



**Experience it all.**

**The Connected Employee Experience:**

Seamless, personalized interactions with everyone and everything you work with.



## A fantastic employee experience is everything. Make sure it's everywhere.

Corporate leaders understand the connection between an amazing employee experience and superior business results. That's why so many are launching initiatives aimed at consumerizing business applications, allowing employees to use personal devices at work, issuing mobile devices that make it easier to work from anywhere, and more.

But all too often, these efforts are falling short. The employee experience improves but shadow IT still proliferates; the company is only marginally better at attracting top talent; business performance still isn't keeping pace with aggressive goals. Moreover, the organization is limiting the positive sustainability impacts it can have both internally and on our wider society.

It's time to recognize that the employee experience is about more than apps and devices. It's about the entire experience of how work gets done. It's about everyone and everything employees interact with—whenever, wherever, however employees do their jobs—within their individual workspaces, in the office and surrounding facilities, with colleagues and customers.

In other words, a fantastic employee experience isn't defined by any single attribute. It's a general perception that the company truly cares about every facet of the work experience. It's a feeling that results from a blend of highly interconnected capabilities. A connected workspace, a connected office, and connected employees.

Cappgemini calls it the **Connected Employee Experience**. And we're uniquely qualified to help your employees experience it all.

## Give employees what they really want.

HR leaders joke that today's employees have two modest requirements: Everything, now! What employees are really after in the digital age is seamless, personalized interactions that help them get their jobs done faster. This translates to:

- Easy access to internal services such as IT support through a self-service portal
- Safe access to all their data, all the time
- The ability to use any app on any device, any time, from anywhere
- Personalized service bundles that predict service needs
- Strong security—without inconvenience
- Flexible, intelligent office space, adjusted to individual needs
- Smarter, more convenient ways to collaborate with colleagues
- A reduced requirement to travel, lowering carbon emissions whilst improving employee wellbeing

Younger employees and top recruits prize these digital-age capabilities—and since an ever-larger percentage of the workforce is digitally savvy, it is increasingly urgent to accommodate these needs. Consider: 75% of the workforce will be Millennials by 2025.<sup>1</sup> That is a key reason 83% of Chief HR Officers (CHROs) say the employee experience has become critical to their organization's success today, and 66% of CHROs say a superior employee experience drives quantifiable productivity gains across the business.<sup>2</sup>

### Realities of the modern digital workplace

Employees want flexibility and a seamless, personalized experience - every time, everywhere - and employers benefit greatly from giving it to them.\*

<sup>1</sup> Source: JobMarketMonitor.com, October 2017.

