



## Surround your employees with great experiences

### The Connected Office:

Give your employees smarter, easier, more efficient ways to interact with your office environment

Capgemini 

## Opportunities for improving the employee experience are all around you.

The digital workplace is all about increasing employee engagement for business impact. In fact, 83% of HR leaders cite the employee experience as a major factor in organizational success. Organizations are now driving digital workplace transformation through the introduction of virtual environments, enterprise mobility solutions that support mobile devices, and new ways of working.

However, the most forward-looking organizations are recognizing that a digital workplace strategy also has to take into account the physical locations of the employees and the company's office space.

To compete for top talent, companies need to create an office environment that employees want to be a part of and which they will not want to leave. They need to create a "smart" office environment that is tailored to employee needs—where it's easy and fast to perform standard office tasks such as finding meeting rooms, setting up videoconferences, and managing office facilities.

Capgemini's Connected Office services were developed to address both the challenges and the opportunities within office environments, including:

- **Reducing the set-up costs of meetings:** Employees often struggle to connect to audio/video conferences using expensive equipment, and every minute that is spent trying to connect meeting participants to a digital conference translates to wasted money. This issue is exacerbated by high volumes of meetings and large numbers of attendees, leading to significant productivity losses.
- **Using office space more effectively:** Office space in prime locations is expensive overhead, and lack of office telemetry results in limited knowledge of how the office space is utilized. Enabling new ways of working and easier access to office-related services can dramatically reduce the need for office space and all of its associated costs.

- **Accelerating completion times for common tasks:** By applying analytics and automation to simplify routine office tasks such as printing documents or booking a conference room, companies can increase productivity while improving the employee experience.
- **Harnessing the IoT to improve facilities management:** The Internet of Things (IoT) can make office facilities much smarter. Inexpensive sensors can trigger Skype, Webex, or other videoconferences automatically and gather telemetry about office usage to verify whether space is optimally used. Automated, intelligent solutions can facilitate conference room and desk booking. Mobile engagement technologies (location, proximity beacons, and asset tags) can find colleagues or assets faster and notify people of their whereabouts. Combined with room booking, desk booking and guest management solutions, these innovations deliver significant cost savings, make it easier to attract and retain top talent, and enhance the company brand.

## Connected Office: A smarter, more efficient approach

Capgemini's Connected Office portfolio delivers dramatic improvements to the employee experience by delivering a fully digital office environment that harnesses analytics, cognitive computing, and automation to streamline common office tasks and create smarter management processes. Simply put, they make the office itself part of an amazing employee experience.

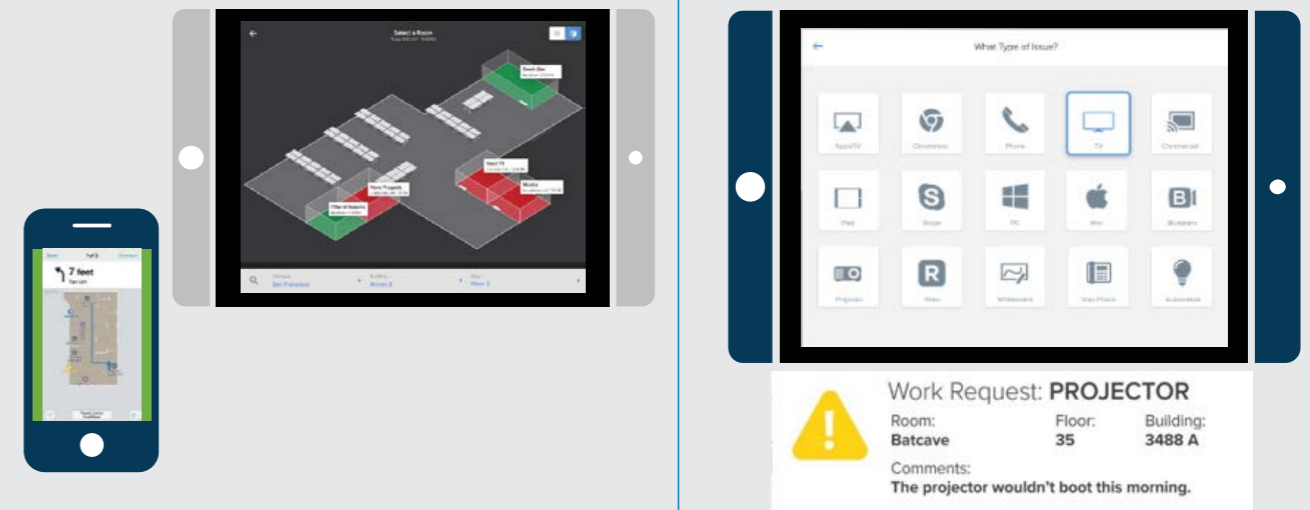
The Connected Office portfolio of services offers a wide range of capabilities, including:

