

Capgemini named as a Leader for Advanced Digital Workplace Services by NelsonHall

Paris, April 3 2019 – [Capgemini](#) announced today that it has been named a “Leader” in the NelsonHall Evaluation & Assessment Tool (NEAT) Report for Advanced Digital Workplace Services. Capgemini was recognized by NelsonHall for its ability to meet future client requirements as well as for delivering immediate benefits.

Capgemini’s digital workplace services support its connected employee experience solution, which includes being able to connect team members with a physical office, people, and support services to provide a comprehensive user-experience. In order to help attract and retain key talent, Capgemini brings this flexibility and technology into the enterprise workspace.

John Laherty, Senior Research Analyst with NelsonHall, said “*Capgemini has developed a strong proposition across digital workplace services through its Connected Employee Experience, which focuses on connecting an employee with everything required to provide a better user experience. Capgemini is further expanding end-user experience through the use of gamification methodologies to drive user adoption for tools across the digital workplace. It is also well positioned to support clients on their digital workplace transformation initiatives through its consulting services, Applied Innovation Exchanges (AIEs), and Connected Employee Experience labs to enable real-life demo scenarios and workshops for clients to experience Connected Workspace and Connected Office capabilities.*”

Capgemini’s [Connected Employee Experience](#) brings a new level of choice and flexibility to employee support, engagement, and interactions. It comprises 3 core elements:

- [Connected Workspace](#): enables employees to use any device for work - company-issued or personal - and gives them fast, easy access to mobile apps, web apps, hosted apps, and data. It also provides a single gateway to incorporate applications, cloud services, self-help support, reporting, social collaboration capabilities, and more.
- [Connected Office](#): makes interaction with the physical office environment easier.
- [Connected Employee](#): transforms the service experience using cognitive computing, analytics, machine learning, chatbots, voicebots, and gamification to respond to or even predict employee needs. Employees get exactly what they need in less time, with less effort, so they are more productive and satisfied.

For its clients to understand the capabilities of the Connected Employee Experience and see the solutions in action, Capgemini has opened multiple Connected Employee Experience Showcase labs around the world - in Poland (Krakow), Canada (Toronto), Sweden (Stockholm), U.K. (London) and India (Mumbai).

“We are pleased to be named a Leader in NelsonHall’s Advanced Digital Workplace Services NEAT,” said Jean-Philippe Bol, CEO of Cloud Infrastructure Services at Capgemini and Member of the Group Executive Board. “Today, employees use many devices such as tablets, smartphones, desktops, laptops, and IoT device chatbots in their personal and consumer life. They expect the same level of technology and flexibility at



work. Capgemini helps organizations to offer their employees a full range of tools to connect them with each other and with their entire ecosystem for greater productivity and better outcomes.”

NelsonHall’s NEAT is a method by which strategic sourcing managers can evaluate service providers and is a part of NelsonHall’s Speed to Source initiative. The NEAT tool assesses service providers against their ‘ability to deliver immediate benefit’ to buy-side organizations and their ‘ability to meet client future requirements,’ which is a pragmatic evaluation of the service provider’s ability to take clients on an innovation journey over the lifetime of their next contract.

To read the full report click [here](#)

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 over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion. Visit us at www.capgemini.com. *People matter, results count.*

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in IT and business services. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, all-original research, and is widely respected for the quality, depth, and insight of its analysis.