



Reinventing Work

Create an adaptive,
Human-AI-powered organization

Capgemini  invent



As AI supercharges the future, organizations must radically reinvent work

Work is being reinvented - not incrementally but fundamentally, and even radically. The structures that defined how we work for decades are no longer fit for purpose. Our ways of working that have made us successful in the past cannot be relied on to produce the same outcomes, levels of growth and sustainability in the future.

Organizations must design operating models built for speed, adaptability, resilience and human potential. Why now? Because the forces reshaping business are unprecedented. At the center of this transformation is the impact of artificial intelligence (AI) on the way work is carried out within organizations, or more precisely, on the required collaboration between humans and AI. This groundbreaking technology is reshaping everything from productivity and value creation to the way organizations innovate and operate. As AI evolves from a tool into a team member, some questions become inevitable. What is the new role of humans in work? For which activities do the technology's capabilities far outstrip human capabilities, and vice versa? In most cases, it will not be a question of either human or AI; the real power lies in combining the two. That is why the real advantage lies in achieving what we call Human-AI Chemistry. It is all about building skills, creativity and judgment into organizational systems where people and AI together create performance at a scale we have never seen before.

This reinvention of work is not driven by technology alone; it is the result of multiple interconnected forces. Yes, AI is accelerating faster than any previous wave of innovation, transforming how we create, collaborate and compete. But almost as significant are the shifts in workforce dynamics. Talent is moving toward skills-based ecosystems, crossing boundaries as traditional employment models give way to more fluid and networked arrangements. Add to this

the pressures of geopolitical uncertainty, sustainability mandates and economic volatility, and the need for a new operating model becomes undeniable. Reinventing work is no longer about managing disruption; it is about building resilience and relevance by design.

To succeed, organizations must lay a foundation that is flexible, human-centered and AI-enabled. Reinventing work means shifting from rigid roles to a skills-first architecture, from siloed functions to connected ecosystems and from linear processes to flow-based ways of working that allow value to move seamlessly across teams and technologies. It is about creating environments where people thrive alongside technology: environments where adaptability, engagement and innovation become everyday capabilities. Those who embrace this approach will not just survive disruption; they will turn it into opportunity and lead the way forward.

“True economic growth from AI won't appear until the 'work, the work artifact and the workflow' themselves are fundamentally changed.”

– Satya Nadella,
CEO of Microsoft,
WEF Davos 2026

What do we mean by AI?

In this brochure, when we refer to artificial intelligence (AI), we mean the full range of technologies (including but not limited to Machine Learning, Deep Learning, GenAI and Agentic AI) that enable machines to learn, reason and make decisions, either by analyzing data, generating content or taking autonomous actions.

Reinventing work demands more than new tools; it demands a new mindset. Organizations need to make faster, smarter decisions powered by insights and enabled by digital capabilities. Yet technologies like AI alone do not create advantage; their impact depends on how effectively they are applied.

This is where Human-AI Chemistry comes into play. When human judgment, collaboration and creativity are meaningfully combined with AI-driven insight, organizations become supercharged.

Without adaptability and people-centricity, organizations struggle to respond to urgent challenges. The right balance between technology and people allows teams to adapt to new ways of

working, collaborate across boundaries and build critical skills and capabilities that ensure relevance and resilience in an ever-changing world.

Signals reshaping the future of work:

82%

of leaders say they are confident they will use agents as digital team members to expand workforce capacity in the next 12 to 18 months (Microsoft, 2025).

51%

of leaders believe manager-level positions will evolve toward specialization or top-tier strategic roles until 2027 (Capgemini Research Institute, 2024).

Global spending on edge AI is set to top

\$260 billion

in 2025 and grow by **13.8%** a year to reach **\$380 billion** by 2028 (eeNews Europe, 2025).

66%

of organizations report that Human-AI collaboration has led to measurable improvements in productivity and decision quality (Capgemini Research Institute, 2025).

The need to adapt is now, not later. Therefore, it is time to answer some fundamental questions, such as:

- 1 How can we build on the existing skills of our people and enable them to adopt AI effectively?
- 2 How prepared will your organization be to scale AI beyond the individual level without losing momentum?
- 3 How will you implement intelligent orchestration of HR workflows without disrupting what already works?
- 4 How will you build trust in the technology while ensuring ethical and responsible use of AI?
- 5 Which leadership and capability shifts are essential in this age of AI?

At Capgemini Invent, we believe that today's real competitive advantage comes from a workforce that knows how to design its interactions with AI intentionally across workflows, decision-making and culture. Building on this belief and supported by our proven AI Resonance Framework, we help organizations reinvent themselves in a people-centric way that elevates Human-AI Chemistry throughout this continuous transformation.

Reinventing Work by Capgemini Invent is our proven, human-centered approach that makes this vision real. We partner with our clients to design and scale Human-AI operating models, build intelligent workflows and embed responsible AI practices at scale to create trust and transparency. It combines technology and human ingenuity to unlock adaptability, resilience and measurable impact across every level of the organization. Organizations that embrace this approach do not just respond to uncertainty; they turn it into opportunity and lead the way forward.

