



# Great ideas should be shared.

## The Connected Employee:

Use cognitive computing, analytics, and automation to build employee engagement and collaboration.



## Employee engagement matters.

Digital innovations have radically altered consumer expectations about their interactions with everyone and everything. Now people are demanding the same level of convenience and simplicity in their interactions with colleagues at work—and business leaders are beginning to understand that it pays to give it to them.

Simply put, a fantastic employee experience translates to superior business results. When you give employees what they want—whether it's a fast, accurate response to an IT-related issue, or a smarter & faster way to collaborate with colleagues, or a customized service bundle—they're more productive, satisfied, and loyal. And that drives better business performance, agility, and innovation.

But it's not enough to simply translate the consumer experience to the work environment. There's much more you can do to make the employee experience even better than what people are accustomed to in their personal lives.

By adding intelligence to the delivery of business services—through cognitive computing, machine learning, analytics, artificial intelligence, automation and more—you can create amazing experiences that not only enable you to respond quickly to employee needs, but actually predict and proactively address their requirements and requests in novel ways that increase engagement.

That's why Capgemini created the Connected Employee suite of services. Now you can harness intelligence to drive employee engagement and satisfaction—and transform your service experience and collaboration opportunities into new sources of business value and competitive advantages. Because your workplace is full of great ideas—and great ideas should be shared.

## Connected Employee portfolio: Personalized, predictive services.

Capgemini's Connected Employee offerings make extensive use of data analytics, cognitive computing, machine learning, chatbots, voicebots, gamification and more to predict and respond to employee needs. This significantly improves the end user experience and encourages more and better collaboration across teams.

Capgemini can assist you every step of the way. We can help you create a strategy for an end-to-end Connected Employee transformation, and can assist with assessment and deployment services to implement your road map and execute on your business priorities. Specific service elements include:

### Cognitive Solutions

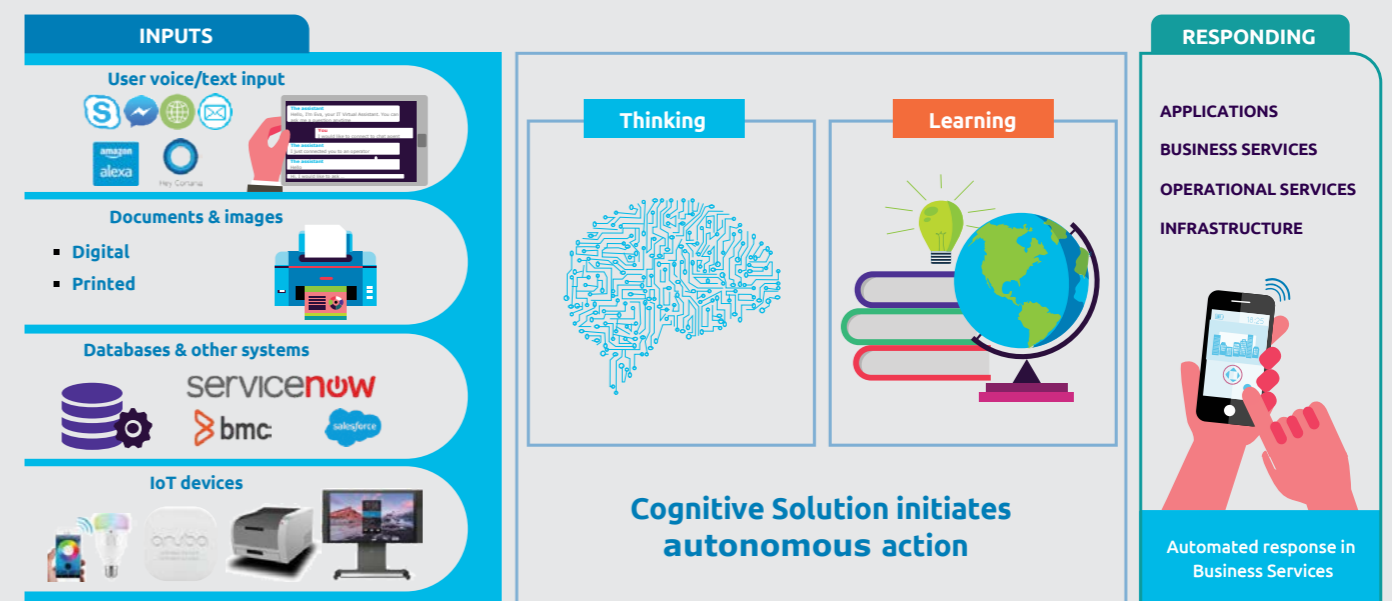
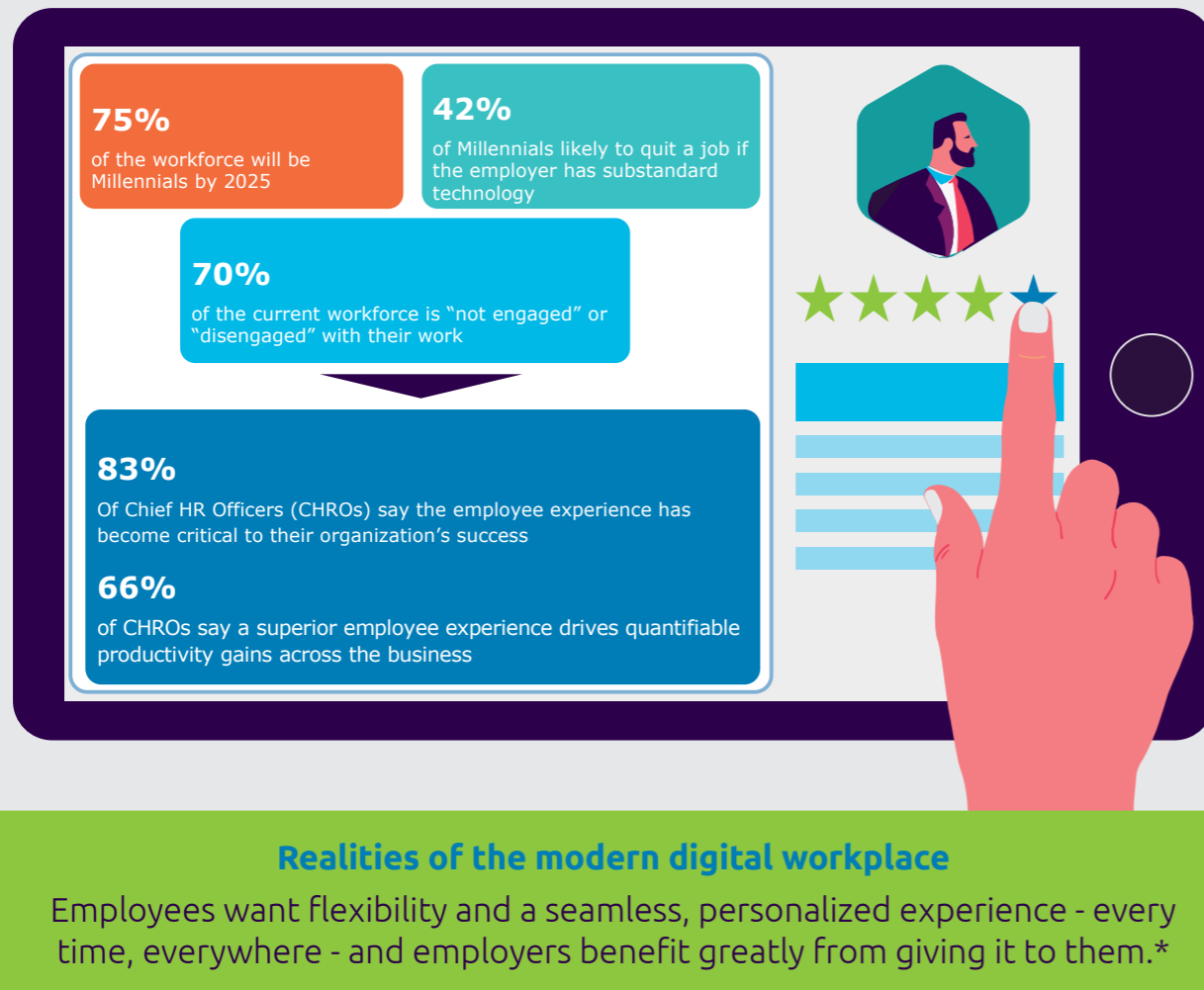
Capgemini cognitive solutions support input from many sources—including voice, text, documents, images, databases, and a multitude of IoT (Internet of Things) devices. They mimic human reasoning in order to understand user intent, then trigger relevant responses automatically. For instance an employee can chat with a bot to request a new laptop.