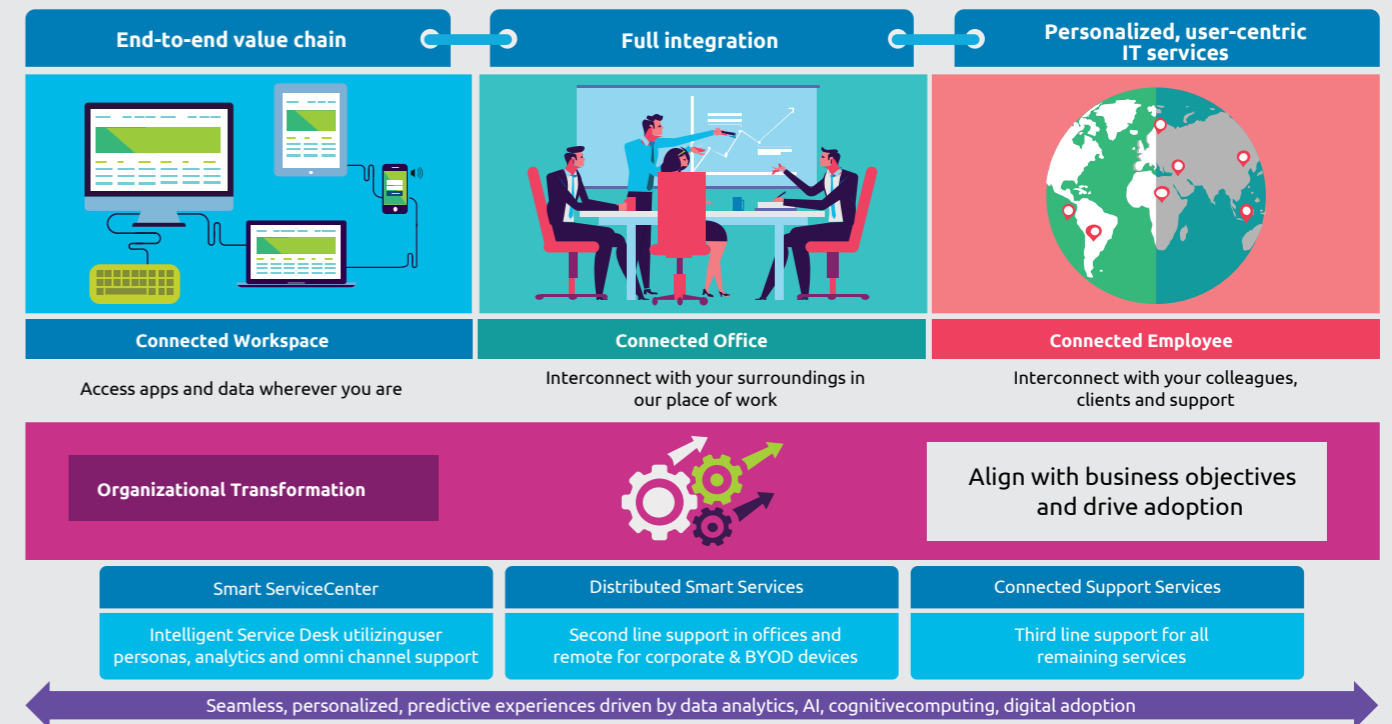
<sup>2</sup> Source: ServiceNow, April 2018.

## The Connected Employee Experience: Transform your way of working.

The Connected Employee Experience brings a new level of choice and flexibility to employee support, engagement, and interactions. Cappgemini offers three core elements that can be delivered individually or integrated together to meet your specific requirements: Connected Workspace, Connected Office, and Connected Employee. Each offering complements and adds value to the other, creating an end-to-end value chain bringing advantages to users, IT, and the business.

to use virtually any device for work—company-issued or personal—with enterprise-grade security. Employees have fast, easy access to mobile apps, web apps, hosted apps and data. Security, privacy, and confidentiality are strong because the entire environment is containerized, ensuring segregation of the user's corporate resources from their personal apps and data.

- **A self-service portal for IT services and support.** Cappgemini can provide a single gateway to corporate applications; cloud services; self-help support services; reporting; social collaboration capabilities, and more. With extensive use of automation and cognitive computing, the self-service portal creates personalized, context-aware experiences that get employees the information and support they need—instantly and from any device. They can access IT support or other business services, report



### Connected Workspace: Your apps and data, your way.

Cappgemini's Connected Workspace services give employees secure access to all their applications and data from any device, anywhere, at any time. This portfolio of offerings integrates three core categories of capabilities:

- **Freedom of choice among enterprise-ready, connected devices.** The Connected Workspace enables employees

problems, download apps, see maps and floor plans, receive notifications or alerts about actions they need to take, and much more.

- **Migrating to Office 365 and Windows 10.** Cappgemini's migration factory takes the hassle out of migrating your users to Office 365 and Windows 10 thus allowing your users leverage the latest in Microsoft productivity suite whilst ensuring your estate doesn't go end of life.