The following four deep dives bring this reinvention end-to-end to life, showing how organizations can elevate the workforce into a skills-first, Human-AI ecosystem; redesign the operating model into fluid, connected structures built for speed and continuous flow of value; scale transformation into a continuous capability driven by insight, psychological safety and experimentation; and modernize HR into the strategic orchestrator of Human-AI Chemistry.

Reinventing the Workforce

Equip your people with the skills, mindsets and Human-AI collaboration capabilities needed to navigate and shape an AI-driven future.



Reinventing the Operating Model

Create an adaptive operating model that aligns people, technology and AI-enhanced ways of working around continuous value delivery.



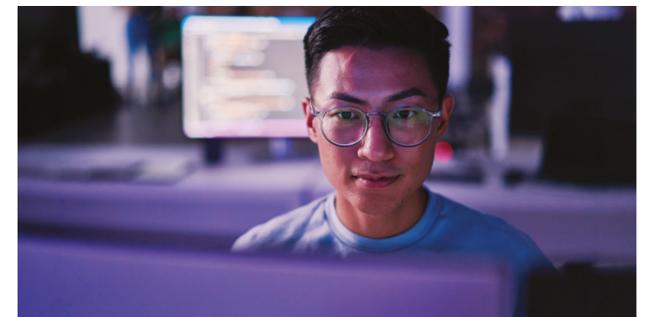
Reinventing the Adoption

Foster a transformation-ready culture where people embrace new ways of working, build trust in AI and grow the confidence needed to turn change into progress.



Reinventing HR

Empower HR to become the orchestrator of the future of work by integrating AI at the core of how work is designed, guided and delivered.



Reinventing the Workforce



AI is no longer a distant disruptor; it is already reshaping how work is designed, performed and led. Organizations face a convergence of pressures: accelerating technological change, persistent skill shortages, declining working-age populations and rising expectations around productivity, sustainability and trust. Nearly 40% of today's core skills are expected to change by 2030, driven by AI (WEF, 2025) while leaders continue to struggle with unclear AI strategies, fragmented adoption and growing employee concerns about job displacement and fairness. This reality raises a critical question for leaders: how do you ensure your people remain relevant, engaged and empowered? Because organizations that fail to harness the combined strengths of technology and people will inevitably fall behind.

“You are not going to lose your job to AI. You are going to lose it to somebody who uses AI.”

– Jensen Huang,
CEO of NVIDIA

The key to creating real business value from AI is not focusing on humans or technology in isolation, but achieving what we call Human-AI Chemistry. AI will increasingly act as a digital team member, augmenting decision-making and execution. At the

same time, organizations are shifting away from rigid hierarchies toward flatter, more networked models where human skills become more valuable, not less. Leaders will need to build trust in AI while redesigning governance, roles and skills at speed. Knowledge will become more fluid, ecosystems more connected and learning truly continuous.

The pace of change is relentless. Organizations that delay it, risk falling behind competitors that are already leveraging AI to boost productivity, redefine roles and attract scarce talent. Acting now allows leaders to shape the transformation responsibly, before skills gaps widen, trust erodes and value is lost.

Why is AI supercharging the workforce?

AI is transforming workforce strategy at its core. Its unique strength lies in its ability to connect strategy with execution. It links value creation to concrete changes in roles, decision rights and ways of working. This unlocks productivity, speed and employee empowerment simultaneously. AI does not replace human potential; it amplifies it when it is intentionally designed. At the same time, individuals who effectively leverage AI may outpace others in the workforce.

As AI agents join teams as active contributors, roles evolve, boundaries shift and new positions emerge to guide and govern this collaboration. Already, 30% of organizations treat AI as an active

team member, improving team output and accelerating execution (Capgemini Research Institute, 2024). This is not incremental change; it is a new model of workforce design in which humans and AI complement one another's strengths.

AI enables dynamic skill development, predicting capability needs and personalizing learning at scale. It frees people to focus on creativity, client impact and strategic growth, while advanced analytics support talent redeployment with greater precision. This shift also accelerates leadership development: 79% of leaders believe AI will speed up their career growth (Work Trend Annual Index

Report, 2025), reinforcing that AI is not just transforming roles but reshaping professional trajectories. The age of AI requires new skills, both technical and human, and this should be high on every (HR) leader's agenda. Organizations must invest deliberately in the capabilities that only humans can bring: creativity, empathy, judgment and ethical reasoning, so that they excel in their roles. The challenge is clear: build a workforce that is adaptive, data-driven, creative, innovative, equipped with critical thinking and ethical judgment, and ready for continuous reinvention.

Clients that adopt a Human-AI workforce can expect measurable outcomes when they combine AI adoption with thoughtful role redesign, skills transformation and strong leadership alignment, including:

Implementation of AI agents can lead to

65%

greater engagement in high-value tasks (Capgemini Research Institute, 2025).

