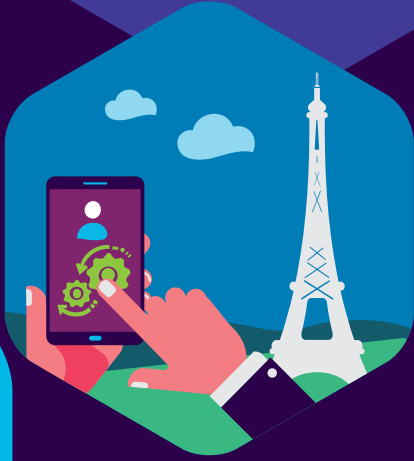


Capgemini 



Secure Remote Working and Collaboration Solutions

Now more than ever, we need connection

The Digital Workplace has never been as important as it is right now

Many studies support the idea that working from home – for the right people – can increase productivity, potentially decreasing stress. Research also suggests companies that encourage and support a work-from-home policy save money in the long run and are better protected from disaster situations – an added bonus for organizations.

The tech industry has many options when it comes to working from home. From collaboration solutions, to voice and video chats, conference calls, VPN networks, wireless internet, and virtual apps and desktops, users can constantly stay connected and productive as though we were sitting in an office, rather than at home. This document will take you through the Capgemini approach to secure remote working solutions.

Effective remote working is highly contextual

It faces both technological and people challenges. At Capgemini, our approach is structured around these two essential pillars. We believe that, while technological challenges are at the heart of business adaptability and resilience, they can only be overcome when addressed with user experience taken into consideration.

Technological challenges

- Providing the necessary tools and suitable devices for end users to work remotely and stay productive.
- Support for employees working remotely.
- Quality and performance of IT infrastructures and network (e.g. VPN capacity).
- Security breaches caused by the unusual end-user behavior (e.g. inappropriate use of tools).
- Protection against cyber-threats and other unexpected risks (e.g. phishing).

User experience

- Providing an excellent user experience for remote workers.
- Maintaining user well-being, motivation, and commitment.
- Team collaboration and maintaining user productivity.
- Digital adoption of new tools
- Allowing employees to grow and maintain a genuine sense of purpose.

Capgemini's methodology and best practices to overcome these challenges

Our framework

Capgemini developed a framework to help organizations when the unexpected hits. This framework is structured as follows:

- **Define:** Understand business needs and drivers. Define how the Digital Workplace will support the achievement of business goals. Discover how the organization currently works and define how you want it to work. Create a Connected Employee Experience Strategy including Change Management and alignment to IT, HR, and Corporate Real Estate. Define key use cases with priorities. Understand the business case. Define a transformation roadmap that is aligned with business objectives.
- **Design:** This is all about creating a new service blueprint and a first-class experience for an organization's employees.
- **Deploy:** This encompasses all the processes involved in getting new software and hardware up and running properly in its environment, including installation, configuration, running, testing, and making necessary changes.
- **Adopt:** Maintain workforce engagement and motivation by employing digital adoption. Foster creativity, leverage employees' availability for training, and identify the first steps toward a state-of-the-art Digital Workplace
- **Optimize:** Capitalize on the technologies available and go further by tuning your Digital Workplace and become more resilient to any future crisis.

Define: Understand where you are to secure remote working and ensure business continuity

All companies have different Digital Workplace technology starting points, nevertheless there are many ways these can be leveraged to improve their productivity.

Assess your technical capabilities

To be able to react properly to a crisis, Capgemini has developed a one-week methodology to assess your technical capabilities for remote working.

The Assess phase will agree your organization's requirements and comprehensively evaluate your IT's preparedness for driving and enabling your remote working agenda. All information is gathered as part of a one-day workshop in which our Digital IT specialists will capture relevant data about your current technology capabilities and your ability to scale out, including communications capabilities and support structures.

The Analyze phase will allow our experts to analyze details about how you can leverage existing technologies more effectively and build a gap analysis on the current environment based on the requirements agreed at the Assess workshop.