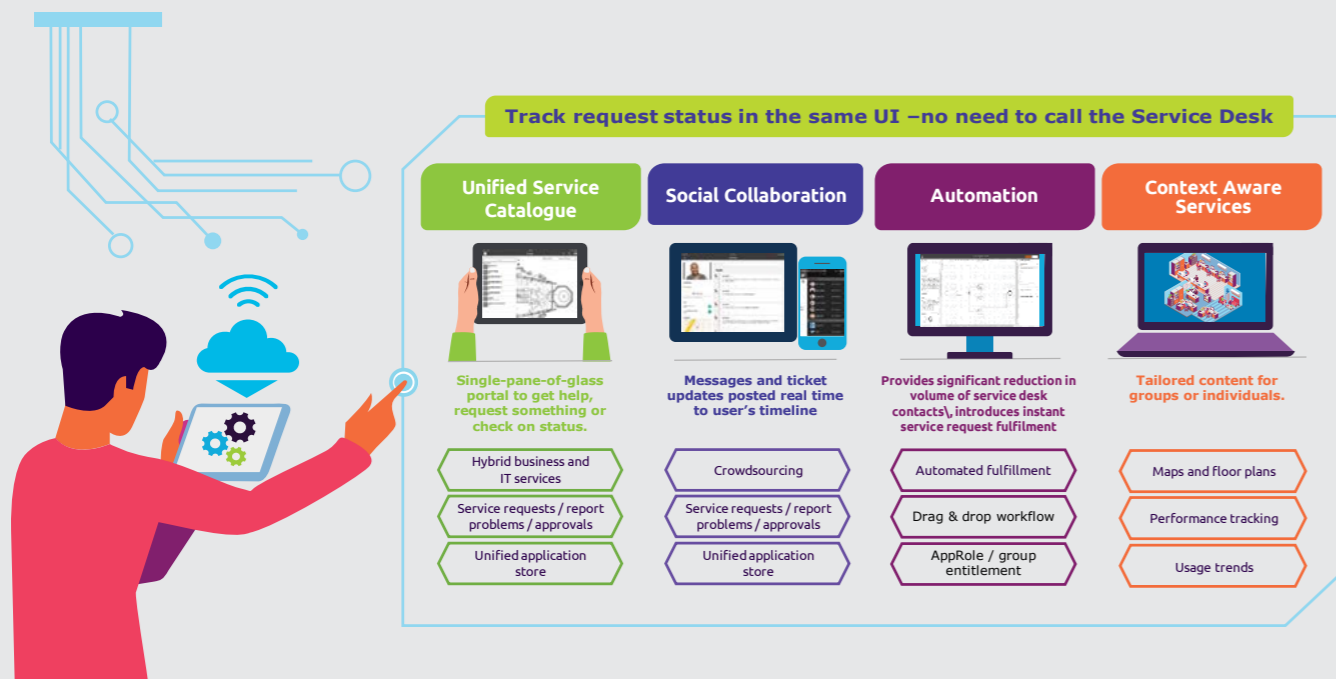


Figure 1: Connected Workspace brings a wealth of services to a single point of contact.

Together, these services deliver transformative end user experiences—and this creates a host of benefits for all stakeholders:

- **Employees** are more engaged, satisfied, productive, and loyal—and that means they are more likely to stay for years and recommend their peers.
- **IT** is able to provide better service, broaden its provisioning strategy, cut costs, reduce its sustainability and carbon impacts, focus on innovation, and improve its reputation as a partner to the business.
- **The enterprise** can reduce the cost of office space, infrastructure and associated energy costs, and carbon impacts from both office and business travel by allowing more employees to work remotely. The company is also better positioned to win the war for talent, quantify productivity gains, and achieve the aggressive performance goals of its digital transformation roadmap.