AI agents are expected to handle

15%

of processes at higher autonomy levels and make **6%** of day-to-day decisions, already driving **10-30%** efficiency gains (Capgemini Research Institute, 2025).

Up to

30-40%

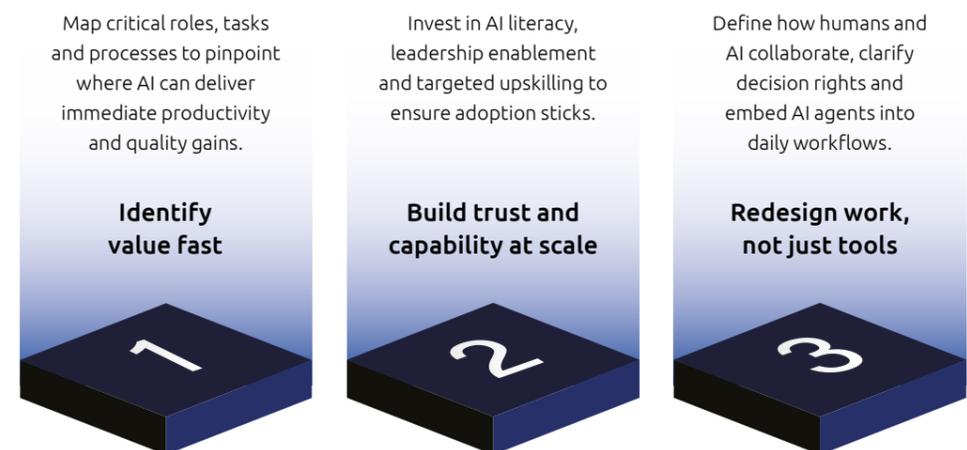
in productivity gains through effective Human-AI collaboration (McKinsey, 2023).

Success story

The client, a government institution in France, set out to reinvent France's national jobs and skills framework, ROME 4.0, at a time of talent shortages and rising youth unemployment. Through a powerful Human-AI collaboration, Capgemini Invent processed 3.000 job profiles and validated 1.000 of them, demonstrating that large-scale transformation can be both fast and accurate. By combining expert knowledge with AI testing, LLM pre-validation and automated job description generation, a sharper and more coherent competency framework was created. A custom Invent solution and strong quality-assurance system ensured reliability and continuous improvement. With AI-based methodologies, the delivery timeline dropped from two years to just 14 months, resulting in a future-ready, consistent and scalable job architecture.

Make it real

Is your workforce ready to thrive in an AI-powered world? To move beyond curiosity and into action, organizations should take three tangible first steps:



This transformation demands more than technology adoption; it requires bold leadership, strategic foresight and human-centric change. It means the workforce will need to evolve in mindset, skills and ways of working, supported by leaders who guide change with clarity, empathy and strategic direction. AI does not just change how we work. It changes what work is.

Assets for success



The AI Impact Game

Developed by Capgemini Invent, the AI Impact Game is a card-based, gamified experience that introduces teams to AI and sparks practical discussions on use cases, opportunities and risks.

Human-AI Chemistry Index

Our model quantifies Human-AI Chemistry stability based on a structured analysis of the resulting cognitive load, stress reduction and trust & performance of each AI tool.

Sounds interesting?

You can immediately reach out to **Nicholas Daking**, Lead - Reinventing the Workforce nicholas.daking@capgemini.com

Reinventing the Operating Model

The way an organization is structured determines its ability to execute strategy, innovate with speed and deliver sustainable value. In an environment shaped by global ecosystems, platform-driven collaboration, heightened regulatory pressure and increasingly complex customer expectations, traditional hierarchical models can no longer keep pace. Static structures slow decision-making, create organizational silos and hinder the ability to respond to market shifts.

Modern organizations require operating models that are dynamic, cross-functional and deeply connected; models that empower teams, accelerate decisions and ensure collaboration flows across boundaries. Technology plays a central role in enabling this shift, connecting people, data and processes in real time.

Building an operating model that performs today, while confidently evolving for tomorrow, means embracing several fundamental shifts. Structures must enable continuous flow by organizing work around value streams rather than functions, creating product-centric, cross-functional teams that collaborate as networks rather than silos. Customer-centricity becomes non-negotiable, supported by constant learning loops, ideally strengthened by AI capable of interpreting behaviors and preferences at scale. Human-AI collaboration needs to become intentional, with teams designed so that humans and AI work side by side, each with clear roles, escalation paths and accountability. This requires transparent and ethical AI governance to ensure that AI systems operate safely, explainably and in line with organizational values.



“Right now, people talk about being an AI company. There was a time after the iPhone App Store launch where people talked about being a mobile company. But no software company says they’re a mobile company now because it’d be unthinkable to not have a mobile app. And it’ll be unthinkable not to have intelligence integrated into every product and service. It’ll just be an expected, obvious thing.”