- **Connected Office Strategy Consulting:** Capgemini helps define the business drivers for the Connected Office initiative and alignment with workspace, service desk, and onsite support strategies. We identify potential use cases, review current and available technology options, map solutions to your high-priority use cases, and create a testing strategy via proof of concept for alignment with Connected Office strategy and roadmap.

- **Connected Office Workstyle & Environment Assessment:** We help you analyze your current technology usage patterns, computing infrastructure, application landscape, and business requirements to enable a smooth transformation to the Connected Office. We then identify a manageable number of clearly defined user profiles; create a business case framework for Connected Office implementation; recommend an approach to device strategy, design & deployment; and help ensure that investments in IT services, new technology and new ways of working are wisely and efficiently implemented.
- **Connected Office Mobile App:** We can deploy a single mobile app that gives your employees easy, convenient access to the full scope of your Connected Office capabilities. The app can quickly become the most extensively used tool in the work environment and will be recognized by users as the easy way to accomplish all non-business-related tasks. Using this app, your employees will be able to book a desk, room, or locker and locate it using turn-by-turn navigation. They will be able to find their colleagues or assets within the premises. An onboarding

guide will create a huge impact on newly hired employees and with personalized touch they will be using integrated chat-bot to get even more insights on how their new company works. They can even use it to purchase IT items such as keyboards, power adapters, or headphones from smart vending machines. And the app is easy and flexible to manage on the web CMS portal.

- **Deployment of Connected Office Components:** Capgemini implements each client's customized use cases leveraging a wide range of pre-built "components" or capabilities, including room booking, Wi-Fi services, business intelligence analytics, ticket management, indoor navigation, and much more.
- **Connected Office Adoption Change Management:** We can help you develop and implement an Adoption Change Management program to assure high end-user adoption, drive engagement, reduce change resistance, educate, build a positive image, and promote innovation during your Connected Office transformation.



