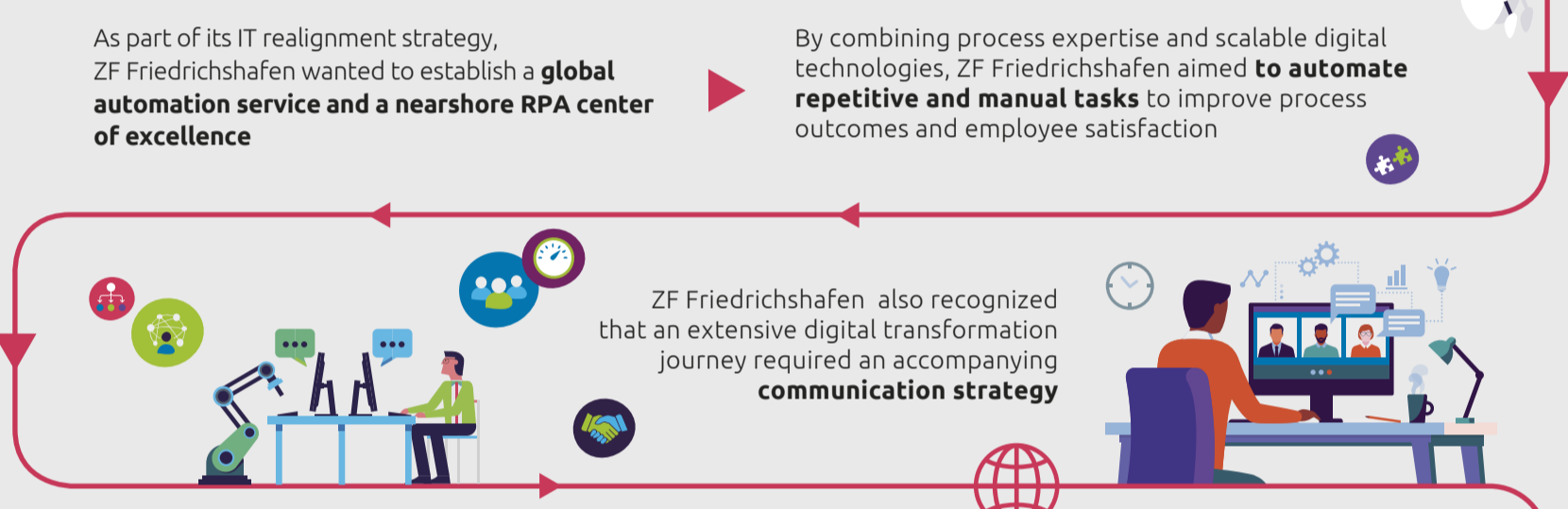


THE CHALLENGE

As part of its IT realignment strategy, ZF Friedrichshafen wanted to establish a **global automation service and a nearshore RPA center of excellence**

By combining process expertise and scalable digital technologies, ZF Friedrichshafen aimed **to automate repetitive and manual tasks** to improve process outcomes and employee satisfaction

ZF Friedrichshafen also recognized that an extensive digital transformation journey required an accompanying **communication strategy**



THE SOLUTION

Capgemini Invent and ZF Friedrichshafen drafted a **common vision**: Establish a RPA platform and a comprehensive operating model for company-wide standards and **additional value creation**

Within **3 months**, the partners designed a full-scale operating model that manages the RPA lifecycle across **5 dimensions**: **Processes**, **Technology**, **People culture & change**, **Roles & responsibilities**, **Governance**

A combined team of **IT and business professionals** evaluated a selection of vendors. The top scorers were invited to a tool selection workshop