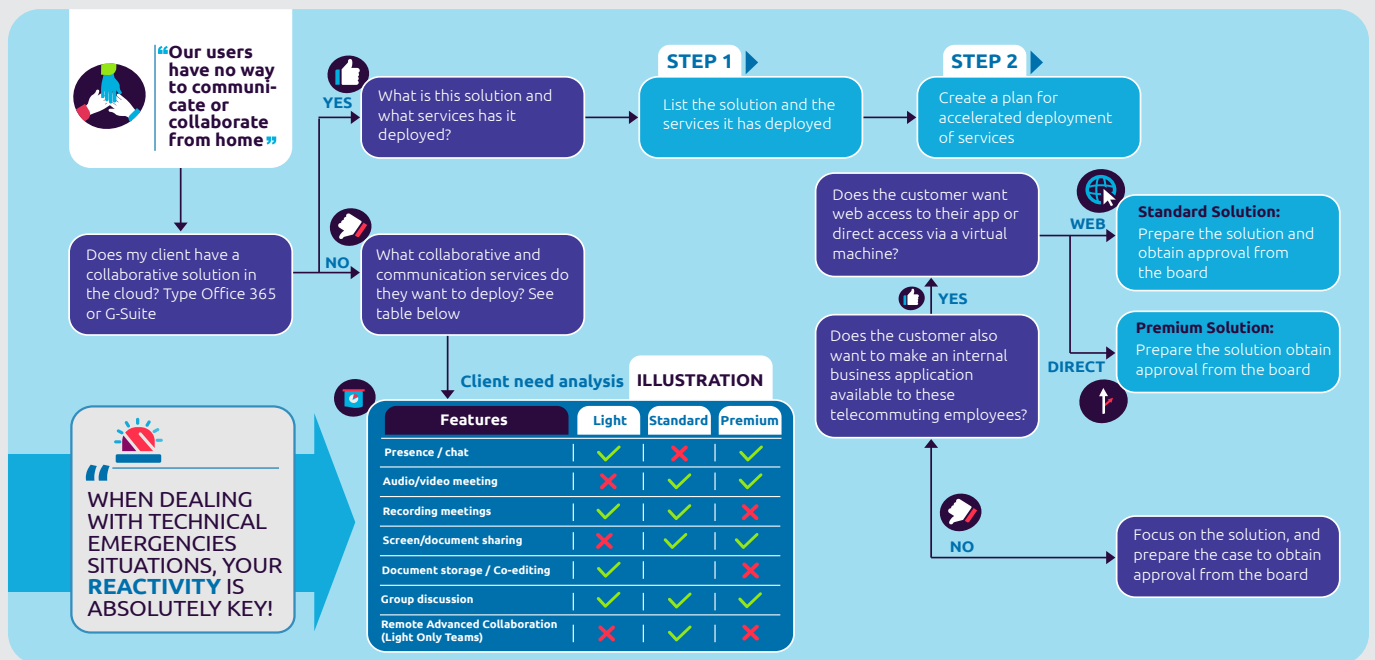
The Mobilize phase will identify how you can leverage existing technologies more effectively for some quick wins and highlight additional areas requiring more work but that will provide high value remote working solutions for your organization.

To allow an employee to learn new skills and fully master new technologies, a digital adoption strategy should also be considered. Capgemini's Digital Adoption is a change and learning mechanism that allows individuals to understand the potential of digital resources, accept and utilize resources to achieve their goals, and leverage the technology to its fullest to drive innovation and optimize processes. To achieve true digital adoption, employees need to understand both the functionality and benefits of digital processes, be fully onboarded with the most advanced features of software applications and understand the role of digital processes and the reasons behind the change.

Make sure your employees work securely

Since a company is only as secure as its employees, we advise you to launch a dedicated communication plan to ensure your employees understand security best practices and adopt appropriate behaviors while working remotely.

Our approach provides a tailored support for your organization: ranging from awareness on information protection to complete training or upskilling sessions when needed.



This approach can be further fast-tracked through our condensed approach, helping you respond quickly when the unexpected hits your organization!

Leverage your current tools to their full potential

Regardless of your technology starting points and technological capabilities, the next objective will be to map the list of use cases your company currently has and identify the ones that are not addressed by the tools and services already available.

Many companies do not use the full potential of their current collaborative platform due to lack of adoption or training. Create a dedicated communication plan with your employees (e.g. best practices, Dos & Don'ts, etc.) to better leverage the tools at their disposal.

Expand your remote experience though a broader portfolio of digital solutions

Explore innovative ways of working through new tools to deal with non-addressed use cases and go beyond what you would normally have expected or thought possible.

Finally, while some of your employees might be faced with a drastic increase of their workload during such stretch periods of activity, others may be left with more time and extra availability. This should be considered as an opportunity to put such availability to good use: it can be the perfect incentive for them to start fostering creativity, skills development, vision formalization, or even the concretization of new and innovative ideas.

Design: Capitalize on lessons learned, and start initiating your journey towards a more digital and resilient future

After you have defined the key use cases with priorities and prepared the transformation roadmap that aligns with business objectives, the next step for your organization is to prepare the design.

Through this fundamental renewal of your workplace and digital tools, our approach includes taking a step back to better anticipate the future and identifying the Digital Workplace relevant to you.