### 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 were developed to address the challenges and the opportunities within office environments, including:

- **Reducing the set-up costs of meetings:** Every second that is spent trying to connect meeting participants to a digital conference translates to wasted money.
- **Using office space more effectively:** More efficient use of mobile devices and easier access to service and support can dramatically reduce the need for office space, all of its associated costs and carbon impacts.
- **Harnessing the IoT to improve facilities management:** The Internet of Things can make office facilities much smarter. Sensors can start videoconferences automatically, eliminating connection conflicts. Automated, intelligent solutions can facilitate conference room and desk booking. Mobile engagement technologies can find colleagues or assets faster and notify people of their whereabouts.

Capgemini's Connected Office services deliver these dramatic improvements to the employee experience and more. For example:

- **Smart conference room solutions** can recognize attendees, initiate Skype conference calls, 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.
- **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.

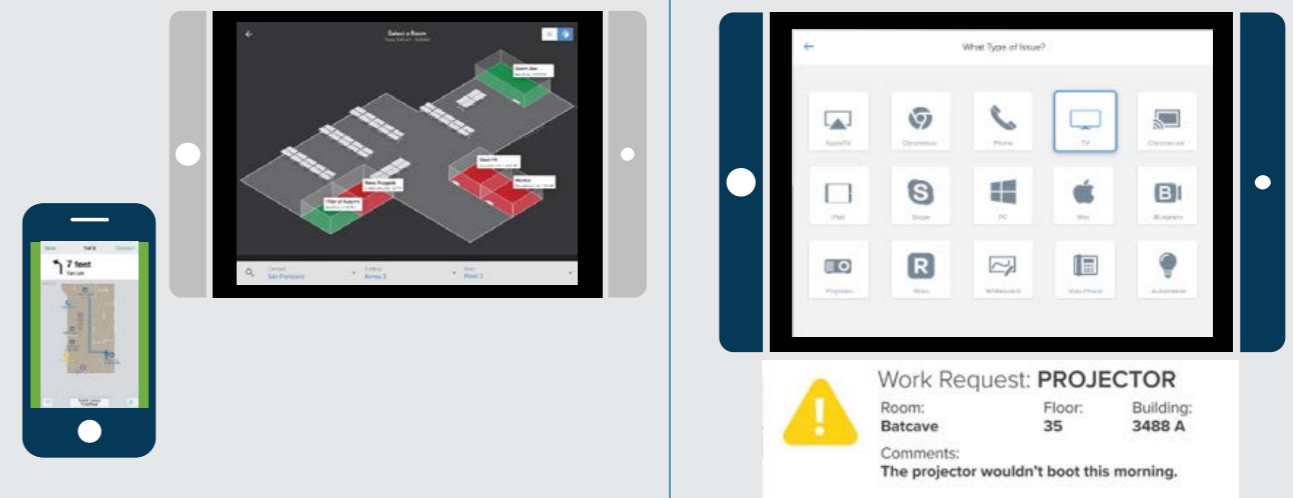


Figure 2: Connected Office makes it simple to navigate the office (left) or make work-related requests.

- **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.

### Connected Employee: Harness intelligence to deliver personalized, engaging services.

Capgemini's Connected Employee offerings transform your employees' service experience and collaboration opportunities with the goal of delivering the digital employee.

Covering multiple elements including service desk, onsite support services, and social & collaboration solutions, these

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

Capgemini can help you create a **strategy** for your 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** that harness data science, machine learning, natural language processing, chatbots/voicebots and more to understand the user's intent and trigger a smart, customized response to a request. Through a modern Conversational AI (Artificial Intelligence)



Cognitive solutions

Social & collaboration

Digital adoption

Figure 3: Connected Employee: Harness intelligence to deliver personalized, engaging services.

application available on multiple channels such as Teams, Web Chat, self-service portals and across all devices (e.g. PC, laptop and mobile devices), these services help 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 trying to accomplish and providing the benefit of automation through machine learning.

- **Digital adoption solutions** 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. 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.
- **Social and collaboration solutions** help employees communicate and collaborate more effectively by leveraging social tools such as Yammer, Sharepoint, Skype for Business, Windows 10 and Office 365. Capgemini provides 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.