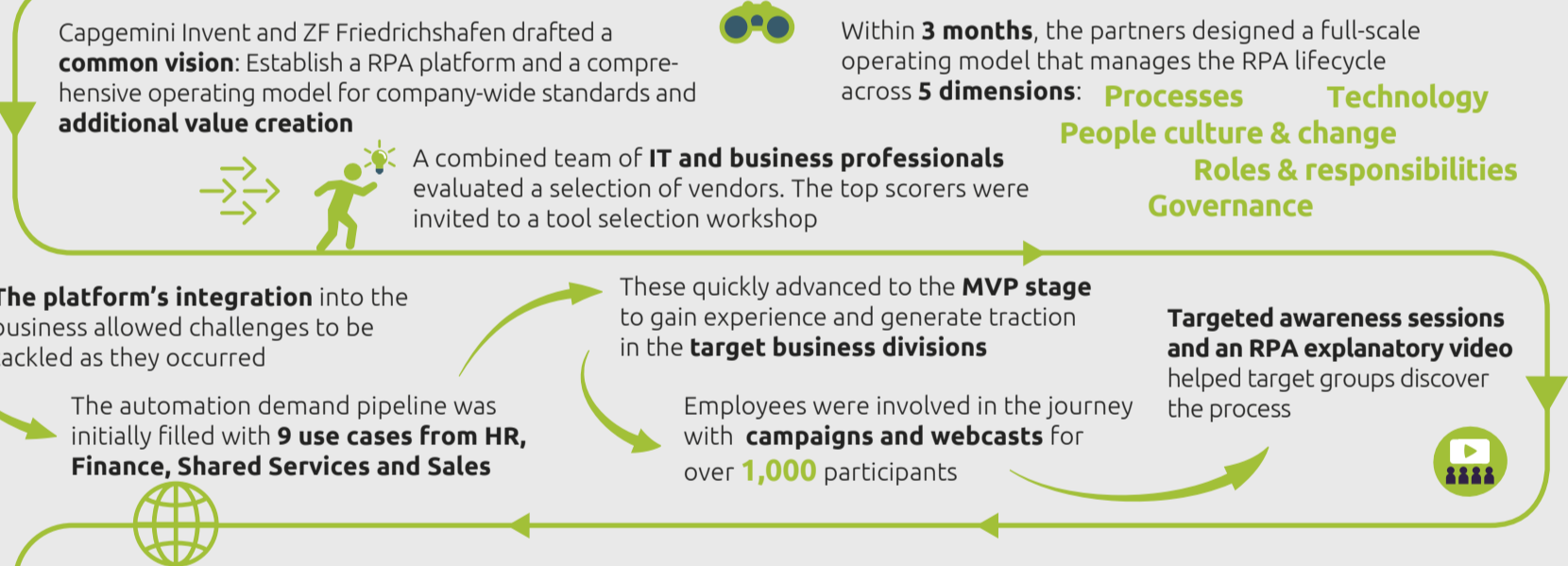
The platform's integration into the business allowed challenges to be tackled as they occurred

The automation demand pipeline was initially filled with **9 use cases from HR, Finance, Shared Services and Sales**

These quickly advanced to the **MVP stage** to gain experience and generate traction in the **target business divisions**

Employees were involved in the journey with **campaigns and webcasts** for over **1,000** participants

Targeted awareness sessions and an RPA explanatory video helped target groups discover the process

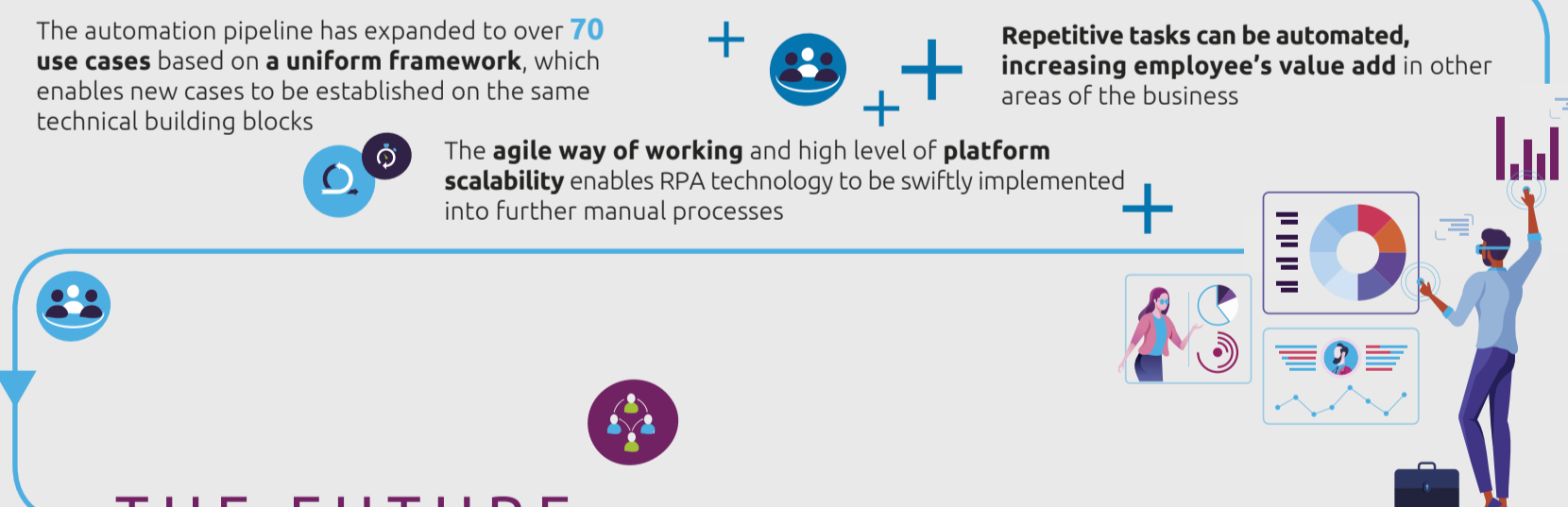


THE RESULT

The automation pipeline has expanded to over **70 use cases** based on a **uniform framework**, which enables new cases to be established on the same technical building blocks