Take a step back

Analyze your technical capabilities and the adoption of the new ways of working:

- Is your infrastructure well configured?
- Are your third-party partners well prepared?
- Are you subject to increased cyber-attacks?
- Are all use cases currently covered?

Evaluate the maturity of your organization's digital workplace:

- What has been achieved in terms of digital adoption?
- What are the main pain points and uncovered needs from your user's perspectives?
- Is your digital workplace tooling at a good level?

Identify quick wins and scale up for the digital workplace journey:

- How can you sustain and foster the emergence of new ways of working?
- Identify easy opportunities to improve existing infrastructure

- Ensure the remote work solutions fit the needs of your business and are aligned with digital workplace, security and network strategies.

Longer-term "high-value" objectives:

- What are the longer-term objectives (e.g. Capgemini Connected Employee Experience Hub app can help support social distancing of workers returning to the office if required)?
- Are there business-critical apps that are currently only available inside the secure network? Capgemini can help build a secure virtual app and desktop solution giving access to business-critical apps inside the secure network.
- Need to securely build laptops remotely over the internet? Capgemini can help build a Microsoft Autopilot solution.

Define your Digital Workplace target and address your priorities

Based on this post-crisis analysis, the next step will be to identify the gap between your current situation and the state-of-the-art Digital Workplace. Launch the first building blocks of your future Digital Workplace in order to prepare the day after.

Deploy: Build out the Digital Workplace

Follow the solutions prepared in the Design phase and deploy the new software and hardware and get it up and running properly in its environment. This includes installation, configuration, running, testing, and making necessary changes.

The Capgemini Connected Employee Experience is about improving ALL areas of the employee experience. It's about the entire experience of how work gets done (wherever the user happens to be). It's about offering employees more choices for when, where, and how they work. It's about everyone and everything employees interact with. It's a feeling that the employer truly cares about making the workplace flexible, engaging and fun. And when you implement the Connected Employee Experience, you get an end-to-end value chain, with fully integrated services that work together and can deliver personalized, user-centric IT services.

Adopt: Sustain the momentum you initiated and go further with your Digital Workplace Transformation

In the end, making sure lessons are learned is the key to a successful future.

First, ensure that the digital adoption of new ways of working is constantly being reinforced within the organization.

Your new “business as usual” should be structured around concepts such as Remote Management, Digital Operations Supervision, Realtime Reporting, Remote Facilitation, and so on.

Second, ensure you have buy-ins from social partners, new security compliance decisions, or budget prioritization.

Finally, why not take a head start on other key business stakes the future holds? From Elastic Organizations, to Digital

Sobriety, and even Digital Manufacturing, the digital future of companies will cover a lot of ground.

Optimize: Use workplace AI & analytics to improve the environment

Capitalize on the technologies you have deployed and go further by tuning your Digital Workplace and become more resilient to any future crisis. By the use of AI and analytics, improve the environment you have deployed.

Capgemini uses cognitive computing, analytics, machine learning, chatbots, voice bots, and gamification to respond to or even predict employee needs. These services make sure users get exactly what they need in less time, with less effort, so they are more productive and satisfied. For example, an intelligent virtual assistant can quickly find and forward a knowledge article or create a trouble ticket automatically.

Conclusion – Grow beyond your limits!

Prepare for the unexpected! Capgemini's approach includes one last step, which is no less critical for your business: successfully transitioning towards a mature, agile, and fully resilient Digital Workplace.

The Workplace is what you provide your employees to work with every day! Leaders are becoming more and more aware that people are their organization's most valuable assets. At Capgemini we believe that each organization should constantly be making this question a priority: **"How well do I give my employees the tools they need to maximize their value and give them an excellent user experience?"**

In an ever-evolving world where technology is everywhere, Digital workplace is at the crossroads of employee experience, business processes, and innovation capabilities.

It is a multi-dimensional topic that should be tackled as follows:

- **Digital enablers** – How well do technologies answer employee needs?
- **New ways of working** – How do I prevent bureaucracy and organizational silos from slowing down company agility?
- **Digital workspace** – How do I leverage buildings and equipment to ease employees' daily routines?

Building your future starts now and deploying a state-of-the-art Digital Workplace could be the final lever your company needs to optimally foster talent's attractiveness and retention, all while enhancing the productivity and efficiency of your business.

Digital transformation is essential to align technology, employees, and business processes

Centered around Mobility, Collaboration, Security and Sustainability, Capgemini's complete approach is there to take you to the next level of your digital journey:

[secure-remote-working-and-collaboration-solutions](#)

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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 almost 220,000 team members in more than 40 countries. The Group reported 2019 global revenues of EUR 14.1 billion.

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