



# A FINANCIAL SERVICES COMPANY USES INTELLIGENT AUTOMATION TO DRIVE WORKFORCE MANAGEMENT EFFICIENCY

Through its partnership with Capgemini, the company introduces an automated solution that enables the workforce management team to introduce frictionless processes and expand its focus to other areas

## Building upon a successful partnership

When a North American multinational financial services company decided to expand the scope of its workforce management (WFM) team, the organization wanted a new set of tools to improve efficiency and free up the team's time to spend on additional tasks.

As new, relevant technology became available, the company and Capgemini, its long-term partner, recognized the opportunity to realize their vision

## Overview

**Client:** North American financial services company

**Region:** North America

**Industry:** Financial Services

**Client Challenges:** Building on a long and successful partnership, the financial services company and Capgemini wanted to take advantage of new technology in order to improve the efficiency and expand the scope of their joint workforce management (WFM) team

**Solution:** Working collaboratively, the company and Capgemini introduced intelligent automation throughout existing WFM processes, reducing friction and enabling the partners to allocate resources in new areas

### Benefits:

- Improved efficiencies leading to expansion of the project's scope
- Improved capacity for identification of scheduling errors
- Reduced operation cost with an effective resource utilization plan



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through implementing intelligent automation. This began with a review of the new tools available as well as a decade of effective partnership to identify the exact opportunities they could exploit. In addition, the project team performed a thorough cost benefit analysis focused on the potential impact of a transformation project. After this initial groundwork, the partners agreed that implementing the Genesys Administrator & Aspect tool would best serve the needs of the company.

### **Automation at the heart of transformations**

With an action plan agreed on, the partners then launched a transformation program that introduced automation throughout selected processes, which included real-time activities and workforce scheduling.

The company and Capgemini also developed more comprehensive, frictionless forecasting techniques that would help better predict upcoming workload requirements and assign team members appropriately to ensure consistent, high-quality service delivery. Automation was also applied to quality control in order to more reliably and quickly identify and address errors in scheduling.

Throughout the project, the company and Capgemini maintained a collaborative, "One Team" approach to transformation. The combination of the company's financial services industry knowledge and Capgemini's technical expertise ensured that the solution satisfied all possible needs.

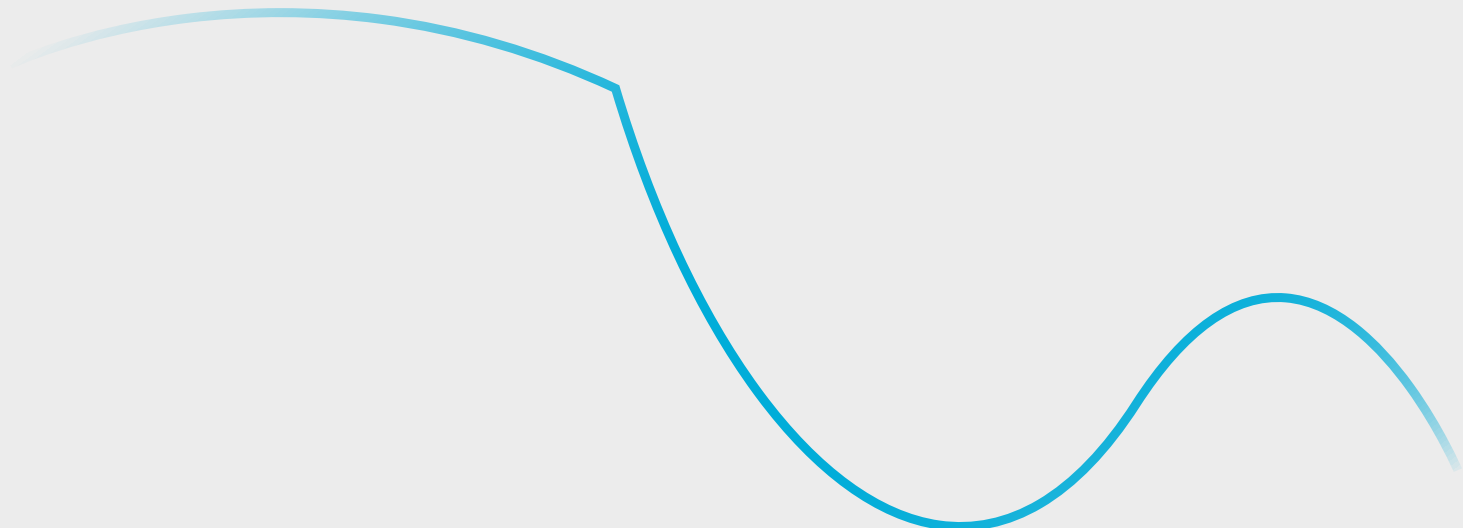




## An expansion built upon efficiency

Introducing intelligent automation enabled the partners to implement frictionless WFM processes. This reduced the amount of repetitive and time-consuming tasks that had previously absorbed a great deal of effort and enabled the partners to look for ways to expand their successful relationship. With less time needed to complete their existing work, the team was then able to take on additional responsibilities. As a result, the partners have added more people 4 FTEs to the overall project, thereby continuing to grow what has proven to be a rewarding engagement without expanding the associated costs.

Going forward, the company and Capgemini will continue to look for new opportunities for innovation. The automated solution applied in this case has application potential beyond WFM processes, which could offer the partners the chance to apply what they've learned in a new context. In this way, the financial services company and Capgemini will pursue a future based upon efficiency and dynamic transformation.



## About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 300,000 team members in nearly 50 countries. With its strong 50-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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