– Sam Altman,
Co-founder and CEO of OpenAI

Why is AI supercharging the operating model?

AI has evolved from a workflow optimizer to a structural force that reshapes how organizations are designed and run. Leading companies now embed AI agents as defined team contributors with clear responsibilities, decision thresholds and governance, marking a shift toward hybrid human-machine operating models. This shift redefines team composition and roles: new positions such as AI supervisors and orchestration leads emerge to guide AI-enabled processes, while employees focus more on creativity, judgment, relationship building and ethical oversight as AI takes over operational, analytical and repetitive work.

Decision-making accelerates dramatically. With continuous insights from real-time data, organizations respond faster, identify risks earlier and make more precise strategic choices. The result is greater agility, transparency and performance. AI enables modular, adaptive structures that reconfigure quickly and power hyperautomation at scale. Traditional hierarchies give way to flexible, AI-enabled models where routine entry-level work is increasingly automated, allowing junior talent to upskill sooner and pushing organizations toward leaner structures with a stronger, empowered middle layer.

As humans and AI collaborate more closely, team skillsets shift toward cross-functional problem-solving, AI literacy and oversight. Organizations begin to operate as adaptive networks rather than rigid hierarchies, distributing decision authority and enabling rapid reconfiguration. In essence, AI drives a transition to hybrid teams, introduces new governance and leadership roles and replaces static structures with dynamic, networked operating models where humans and AI work seamlessly together.

By redesigning operating models with AI at the core, organizations can achieve significant and measurable improvements. Our latest research highlights:

59%

of organizations expect AI to operate as an augmenting or autonomous team member within the next 12 months (Capgemini Research Institute, 2025).

Early enterprise deployments report consistent

10-30%

efficiency improvements in structured processes (Capgemini Research Institute, 2025).

Agentic operating models are projected to generate

~\$450B

in economic value globally by 2028; for a **\$15B** organization, this equates to **~\$382M** over three years (Capgemini Research Institute, 2025).

Success story

Capgemini Invent supported a Germany-based global retailer with over 3,000 employees, in transforming its IT operating model into a flow-based, product- and value-driven organization by co-defining and implementing a new Target Operating Model (TOM). The initiative addressed challenges related to siloed business and IT functions and a lack of an agile mindset and practices. As part of the transformation, Capgemini also introduced AI-enabled workflows and embedded AI into selected value streams to enhance decision-making, automate routine activities and accelerate cross-team coordination. Capgemini developed a comprehensive roadmap for 1,200 FTEs, including KPIs, governance, coaching and agile-enablement tools. Continuous improvements enhanced customer-centricity, value delivery and strategic alignment, enabling scalable, sustainable agile adoption and rapid deployment of new product lines across the organization.

Assets for success



Excerpts

AI Operating Model

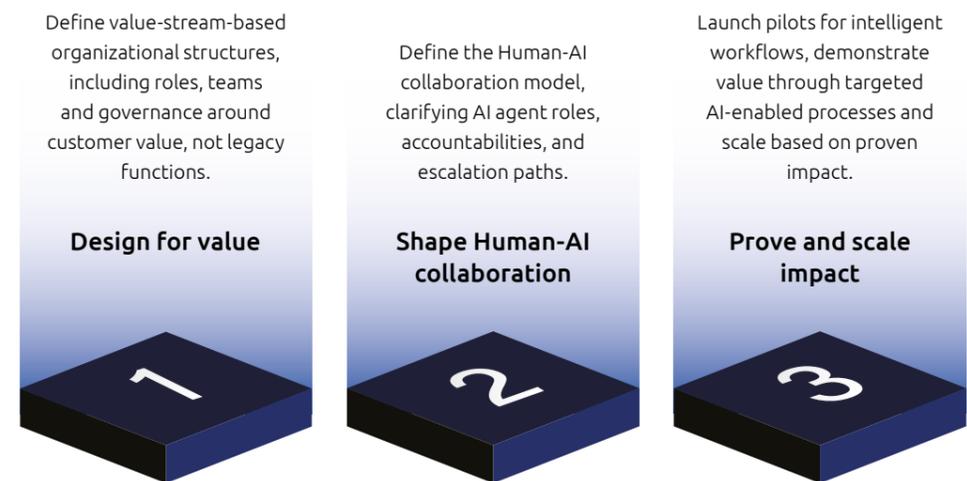
Our guide helps organizations scale AI effectively by overcoming key operational challenges, assessing AI maturity and designing an adaptable operating model aligned with business goals.

Flow-Driven Excellence

Our approach supercharges flow with value-stream-aligned design and AI Boosters that accelerate the shift to a flow organization and sustain it through continuous optimization.