Through a modern Conversational AI (Artificial Intelligence) application available on multiple channels such as Teams, Web Chat, self-service portals and across all devices (e.g. PC, laptop and mobile devices), cognitive solutions ensure that users get exactly what they need in less time, with less effort, so they are more productive and satisfied with service delivery. For example, an intelligent virtual assistant can quickly find and forward a needed knowledge article or create a trouble ticket automatically.

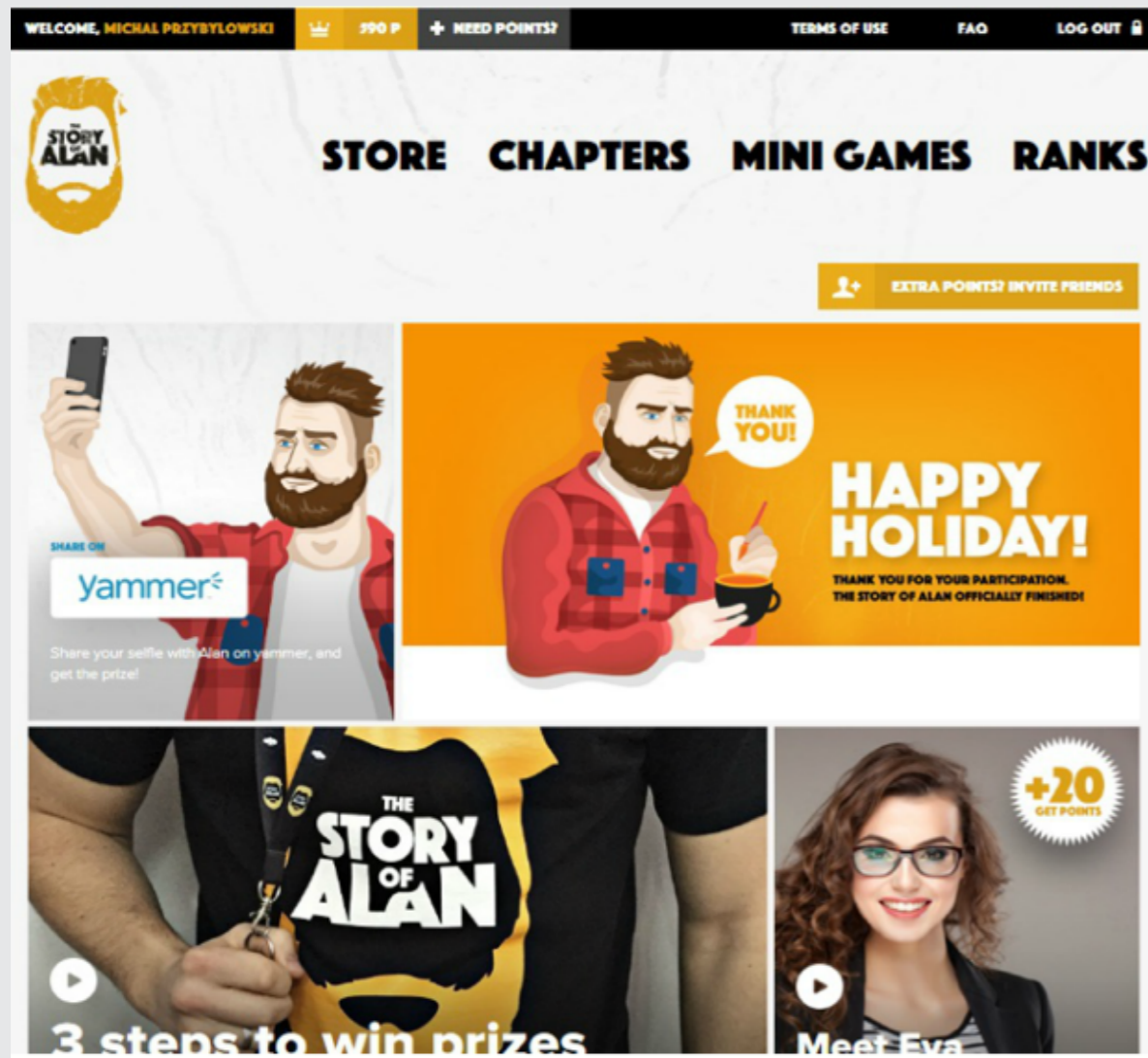
Capgemini's cognitive solutions can also solve the user's specific issue with **Data Science and Advanced Analytics** capabilities. For example, these solutions can predict when a database is about to run out of space and automatically take remedial action so that the employee is not impacted by an unexpected outage. The capabilities go beyond simple process automation, adding intelligence that generates smarter responses based on what the user is actually trying to accomplish and providing the benefit of automation through machine learning.

