



# EMPOWERED INTELLIGENT INDUSTRIAL WORKER

powered by **ServiceNow®**

May 2022



# FOR THE INDUSTRIAL WORKERS, THE FOURTH INDUSTRIAL REVOLUTION PROVIDES OPPORTUNITIES BY THE QUALITATIVE ENRICHMENT OF THEIR WORK:

A MORE ENGAGING WORKING ENVIRONMENT, GREATER AUTONOMY AND OPPORTUNITIES FOR SELF-DEVELOPMENT...

## 2.1 million

Manufacturing jobs will be unfilled by 2030

Costing the U.S. economy up to **\$1tr dollars**

## 70%

Of industrial workers reported not mastering the skills they need for their job experiences

## 31%

Employees more likely to report high intent to stay with organizations that focus on influencing and improving employees

**Experience** matters, not only to your customers, supply partners and corporate employees, but to everything that matters in your organization

**Poor onboarding** and **enablement of the industrial worker** will affect productivity and retention.

Sources: Gartner Employee Experience Survey, 2019; Gartner 2020 ReimagineHR employee survey, *Deloitte and the Manufacturing Institute*

# RATHER THAN SEEING ADVANCED AUTOMATION AS A THREAT TO HUMAN WORKERS, BUSINESSES SHOULD INSTEAD BE EMBRACING AI AS A CATALYST FOR CHANGE AND A CHALLENGE TO EXISTING APPROACHES



Rising employee expectations



Workforce and skills shortage



Siloed, IT and OT data



New working paradigm as a result of COVID-19



Increasing regulatory demands



Legacy manual processes + lean automated processes

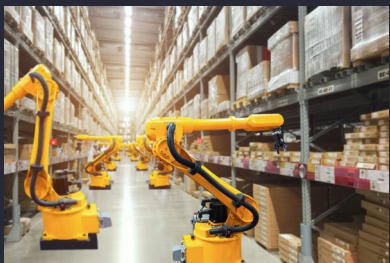


Accelerated business climate

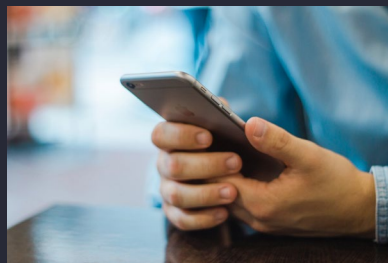


Cost and profitability pressures

... all of this means employers must **transform** the way they think and act!



**Purpose-led agile approach to shopfloor operations**



**Anywhere access to store operational data**



**Employee productivity: Onboarding, training and enablement**



**Ability to pivot to new business models**



**Attract and retain talent**

# WE FOCUS ON DESIGNING **FRictionless OPERATIONS**, DELIVERING A RANGE OF BUSINESS OUTCOMES THAT ENHANCE EMPLOYEE EXPERIENCE AND WORK OPERATIONS