Make it real

To move from vision to execution, organizations should take practical, high-impact steps:



The urgency to act has never been greater. AI advancements, rising regulatory pressure and intensifying competition are rapidly redefining what a future-ready operating model must look like. Now is the moment to boldly re-architect operating models around AI. Those who act today will unlock seamless end-to-end flow, significantly boost productivity, and secure lasting competitive advantage.

Sounds interesting?

You can immediately reach out to **Christoph Holper**, Lead - Reinventing the Operating Model christoph.holper@capgemini.com

Reinventing the Adoption

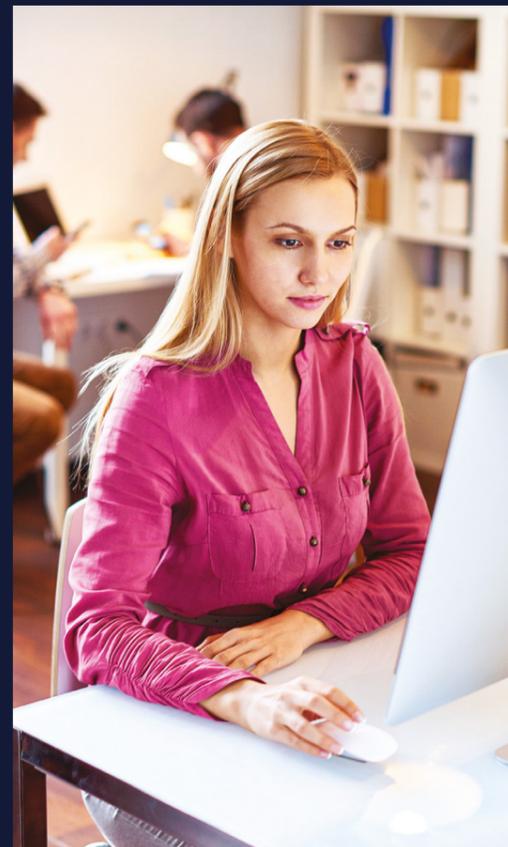
Building for the future requires more than isolated fixes. It demands a deliberate, system-level approach that creates consistent value while helping people adapt with confidence. Today's environment adds pressure through rapid technological shifts, new talent expectations and rising customer demands. Leaders are central to navigating this complexity. Beyond setting direction, they must model how to integrate AI and new ways of working into daily routines, showing what it means to learn, experiment and adapt. Their job is to turn proven ideas into scalable capabilities so progress spreads across the organization.

True transformation is the ability to stay adaptable without losing momentum. To respond quickly, organizations need structured, repeatable ways to organize and accelerate change; building resilience, relevance and confidence for the future.

As AI becomes central to how work gets done, a clear purpose and vision help people make sense of the change. Vision anchors teams and guides how they integrate AI responsibly, shaping expectations around the partnership between humans and technology. Co-creating the story of the future reduces uncertainty and builds trust. A transformation-ready culture encourages curiosity, shared learning and safe experimentation. It builds confidence in AI and creates the emotional safety people need to explore until new tools become part of everyday work.

Ultimately, successful AI adoption relies on trust, clarity and Human-AI Chemistry. Leadership is one of the strongest drivers of this. In an AI-enabled environment, leaders model new behaviors, create space for learning and help redesign workflows as AI evolves. Leadership

becomes a distributed capability, spanning executives, managers, product teams and informal influencers, ensuring people feel supported, not replaced. Strong leaders help the organization evolve at the pace of AI enabling humans and technology to work together effectively.



"The organizations that are going to succeed are the ones who bring their employees along and tell them how they're going to be successful, and really forcibly flatten the hierarchy to get AI more prevalent in the org."

– May Habib
CEO of Writer.com

Why is AI supercharging the adoption?

AI is redefining how organizations navigate change by turning adoption into a dynamic capability. Instead of relying on intuition or lagging indicators, leaders gain real-time visibility into progress, risks, adoption patterns and emerging opportunities. This clarity allows organizations to act with precision rather than on assumptions.

Crucially, AI strengthens, and not replaces, human judgment. By automating routine tasks and generating insights that guide direction, it frees leaders and teams to focus on decisions that shape outcomes. This accelerates adoption

while reducing the friction typically associated with large-scale change. Increasingly, forward-thinking leaders treat AI as a strategic sparring partner for problem-solving, innovation and decision-making.

From an adoption effort perspective, AI becomes a force-multiplier for both engagement and adoption. Intelligent tools detect sentiment patterns, pinpoint resistance and personalize communication and learning journeys at scale. AI-supported nudges, tailored training and predictive readiness assessments help people

navigate change with greater confidence, shifting change management from reactive support to proactive orchestration.

Ultimately, AI enables organizations to build continuous, self-learning change capabilities, so they can test quickly, understand what resonates with their people and address risks before they become blockers. The result is a more human-centered, responsive and resilient transformation engine.

By reinventing the transformation with AI at the core, organizations can unlock significant, measurable impact across speed, adoption and performance. The latest research shows:

73%

higher employee-engagement driven by AI-supported sentiment analysis, personalized training and adaptive communication, directly addressing one of the biggest barriers to adoption (IBM, 2025).

