



# Digital Employee Operations Powered by ServiceNow®

Enhance the value of your HR function through delivering a frictionless employee experience



- 90% employee satisfaction scores
- 20% faster ticket turnaround times
- 80% increase in first call resolution
- 10–20% increased in efficiencies from day 1

## A consumer-grade employee experience is driving expectations

Many organizations fail to fully grasp that the expectations of their digital native employees are set by the world they live in. They neglect the fact that their employees are consumers who often enjoy a better engagement experience as consumers than they do as employees.

For their part, employees expect seamless interaction and customer experience with their organization, accessible at a time convenient to them.

To move from being a passive support function to one that adds digital HR excellence, business value, and competitive edge, organizations are faced with a number of challenges, including:



*With Digital Employee Operations, Capgemini and ServiceNow can help customers transform their employee operations and provide great experiences for moments that matter.”*

**Gretchen Alarcon**

VP, and GM, HR Service Delivery, ServiceNow

- **Reduced employee satisfaction** – through employees having to juggle multiple touchpoints
- **Lack of clarity on the impact of HR** – through HR data inconsistencies that limit HR and leaders in making informed decisions
- **Increased operations cost** – through a disparate vendor and technology ecosystem that impact the cost of licensing, overheads, and maintenance.

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

## Enhance your employee experience through implementing next-generation, digital HR operations

Capgemini's Digital Employee Operations Powered by ServiceNow puts your employees at the center of your HR strategy right across the hire-to-retain lifecycle. This transforms your HR function into one that delivers an enhanced, frictionless employee experience, decreased cost, increased productivity, and enhanced resource efficiency.

As part of Capgemini's Digital Employee Operations (DEO) portfolio, our solution delivers a broader and deeper, more personal digital employee experience through a consumerized and omnichannel employee helpdesk that leverages next-generation contact center operations driven by intelligent automation.

This enhances frictionless interactions with your employees using the most appropriate channel for the inquiry type, employee grade, and service level. In turn, this raises the value of your HR function through delivering a range of tangible, people-focused business outcomes.

Capgemini's Digital Employee Operations Powered by ServiceNow helps to address each and every friction in your HR operations at the earliest possible stage. This helps you implement – what we call – the [Frictionless Enterprise](#).

## A consumerized employee experience driven by customer journeys

Digital Employee Operations Powered by ServiceNow provides multiple options to meet the needs of your organization, including a complete HR services and ServiceNow HR Delivery implementation, an HR platform upgrade with an employee-centric design, and continuous improvement to maximize your investment.

Capgemini's approach to creating a consumerized digital contact center for your organization is based on three main towers:

- **Design** – develop tailored user-centric customer journeys and create a contact center content technology and knowledge management framework for your HR function
- **Build** – establish an HR service delivery model based on design principles and deploy customer service technology across your HR function
- **Operate** – execute connect-to-resolve service delivery and manage your “customer journeys” adoption level.

Digital Employee Operations Powered by ServiceNow also leverages Capgemini's world-leading, best-in-class [Digital Global Enterprise Model](#) (D-GEM) platform and a design thinking approach to define a tailored, persona-centric employee experience.

### For **employees**

- Enhanced employee experience
- Frictionless access to services
- Improved engagement with colleagues

### For the HR **department**

- Improved line of sight to employee requests and the ability to accurately measure workload and performance of HR employees
- 20% faster ticket turnaround times and 80% increase in first call resolution
- Improved ability to attract and retain talent
- 50% reduction in ServiceNow HR Delivery maintenance cost

### For the **organization**

- 10–20% increased in efficiencies from day 1
- Significant increase in productivity savings and reduced operational cost
- Enhanced optimization of resources and human capital
- Improved brand perception