### Digital Adoption Solutions

Connected Employee services encourage and accelerate the use of digital technologies in the workplace by driving user engagement. We can provide an assessment of your current maturity level in end-user adoption, design the communication and end user engagement approach for digital tools deployment (such as chatbots and voicebots, self-service portal, Office 365, SharePoint, and so on), and help you execute your strategy.



**Figure 1:** Drawing from a broad range of input sources, cognitive solutions harness machine intelligence to respond to user needs quickly, accurately, and automatically, in a personalized way.



**Figure 2:** The gamification techniques employed in Connected Employee services increase user engagement and drive organizational change.

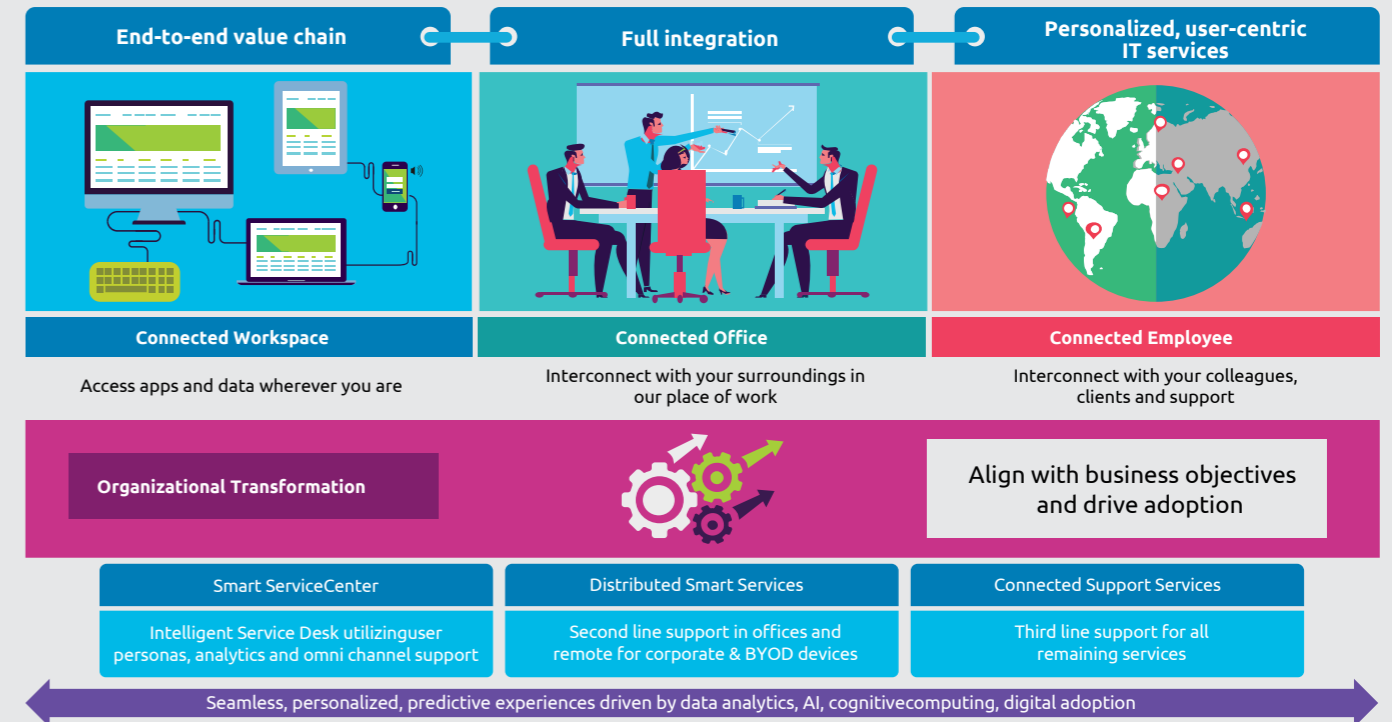
Capgemini is uniquely adept at leveraging **gamification** techniques to help drive end user engagement. Our **gamification** methods have proven to be highly successful in changing behaviors in a target audience to achieve business outcomes. Game mechanics such as points, challenges, leaderboards, rules and incentives make game-play enjoyable, leading to higher and more meaningful levels of engagement.