**Resilient and Scalable:  
People and Technologies**



**Digital Shopfloor Experiences**



**Frictionless  
Operations**

**Process Efficiencies :  
Protect Profitability**



**Shaping a Safe Future:  
Automating Health and Safety**



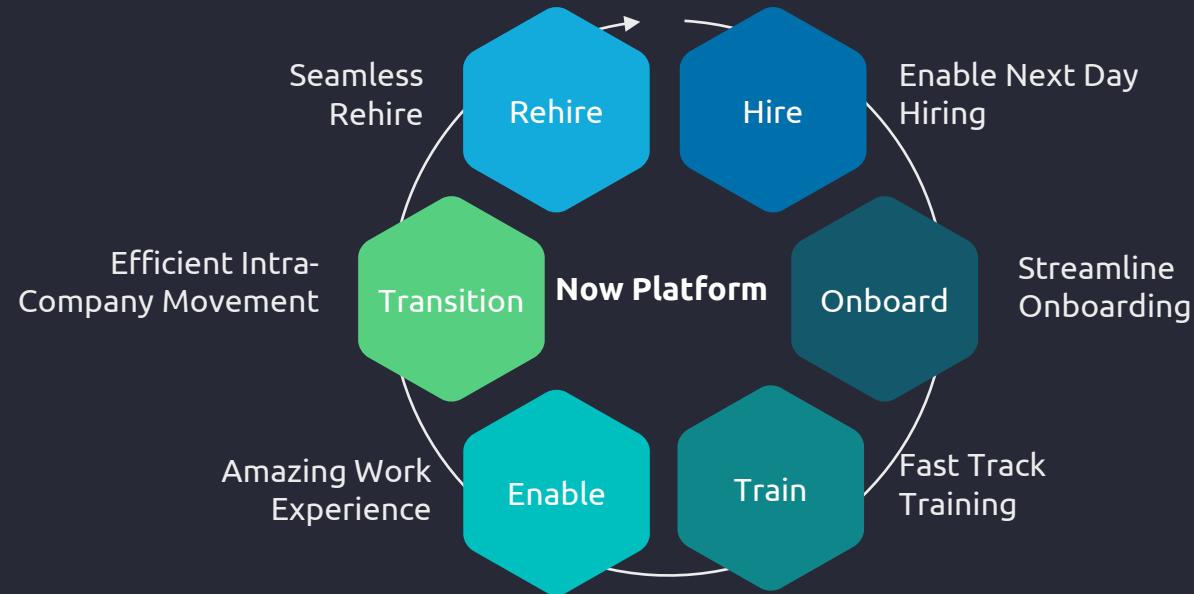
## INTEGRATED EXPERIENCE CENTER

**servicenow** Corporate | Mobile | Chat | Online | Social | Bots | Email | IOT

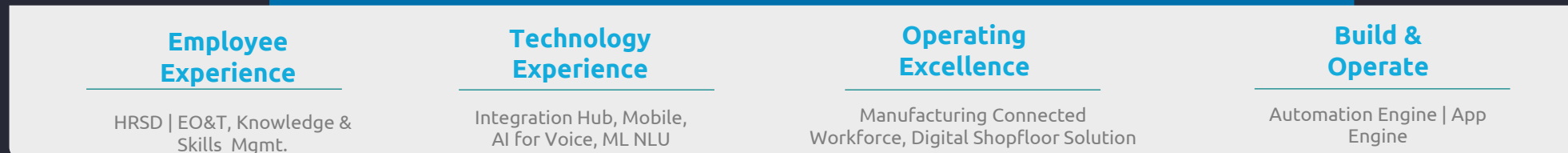
Telephony - IVR



Handsfree



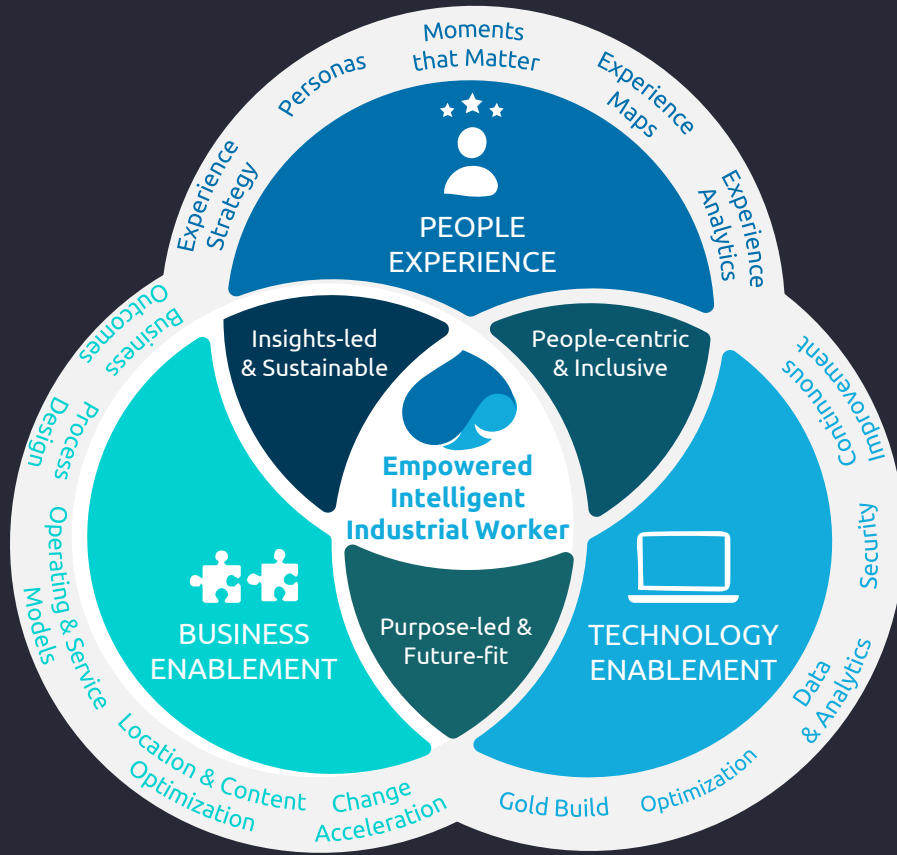
## UNDERPINNING SERVICENOW PRODUCTS



# EMPOWERED INTELLIGENT INDUSTRIAL WORKER

## People-centric, future-fit and accelerated business transformation

Bringing together people, process, technology, data and service to deliver exceptional experiences and sustainable business outcomes



A fully **people-centric** approach that starts with and is anchored around what your employees need and want



A **future-fit** approach that is designed around solving tomorrow's, not just today's problems



An **accelerated** approach that leverages best-practice and Capgemini IP around DSS, AI Voice integration etc

**Exceptional employee experiences, sustainable outcomes.**

# TRANSFORM YOUR INDUSTRIAL WORKER EXPERIENCE FROM HIRE TO RETIRE

One stop shop for hiring  
and onboarding

Enhanced shopfloor  
operations

Assignment  
automation

Workflow  
automation

Match the pace of  
your business

The outcomes of  
**Empowered Intelligent Industrial Worker**  
drive value across the organization



Increased worker safety  
& productivity



Improved business  
services



Reduced operations  
cost



Better service  
experience



## US-BASED MULTINATIONAL AEROSPACE AND DEFENSE TECHNOLOGY COMPANY

Capgemini, in partnership with our client went beyond efficiency to provide a markedly improved user experience for employees. As part of this transformation, Capgemini :

- Conducted 200+ workshops
- Built modern forms and processes to support operations, logistics, legal, HR and facilities management teams
- Set foundational data standards across forms
- Rationalized form owners, uses/retirement/consolidation, to improve end user experience

### Benefits

- **Improved employee experience** through creation of consumer like experiences
- **Improved business services**, changed the way employees interact with Employee Services
- **Operational efficiency**, faster release of new features to keep employees wanting more
- **Better service experience**, unified delivery and automation of end-user touch points



# EMPOWERED INTELLIGENT INDUSTRIAL WORKER

Visit us at our booth

Meet our ServiceNow experts on the floor

Conduct a rapid value realization assessment

Join us in Las Vegas to hear directly from our customers





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