



# Your rapid response tool for managing Workforce needs in exceptional times

Get a bird's-eye view of your workforce exposure, respond quickly and allocate resources effectively

Times are unprecedented. And we are all being touched both personally and professionally by the unexpected circumstances we're currently experiencing. Financial Services firms, like other businesses, are assessing what measures must be taken to support their workforce and their business.

Across all organizations globally, there is an urgent need for Human Resources teams to develop capabilities to manage visibility into the COVID-19 impact on employees across all locations, assess the need for assistance and enable business continuity plans.

Capgemini's **Emergency Response Management Application**, built on the Salesforce Service Cloud platform, can deliver this required capability. The solution can help you monitor the health status of your employees and provides an extensive view of your employees, categorized by geographic location, business unit, department and more.

Now, you can track and respond to your employees' health needs quickly and efficiently, quickly shift resources, reassign roles, create return-to-work plans and help provide information on the impact on payroll.

The application is available to download as an unmanaged package within the Salesforce Service Cloud dashboard and enables you to:

- **Monitor illnesses and tests**
- **Track the need for medical assistance**
- **Track the employee recovery and provide support effectively**
- **Gain analytics to make the right staffing decisions and support business continuity**

## Key features:

- Easily deployable in a client's environment and with zero lines of code
- **Dashboard:** Pre-configured to visualize data related to employees, cases, illnesses, and tests. A series of 12 pre-built reports are available that span the standard case object as well as the custom objects
- **Employee Details** – Available with simple page layout and series of fields to track basic information about employees
- **Case Management** – Enable tracking potential contact and travel risk incidents
- **Illnesses** – Ability to capture, track and relate illnesses to employees
- **Tests** – Ability to track and capture test results and related diagnosis

*The Application is available complimentary in Salesforce Service Cloud.*

We've built this application as a basic version ensuring that it's easily and quickly deployable in any environment. More functionalities can be easily configured based on client's needs. Pre-built reports provide you with a base level of analytics and serve as a starting point. Additional reports can be easily and quickly built out depending upon the business requirements.

Exhibit 1: Capgemini's Emergency Response Management Application Dashboard

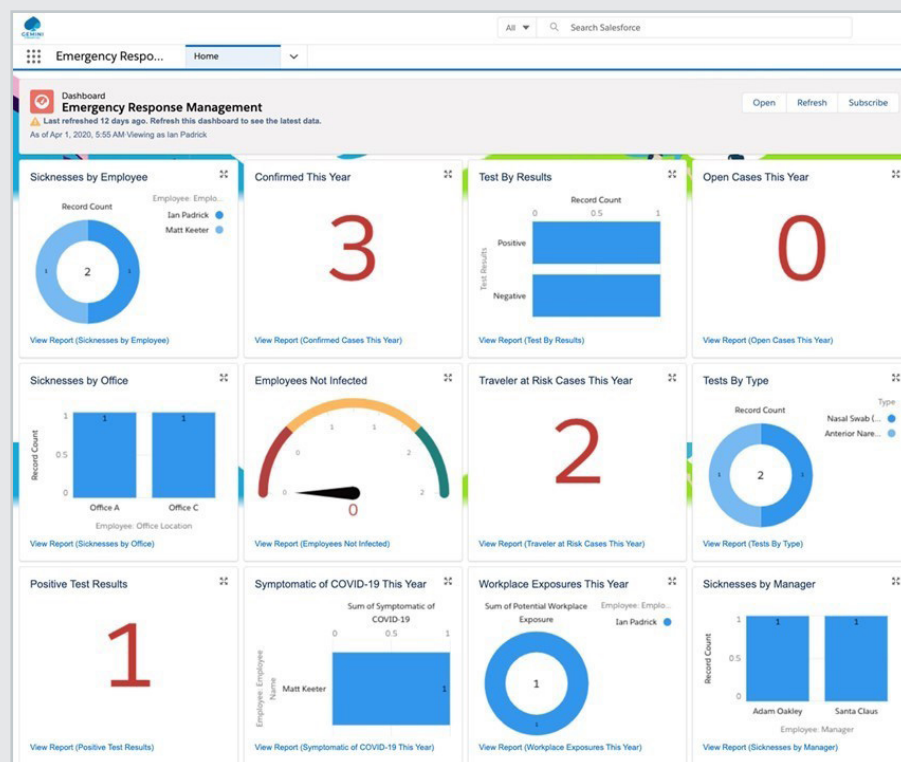


Exhibit 2: Use Cases- Emergency Response Management

## Getting started

- Please fill out this [form](#) to receive a download link to this complimentary application.
- Our experts are also available for an hour of complimentary phone consultation.
- Connect with us at [financialservices@capgemini.com](mailto:financialservices@capgemini.com) to learn how the application can be further enhanced to meet your business needs.

People matter, results count.



## 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.

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