We not only apply game elements and techniques to the business environment, but also to engaging multiple groups of employees and increasing their motivation. This makes it possible to engage a wider range of stakeholders across the organization, from the IT department through increased use of their tools and decreases in cost, to end users through higher levels of engagement.

## Social and Collaboration Solutions

Capgemini can help your employees communicate and collaborate more effectively by leveraging social tools such as Yammer, Sharepoint, Skype for Business, Windows 10 and Office 365.

We also provide a modern social and collaboration portal that makes it easy to target communications to specific user groups and personas, or create tasks and dedicated campaigns designed to achieve specific and measurable business outcomes. We offer consulting engagements to assess your social and collaboration services and provide recommendations on how to optimize them; we can also assist you with deployment of your selected social and collaboration tools.



**Figure 3:** The Connected Employee Experience brings together comprehensive capabilities, so employees can experience it all—and the business can improve performance on multiple levels.

## Integral part of the Connected Employee Experience

The Connected Employee offerings are just one element of Capgemini's Connected Employee Experience portfolio, a comprehensive array of services that bring a new level of choice and flexibility to employee support, engagement, and interactions.

Connected Employee offerings can be delivered individually or integrated together with Connected Workspace and Connected Office services. Each offering complements and adds value to the other, creating an end-to-end value chain bringing advantages to users, IT, and the business.

### Connected Workspace: A digital experience that gives your business a distinct edge.

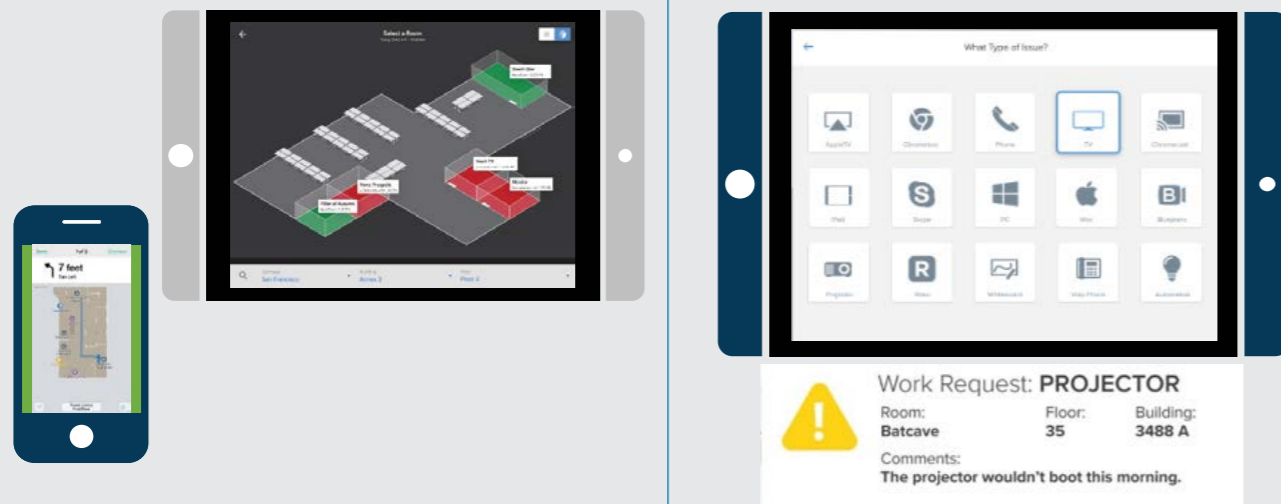
The Connected Workspace gives employees fast, convenient access to the resources and services they need, when and how they need them. Employees can use virtually

any device for work—company-issued or personal—with enterprise-grade security. Employees have easy access to mobile apps, web apps, hosted apps and data. An all-in-one catalog of IT services provides a single gateway to corporate applications, cloud services, self-help support services, reporting, social collaboration capabilities, and more. And with extensive use of automation, AI, machine learning and other cognitive computing capabilities, the self-service portal creates context-aware experiences that get employees the information and support they need—instantly and securely.