With up to

70%

of change programs traditionally failing, AI significantly reduces this risk by identifying early warning signs through behavioral data, system usage patterns and sentiment insights, allowing targeted interventions before adoption stalls (Forbes, 2024).

50%

increase in AI access across the workforce is driving higher adoption and transformation speed (Deloitte, 2026).

Success story

A ministry in the Netherlands set out to strengthen collaboration, ensure consistent leadership and improve the overall employee experience to better meet its evolving societal responsibilities. Capgemini Invent supported this ambition through a structured transformation approach focused on cultural alignment, transparent leadership routines and employee-driven engagement workshops. The work resulted in shared behavioral standards, renewed cross-departmental collaboration and a continuous-improvement mindset supported by clear governance. Trust in leadership increased, relationships across the ministry grew stronger and employees reported higher engagement and satisfaction. The ministry emerged with greater stability, credibility and confidence to navigate future challenges.

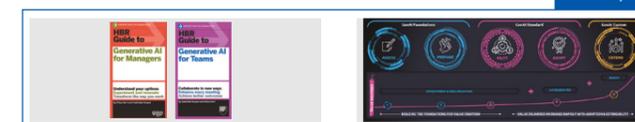
Make it real

To realize the full value of AI-powered transformation, organizations must rethink how change is led, adopted and sustained. AI accelerates complexity, increases the pace of decision-making and reshapes roles across the enterprise, demanding a new approach to how people understand, experience and engage with change. Three practical shifts provide the foundation for a transformation capability built for the Age of AI:



To stay competitive in the age of AI, organizations must reinvent how they lead and sustain transformation, shifting from episodic change to a continuous, intelligence-driven capability. Those that unite AI with human-centered change practices will move faster, adapt sooner and build lasting resilience.

Assets for success



AI for Managers and Teams

Our masterclass draws on two Capgemini books published by Harvard Business Review Press and offers practical guidance for leaders to reinvent their work and leadership.

M365 Copilot Adoption

Our structured, end-to-end pathway to implement M365 Copilot, ensuring secure setup, impactful pilots and seamless enterprise-level adoption.

Sounds interesting?

You can immediately reach out to **Claire Melbourne**, Lead - Reinventing the Adoption claire.melbourne@capgemini.com

Reinventing HR

HR is entering its most profound reinvention since the function was created. The emergence of the Fifth Industrial Revolution, marked by scaled AI adoption, accelerated automation and system-level transformation, requires HR to fundamentally redefine its purpose, scope, roles and ways of working. The long-standing shift from administrative to strategic HR is complete; the new challenge is far more ambitious: understanding what HR becomes when work is increasingly performed by a blend of human talent and AI agents.

In this new era, HR can no longer position itself as a support function operating in the background. It must evolve into the enterprise orchestrator of work, shaping how work is forecasted, composed and distributed across integrated workforces of skilled employees and intelligent systems. Taking on this orchestration role is essential for unlocking the next frontier in productivity, enabling a more meaningful and personalized employee experience and ensuring organizations remain competitive amid technological acceleration, economic uncertainty and geopolitical volatility.

Why is AI supercharging HR?

AI is not simply enhancing HR; it is reshaping the foundations of how the function creates value. As AI becomes embedded in every workflow, HR must evolve across four dimensions: its purpose, scope, role and ways of working. HR's purpose shifts from running people-related processes to orchestrating how work is designed and allocated across humans and AI agents. Its scope expands from HR-centric activities to owning a seamless, enterprise-wide employee experience that spans HR, IT, Finance and Operations. HR's role grows from functional specialist to architect of enterprise productivity, simplifying work, embedding AI tools and helping the organization operate faster and

“HR has become the central R&D lab for how organizations adapt to AI. It is no longer a support function, it is where AI-driven work is built, tested and shaped for the future.”

– Ethan Mollick,
Associate Professor at
The Wharton School

The traditional HR model, defined by compliance routines, cyclical processes and siloed ownership, cannot meet these demands. HR must broaden its lens from an HR-centric view to an enterprise-wide mandate, shifting from reactive advice to predictive orchestration and from process-driven execution to data-rich, technology-enabled delivery. Crucially, HR must be designed with AI at its core

smarter. Its ways of working also transform from advisory support to proactive, tech-enabled leadership, driven by real-time insights, automated workflows and predictive interventions.

HR is not becoming obsolete; it is being reborn as the orchestrator of work in the Fifth Industrial Revolution: a function redesigned around AI, built for complexity and essential to competitive advantage.

To help organizations make this shift, Capgemini Invent has been collaborating with global leaders to redefine what modern HR looks like in practice. We are enabling HR to deliver a unified, AI-powered



rather than treating AI as an add-on layered over legacy structures. This is not a refreshed version of ‘intelligent HR,’ but the emergence of a new generation of HR: one powered by AI agents, continuous analytics and seamless cross-functional coordination.