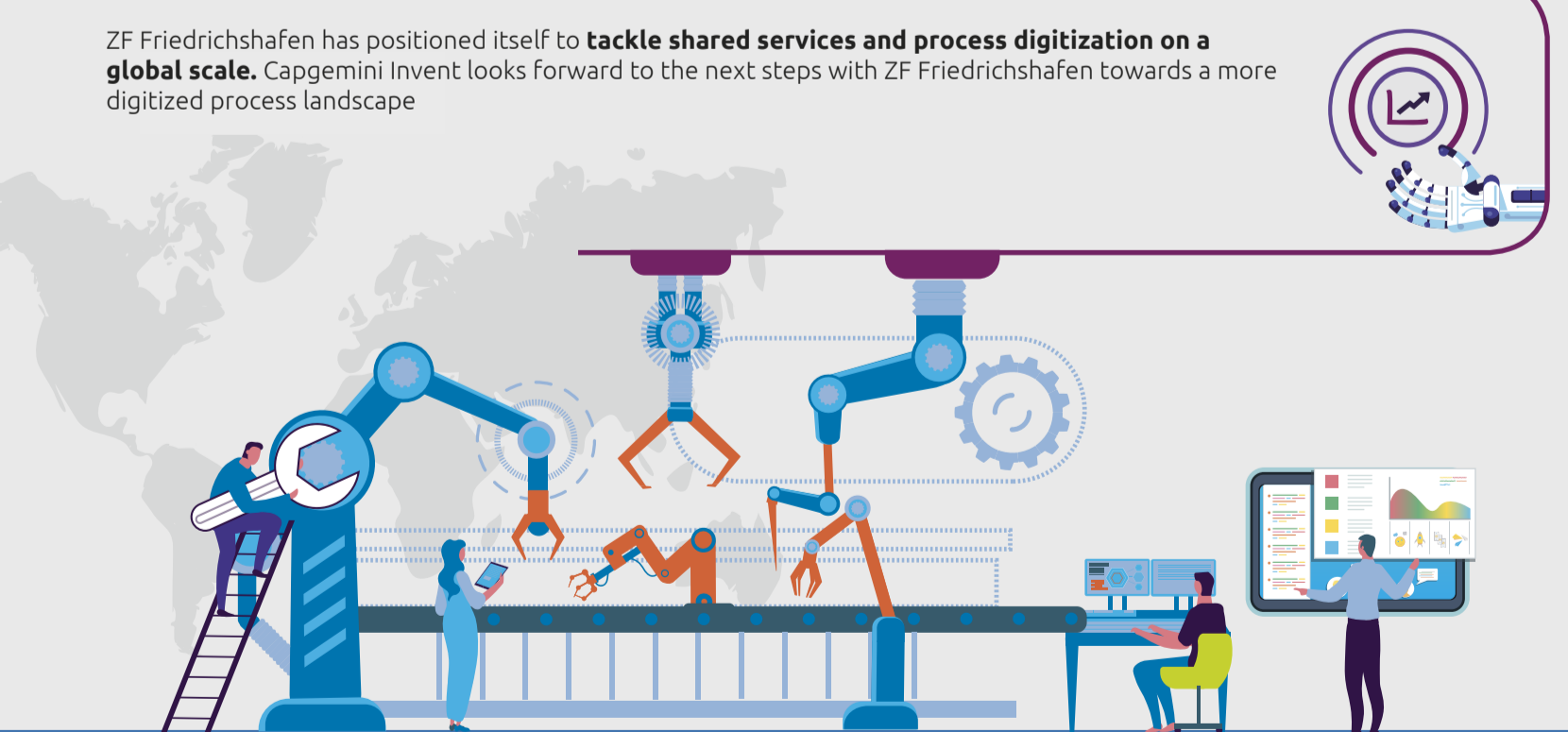
Repetitive tasks can be automated, increasing employee's value add in other areas of the business

The **agile way of working** and high level of **platform scalability** enables RPA technology to be swiftly implemented into further manual processes



THE FUTURE

ZF Friedrichshafen has positioned itself to **tackle shared services and process digitization on a global scale**. Capgemini Invent looks forward to the next steps with ZF Friedrichshafen towards a more digitized process landscape



The Collaborative Approach

Capgemini Invent has a strong track record with RPA and Intelligent Automation projects. The tandem approach of joint teams with client members and consultants ensured high acceptance, engagement, fast progress and an effective coordination between central and local teams. Equipped with local and functional knowledge as well as transformation experience, the Capgemini Invent team effectively helped ZF Friedrichshafen introduce the RPA technology and design a scalable Center of Excellence.

About Capgemini Invent

As the digital innovation, consulting and transformation brand of the Capgemini Group, Capgemini Invent helps CxOs envision and build what's next for their organizations. Located in more than 30 offices and 25 creative studios around the world, its 7,000+ strong team combines strategy, technology, data science and creative design with deep industry expertise and insights, to develop new digital solutions and business models of the future.

Capgemini Invent is an integral part of Capgemini, a global leader in consulting, digital transformation, technology and engineering services. The Group 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. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion. *People matter, results count.*

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