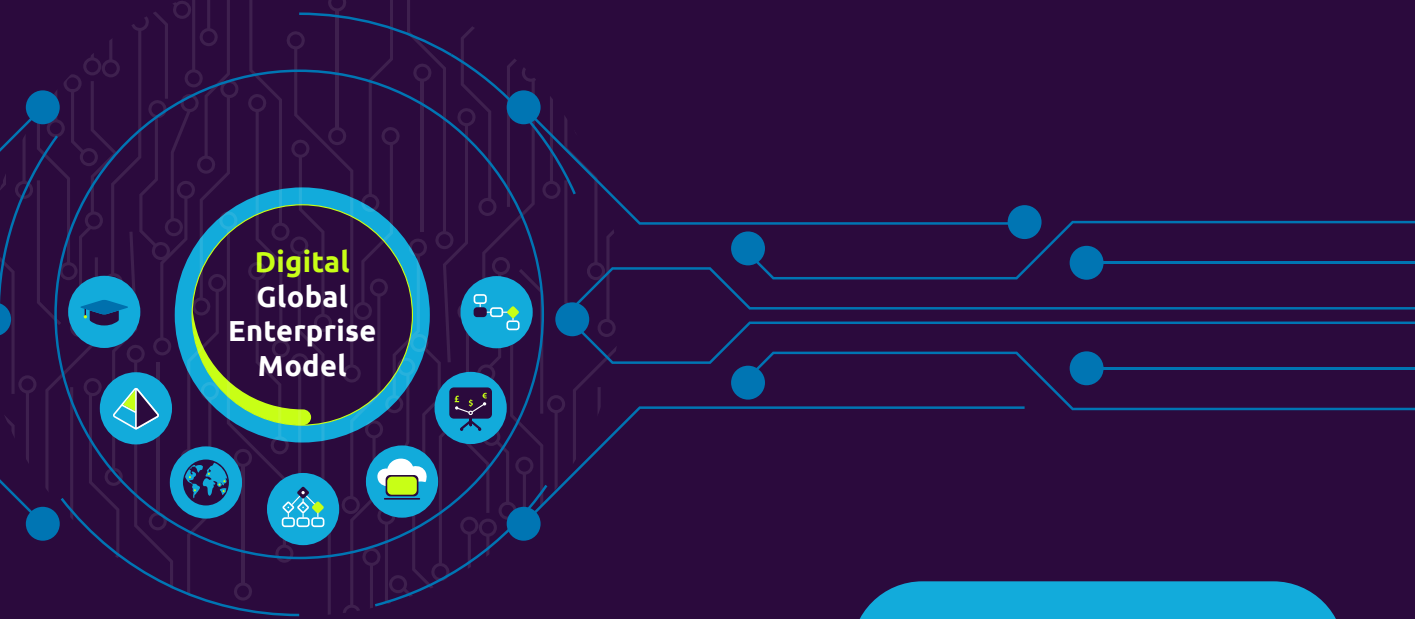
## The Frictionless Enterprise

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.

## 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 business processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, user experience.

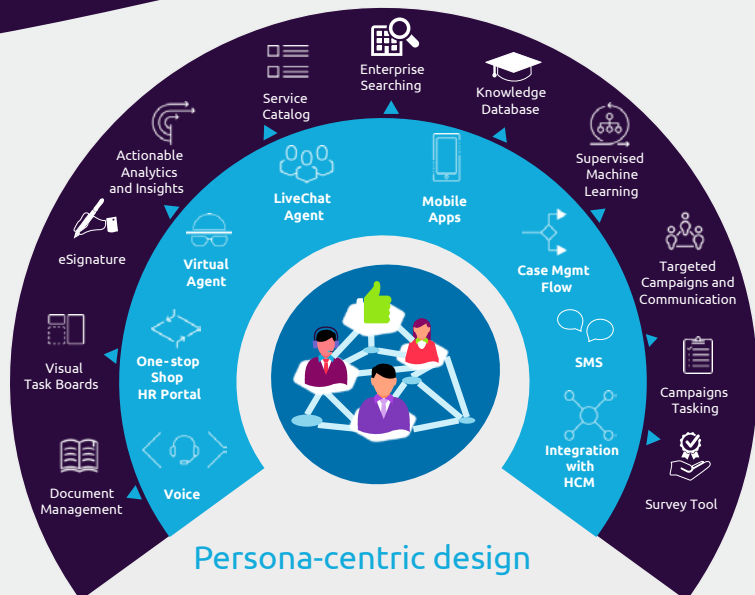
By dynamically adapting to your organization's circumstances to address each and every point of friction in your business operations, D-GEM enables your organization to augment its technology and processes, as well as changing the culture and mindset to reduce inefficiencies to a minimum.

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.

*Your employees expect a personal, meaningful, and frictionless HR experience. We achieve this through leveraging:*

- Digital design thinking
- Broad domain expertise
- An integrated HR platform that delivers a digital consumerized employee experience

## Reimagine your HR operations to create a tailored, best-in-class employee experience



Persona-centric design



## 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've done it before.

Capgemini and ServiceNow transformed a multinational US engineering company's HR service delivery model to deliver:

- A comprehensive multi-channel employee helpdesk that delivers an enhanced employee experience
- Integrated and standardized service flows between Capgemini and the retained HR teams
- An employee and manager portal including a knowledge base and one-click access to HR technology and vendors.

Capgemini and ServiceNow modernized HR processes for a leading Canadian electricity transmission and distribution company to deliver:

- Reduced costs of implementation and upgrades
- Enhanced user experience for employees, external candidates, and HR managers
- Improved security for confidential cases.

## About Capgemini

Capgemini is 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 €17 billion.

Visit us at

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

**Capgemini named a "Leader" by NelsonHall in its NEAT evaluation for cloud-based HR transformation**



*"We have recognized Capgemini as a Leader for exhibiting high capability in delivering value to clients. Capgemini places a heavy emphasis on digital transformation through its applications and offers solutions for organizations to become agile in managing talent. Capgemini also focuses on driving greater business outcomes and workforce productivity and considers positive employee experience above all."*

**Elizabeth Rennie**

Principal HR Technology & Services  
Research Analyst, NelsonHall

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