In this future, HR becomes the architect and operator of the entire ecosystem of work, designing new workforce models, steering Human-AI collaboration and optimizing the organizational system end-to-end. It is HR's opportunity to lead the enterprise into a world where people and intelligent technologies work in concert, shaping a more adaptive, human-centered and high-performing organization.

employee experience by designing integrated front doors that break silos and improve service adoption. We help organizations move beyond static roles by building the platforms and intelligence needed for dynamic deployment and AI-guided development. We support HR in becoming the engine of enterprise productivity by combining technology, behavioral change and operating model expertise to remove friction and embed new ways of working. We also equip HR to orchestrate how humans and AI agents work together, providing the models, governance and workforce intelligence required to lead transformation end-to-end.

These HR shifts enabled by AI are already creating tangible business impact for leading organizations:

Up to

90%

reduction in recruiter screening time (Best Practice Ai, 2025).

Up to

70%

reported or expected improved workforce productivity through AI solutions (Biswift/Forrester, 2024).

Approx.

60%

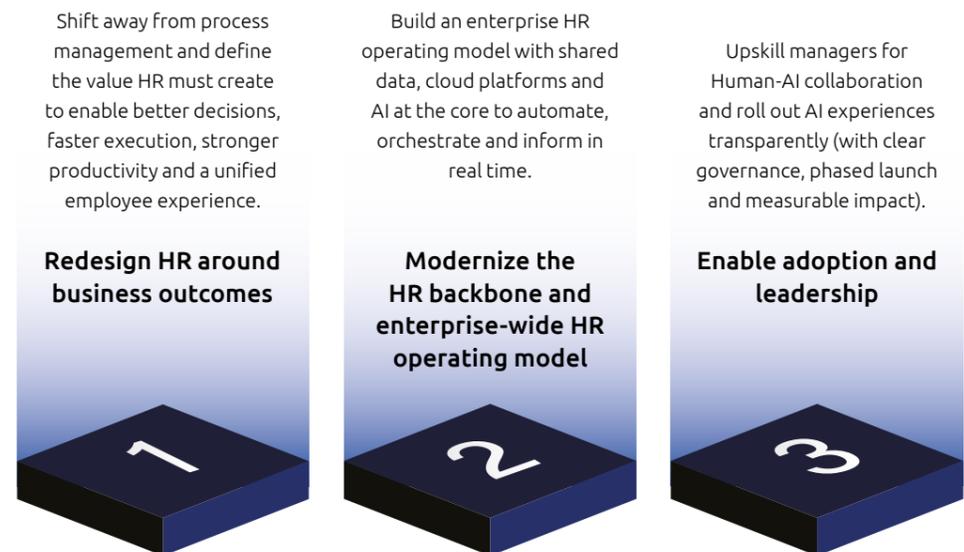
increase in employee satisfaction after implementing AI-enabled HR solutions (Biswift/Forrester, 2024).

Success story

As part of the global Capgemini Group HR transformation, Capgemini set out to improve how 350,000 employees navigate their careers, build capabilities and access opportunities. This required harmonizing job architecture, skills frameworks and talent processes across 50+ countries, while ensuring employees could understand, develop and activate their skills in a rapidly changing market. The ambition was to build a scalable, AI-enabled talent intelligence ecosystem that connects people to personalized opportunities and learning at speed, strengthens internal mobility and drives a culture of continuous reinvention. The result: one global way of working and a single talent platform that replaced multiple systems, giving all employees a clear, consistent path to growth.

Make it real

To realize the full value of AI-enabled intelligent HR, organizations need to reshape the function itself: its purpose, operating model, ways of working and leadership capabilities. Three practical shifts set the foundation for a modern, HR function for the Age of AI:



Organizations that combine AI with human-centered design will build workforces that are more adaptive, resilient and future-ready. The path forward is clear: modernize the function around outcomes, integrate AI into everyday HR delivery, empower leaders to thrive in a Human-AI workplace and embed continuous reinvention into the culture.