### Connected Office: Use your facilities efficiently.

One of the most overlooked aspects of the employee experience is the interaction with physical spaces and office facilities. Capgemini's Connected Office services deliver dramatic improvements to the employee experience and more. For example:

- **Smart conference room solutions** recognize attendees, start Skype conference calls based on the presence of the people, adjust the lighting and temperature if needed, report on room utilization, facilitate easy access to multimedia equipment, share the meeting recording and allow easy booking and cancellation of meeting rooms.



**Figure 4:** Connected Office makes it simple to navigate the office (left) or make work-related requests.

- **Smart facilities solutions** let employees check availability of desks and meeting rooms at any time and in any office location, automatically check in, view seat maps, locate colleagues who are late, and efficiently manage utilization and capacity of office space.
- **Connected Office App** integrates multiple capabilities, adding more value to the solution and providing seamless access to the services/features above, significantly improving the employee experience.

## Capgemini: Our advantage is our experience.

Capgemini has proven its expertise in end user transformation at hundreds of successful client engagements worldwide, and we are uniquely qualified to help your enterprise chart its own course to a Connected Employee transformation. Our advantages include:

- **Comprehensive capabilities, flexible engagements.** One of the key advantages to the Connected Employee is the breadth of Capgemini's offerings. We have considerable expertise with strategy, assessment, and deployment of every facet of end user transformation, we offer both project-based consulting and managed services, and you can start anywhere and move ahead at your own pace.

- **Industrialized approach.** Our methodologies are structured, consistent, based on industry best practices, and proven at many of the largest enterprises on the planet. This level of rigor enables you to address multiple aspects of optimizing not only your employee experience but also your business processes and even your sourcing strategies. We can help you consolidate infrastructure, vendors, and workstreams to cut costs and eliminate waste.
- **Transformation without mind-bending complexity.** Creating an amazing employee experience can be an overwhelmingly complex task. Capgemini has the experience, expertise, tools, technologies, and industry best practices to get you to your destination quickly and efficiently. We've done this before—and we want you to benefit from our experience and deploy with confidence.
- **Sector-specific expertise.** We have served enterprises of all types and sizes in virtually every industry, including financial services, healthcare, energy & utilities, manufacturing, retail, government, technology, education, transportation, and more—and we will gladly show you references from your industry.
- **Business and strategic perspective.** Creating an exceptional employee experience is more than a project or a task for your company—it's a critical strategic initiative. That's why we bring a business perspective and strategic, "digital-first" approach to Connected Employee engagements. We focus on business value, not just technical acumen.

- **Strong, independent partners.** Capgemini is a global, diverse enterprise and we have forged strong alliances with many of the leaders in digital innovations that impact the employee experience—including Microsoft, ServiceNow, BMC, Kore.AI, and many more.
- **Constant stream of innovation.** Connected Employee services give you access to the Applied Innovation Exchange (AIE), a global platform that enables clients to discover, experiment, contextualize and apply the most relevant innovations. The Exchanges offer deep sector expertise to enable you to apply these innovations to your specific business context. They provide exposure and access to the portfolio companies of selected venture capital and private equity partners, while enabling the immersion in and application of the vast sources of innovation Capgemini has access to.

## Participate in an amazing experience.

The best way to understand and appreciate Connected Employee services is to see them for yourself. You can see all of the solutions in action at the global network of Applied Innovation Exchange centers, or at our Connected Employee Experience Showcase facility in Krakow, Poland. Contact us for new insights into how you can transform the employee experience—and business performance. And [visit our website](#) to learn more.



**Figure 5:** The Applied Innovation Exchange is Capgemini's global platform designed to enable you to discover relevant innovations and to experiment with them within your specific industry.

**\*Sources for statistics:**

- 75% of the workforce will be Millennials by 2025: Gallup poll 2016.
- 42% of Millennials are likely to quit a job if the employer has substandard technology: Penn Schoen Berland, "Future Workplace Study," 2016.
- 83% of HR leaders cite "employee experience" as a major factor in organizational success: Workplace Trends, April 2016.
- 70% of the current workforce is "not engaged" or "disengaged" with their work: Brandon Gaille, "19 Employee Statistics and Trends," May 2017.
- 66% of CHROs say a superior employee experience drives quantifiable productivity gains across the business: ServiceNow, "The New CHRO Agenda: Employee Experience Drives Business Value," April 2018.
- 82% of Millennials would be more loyal to employers if they had flexible work options: FlexJob Report, published in Forbes, Sept. 2016.



## About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini 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. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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### People matter, results count.

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