In addition, Capgemini can provide a wide range of **managed service offerings** that dramatically improve your ability to deliver personalized services quickly and efficiently. Examples include the **Smart Service Centre** next-generation service desk, which harnesses analytics and business intelligence; **Connected Support Services**, which include remote support, problem management and proactive problem

management, monitoring, and intelligent mass healing solutions; and **Distributed Smart Services**, which provide on-site support when, where, and how employees need it.

## 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 the Connected Employee Experience. Our advantages include:

- **Comprehensive capabilities, flexible engagements.** One of the key advantages to the Connected Employee Experience 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. For example, if you're planning a migration to Windows 10 or Office 365, we can help you with that initiative either separately or in conjunction with a larger employee experience transformation strategy. Or if you're interested in a complete transformation roadmap, we can provide services covering any and all elements of that initiative. You tell us the starting point and the destination, we'll help you accomplish your goals.
- **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 Experience 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, HPE, Oracle, ServiceNow, Citrix, Flexera, BMC, Aruba, Condeco, Robin, Envoy, Losant, Lakeside, NSC, and many more.
- **Integrated sustainability programme.** Considering **sustainability principles through our service offerings** ensures clients can manage risks, maximize environmental stewardship and identify new business opportunities, improving both business and environmental performance.
- **Constant stream of innovation.** The Connected Employee Experience gives 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 the capabilities of the Connected Employee Experience is to see it 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.

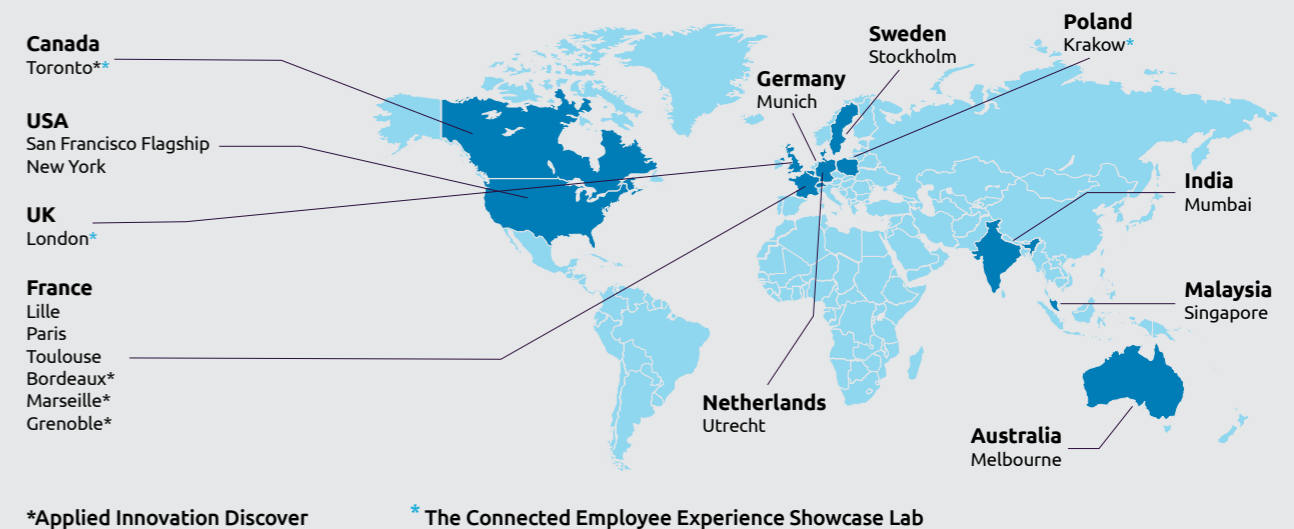


Figure 4: The Applied Innovation Exchange is Capgemini's global platform designed to enable you to discover relevant innovations and to experiment with them within your specific industry.

\*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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