Assets for success



AI-created Job Descriptions

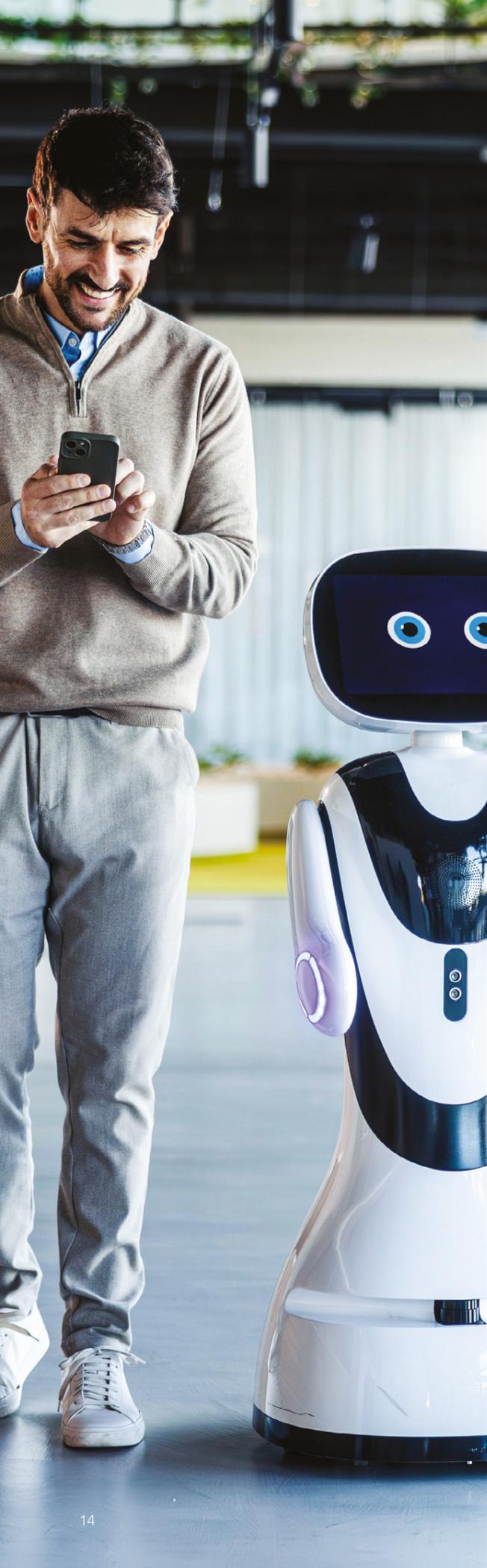
Our AI-powered approach creates scalable, high-quality job descriptions aligned to your organization's skills and responsibilities, enabling you to operate as a skills-based organization.

HR Diagnostics Toolkit

The HR Diagnostic Toolkit empowers HR leaders to strategically optimize their hire-to-retain programs and investments through AI-driven insights.

Sounds interesting?

You can immediately reach out to **Punam Parkinson, Lead - Reinventing HR** punam.parkinson@capgemini.com



Reinventing Work

Work is being reinvented radically, not incrementally, and all points covered in the previous pages reinforce just how fundamental this shift is. The structures and ways of working that once made organizations successful can no longer deliver the speed, adaptability and resilience the future demands. As described, AI is no longer just a tool but a transformational force reshaping how value is created, how decisions are made, and how humans and intelligent systems collaborate. The question is no longer whether work will change, because it already has. The question now is whether organizations will reinvent themselves fast enough to stay relevant.

Across the four deep dives, one truth becomes unmistakable: reinvention must happen end-to-end. Reinventing the Workforce calls for a skills-first, Human-AI ecosystem where people grow alongside technology. Reinventing the Operating Model requires fluid, connected structures built for speed and the continuous flow of value. Reinventing the Adoption shifts change from episodic to continuous, Fueled by insight, psychological safety and leadership that embraces experimentation. Finally, Reinventing HR positions the function as a strategic orchestrator of Human-AI collaboration.

“Winning organizations will not just deploy AI; they will create Human-AI Chemistry that unlocks performance no human or machine could ever reach alone.”

– Volker Darius,
CEO of Capgemini Invent

Together, these capabilities unlock what we have defined as Human-AI Chemistry: the powerful combination of human judgment, creativity and empathy with AI’s analytical and automation capabilities. Organizations that master this chemistry will transform faster, innovate more boldly and build cultures where adaptability is a daily reality, not a crisis response.

Now the call to action is clear: Is your organization ready to scale transformation and lead with confidence? Reinventing work is not a future ambition, it is a present opportunity. The winners will be those who move beyond deploying tools to redesigning how work truly happens.

Why Capgemini Invent?

Whether you are beginning your transformation journey or are already well on your way, here is how you can benefit from Reinventing Work with us to ‘Make it real’:



Real vision

We bring the depth of business and technology expertise to help you build a strategic vision and transform your business.



Deeply human

We put people and partnership first, fostering a culture where people thrive and working side-by-side with clients from end to end.



AI-powered

We harness AI’s real potential in everything we do, complementing human resourcefulness to help our people and clients achieve more.



Real value

We are dedicated to delivering impact globally. We conceive and commit to creating positive change that truly matters to our clients.

We make it real.

Contact us and start shaping what is next:



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Capgemini Invent is an integral part of Capgemini, an AI-powered global business and technology transformation partner, delivering tangible business value. We imagine the future of organizations and make it real with AI, technology and people. With our strong heritage of nearly 60 years, we are a responsible and diverse group of over 420,000 team members in more than 50 countries. We deliver end-to-end services and solutions with our deep industry expertise and strong partner ecosystem, leveraging our capabilities across strategy, technology, design, engineering and business operations. The Group reported 2025 global revenues of €22.5 billion.

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