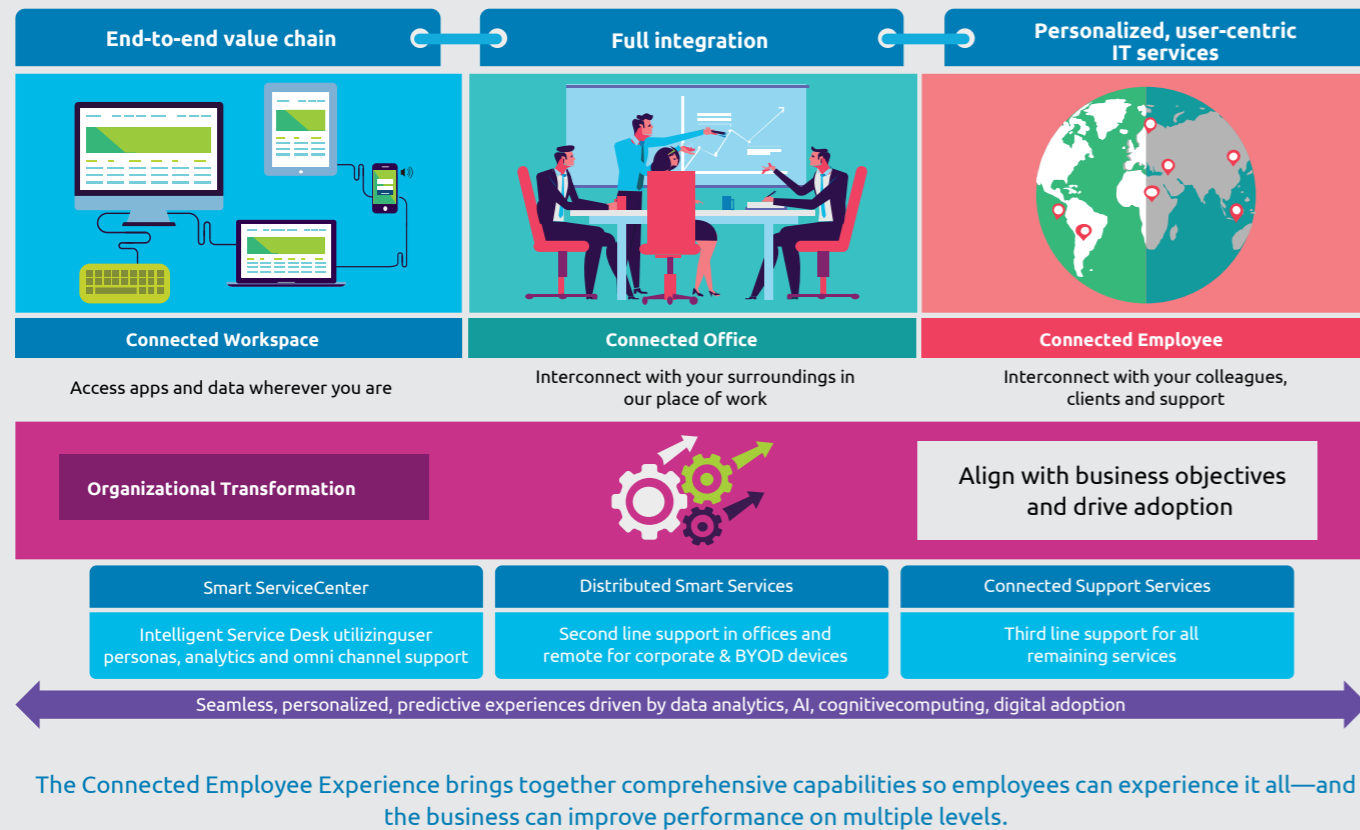
Connected Office services make it simple to navigate the office (left) or make work-related requests.

- **Carbon Footprint/Sustainability:** We help define each client's carbon footprint and sustainability strategy, examine power usage, waste disposal, and floorspace usage, then identify optimization opportunities and help implement them for energy and cost savings.
- **Real Estate Modernization:** We can help you optimize your real estate strategy, looking at the expected user experience in future offices, how users want to work and what technologies in the office can make that vision a reality.
- **Printing, Managed Printing and 3D Printing:** We assess your print, managed print, or 3D print estate, evaluating the experience and technology users require to make the service a digital and seamless experience, and help you implement your strategy.

## Integral part of the Connected Employee Experience

The Connected Office services 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 Office offerings can be delivered individually or integrated together with Connected Workspace and Connected Employee 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.

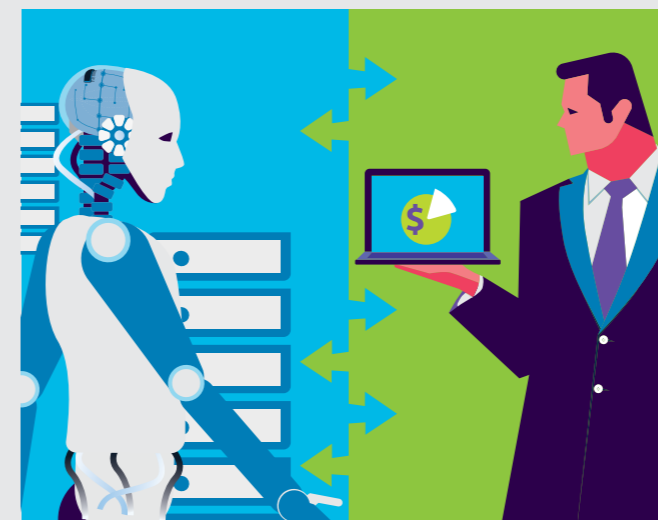


## Connected Workspace: A digital experience that gives your business a distinct edge.

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 Employee: Use intelligence to collaborate more effectively.

