

Self-driving ERP meets BPO as a Stack



Unit4 CEO
Jose Duarte
shares his
thoughts on
the new
partnership
with Capgemini



Jose Duarte
CEO, Unit4

Can you please provide a short overview of Unit4 and its solutions

We're a global company known for providing enterprise applications specifically designed to empower people in service organizations. Our approach to enterprise applications is much different to the traditional ERP vendors who built their software with products and rigid processes in mind.

Organizations today are all too often working with finance and accounting structures that are stifling innovation and the ability to deliver excellent customer service. They also struggle to adapt to business change because their systems require time intensive, complex programming to make the simplest adaptation. Our ERP [Unit4 Business World] is the first to fully focus on the people using it, delivering intuitiveness and insightfulness. It's easy to make changes and react to changing business requirements from growth and expansion through the introduction of new business models to integration of acquisitions and cutting back when economic conditions change for example. This is unique in the world of ERP.

ERP is reinventing itself with new digital technologies that focus on simplicity. We're creating self-driving ERP! Just as self-driving cars minimize the burden on drivers, Business World automates tasks and makes processes much more efficient by suggesting actions and providing insight and business context to decisions. As a result, the business applications accomplish many tasks with minimal or no input from users. People can regain valuable time to focus on areas where they make a difference. We are collaborating with Microsoft to make this happen faster by making use of the smart technology in Azure's PaaS platform components and Microsoft Office solutions. Things like predictive analytics, machine learning, event stream analysis and complex event processing.

Unit4 and Capgemini are now partnering and enriching the Capgemini BPO stack offering. How will this work in practice?

Our solutions fit perfectly within Capgemini's 'Assemble to Order' implementation approach so customers get the best solutions to support them into the future. The combined service will provide unique benefits.

As a top tier global ERP provider, we will enhance the As a Stack BPaaS offering while Capgemini will provide expert delivery capabilities around Unit4. Together we will innovate to deliver better back-office experiences and pre-configured back office solutions in the cloud, transforming core business operations for many.

How will this joint offering deliver more value for customers?

Services-centric organizations face a more complex and dynamic environment than ever before. New competitors and rising employee and customer expectations require consumer grade experience paired with enterprise scalability. They are looking for business partners who can help them deliver efficiency savings and lower overall running costs. Our enterprise applications are built on the Unit4 People Platform, providing the right technology to address the issues faced by these organizations. Based on this our solutions shine through proven low total cost of ownership.

As part of the BPO Stack, customers will be able to quickly and easily address business challenges like the ability to integrate acquisitions and enable disinvestments. Implementation and delivery risk is reduced and top-line growth supported.

How do you feel this joint proposition differs from other offerings in the market?

We focus 100% on people and people-centric businesses. This focus has enabled us to build easy to adopt solutions with differentiating vertical capabilities for sectors such as professional services, higher education, public services, non-for profit, and others. Offering support for front-and back-office processes is key for the success of our customers.

We also provide customers with choice. Our Cloud Your Way deployment option will give Capgemini customers the flexibility to deploy applications as makes sense for them whether on-premises, private cloud, or public cloud. Cloud is driving organizations to rethink their IT strategies, particularly in companies where delivering top-notch customer service is vital to success. Our joint proposition provides the best services and systems in the market, deployed any way they like, and with the option of a state of the art pre-configured back office in the cloud.

Is there an example you can share as to how this can be applied to address a particular customer challenge?

Let's look at an example of a professional services organization that has grown organically and an-organically, requiring the ability to incorporate multiple entities around the world whilst adding additional service lines. Its ERP solution is proving too complex and expensive for its smaller entities, and incompatible with established practices and languages in some countries. Upgrading the ERP system to take advantage of new features would prove too costly both from a time and effort basis. The system therefore prevents the customer doing what is best for the business. Working together, Capgemini and Unit4 can ensure they maintain compliance and clear visibility of performance and costs while preparing the ground for future integration or separation. Capgemini runs the key business processes for the team, and ensures the reporting integrates with the HQ's ERP. With that taken care of and a simple to use, modern ERP system the organization will very quickly start to benefit from improved processes company-wide and have more time to focus on their customers.

Unit4 has also signed on for BPO services from Capgemini... Why did you choose Capgemini and what benefits are you hoping to achieve?

Capgemini will be providing Unit4 with business process outsourcing for finance activities based on our own Business World ERP. This is a strategic and significant initiative for us that will see us leveraging our software company-wide. We want to drink more of our own champagne. We know the benefits we deliver to our customers and we want the same.

For more details
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About Capgemini

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A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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