Capgemini's Connected Employee services transform your employees' service experience, remote and local support services, and collaboration capabilities. The services cover multiple elements including the service desk, onsite support services, and social & collaboration solutions. They make extensive use of intelligence, analytics, machine learning, cognitive computing, chat bots, voice bots, 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: 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 Office. Our advantages include:

- **Comprehensive capabilities, flexible engagements.** 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. You can start anywhere and move ahead at your own pace. We use an agile methodology to bring business value quicker to your company and respond to your needs more effectively.
- **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 Office engagements. We focus on business value, not just technical acumen.

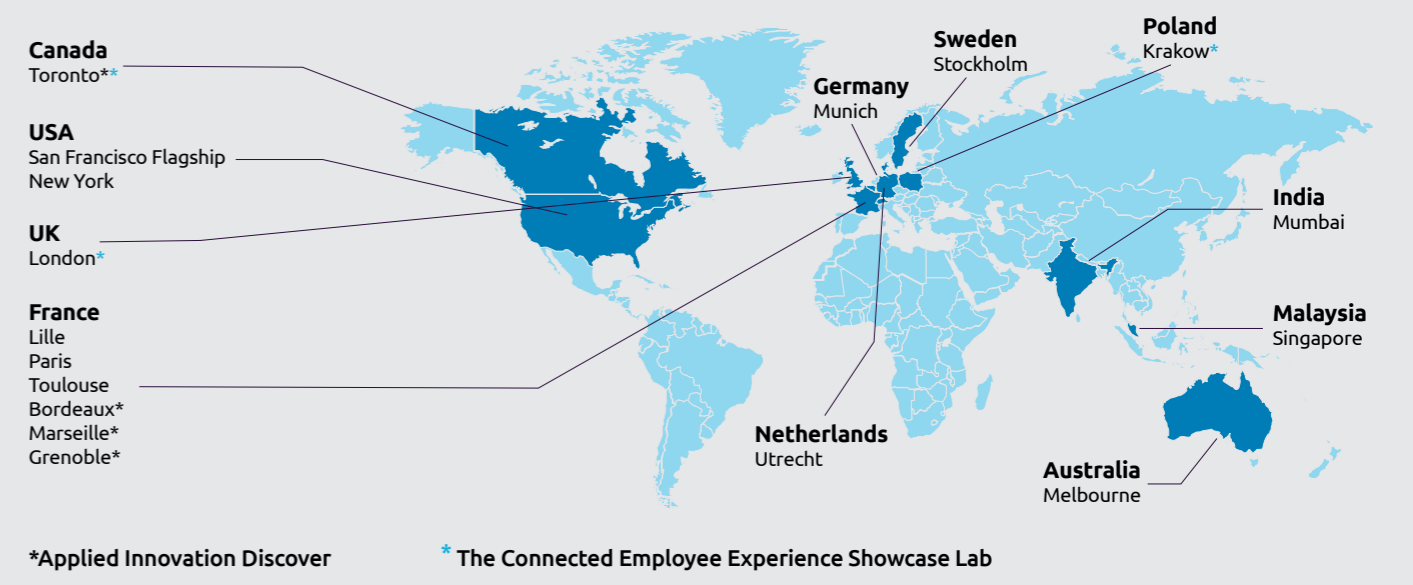


- **Strong, independent partners.** Capgemini is a global, diverse enterprise and we have forged strong alliances with many of the leaders in digital innovations that impact the employee experience—including: HPE, Aruba, Microsoft, ServiceNow, Citrix, Amazon, Teem, Robin, Condeco, Envoy, Losant, Lakeside, Zoom, Chargifi, NSC, and many more.
- **Constant stream of innovation.** Connected Office services give you access to the Connected Employee Experience showcase environment in Krakow, Poland, as well as the global network of Applied Innovation Exchange (AIE) centers. This global platform 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.

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.

## See it, experience it yourself.

The best way to understand and appreciate the capabilities of the Connected Office is to see it for yourself. Request a demo today and get 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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