Capgemini Intelligent Automation Platform

Taking the brakes off change. Inject peak performance into your enterprise

Intelligent Automation.
At scale and at pace

Today's enterprises are embedding new and more agile ways of working, driving innovation and enhancing customer experiences. They're reducing costs and realizing new revenue opportunities. And they're doing it at scale and at pace, across their organizations.

But, with just 16% of enterprises deploying Intelligent Automation at scale*, many are struggling to realize its transformational potential. It's not hard to see why – embracing disruption can be daunting. But not with **Capgemini Intelligent Automation Platform.**

Created through our hard-won experience delivering intelligent automation projects for over

600 clients across the globe, the platform accelerates your journey... delivering quick wins today and driving use case adoption at scale for longer-term competitive advantage.

Many are already on the journey. But most are only scratching the surface of what intelligent automation can do; limiting their project to proofs of concepts and isolated deployments.

Reshaping the Future, Unlocking Automation's Untapped Value, Capgemini Research Institute, 2018

Capgemini
Intelligent Automation Platform

Capgemini Intelligent Automation Platform shifts the needle from limited value, isolated deployments to delivering intelligent automation at scale - taking you beyond radical process improvement to innovate, enhance revenue and drive business and IT excellence.

All-in-one Intelligent Automation (IA) platforms and their availability on the cloud are bringing new opportunities to the automation market. They are helping enterprises automate any type of process, whether it handles structured or unstructured data, in business departments or in IT," said **Sarah Burnett,** *Executive Vice President and Distinguished Analyst at Everest Group.* "The evolution of IA is happening at a time when technology complexity has become a prime concern for enterprises. An all-in-one IA platform on the cloud could go some way towards addressing this concern."
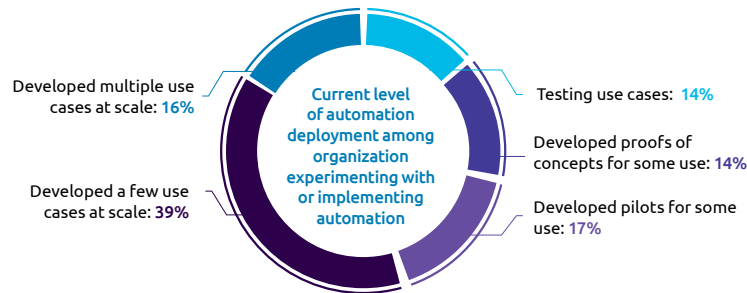
Embracing your
automation-first enterprise

We know from experience that enterprises recognize the huge potential of intelligent automation. Many are already on the journey. But most are only scratching the surface of what intelligent automation can do; limiting their project to proofs of concepts and isolated deployments.
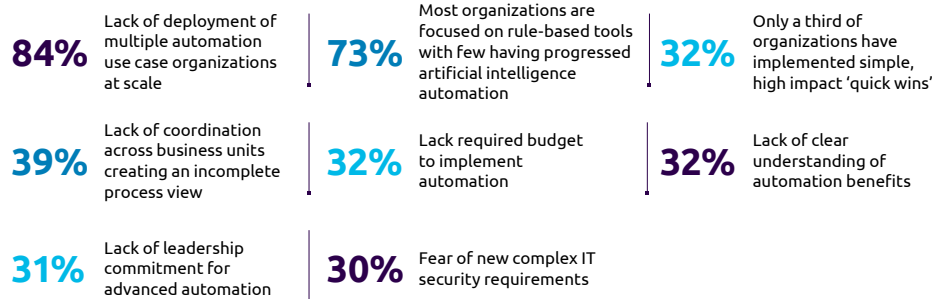
Driving radical improvements across the applications portfolio, and through IT and business operations, can certainly be challenging. IT security concerns, a lack of skilled resources and the constant evolution of tools, assets and approaches combine to create a complex

environment that limits ambition and puts the breaks on change.

Added to this, many technology leaders are unsure of how to take advantage of AI-based approaches such as machine learning, deep learning and swarm intelligence. And they're rightly concerned by long and costly development cycles and proprietary approaches that threaten lock-in. But solving the technology challenges alone wont guarantee success. An truly effective automation-first enterprise will consider culture, and place its people at the heart of change.

Current level of automation deployment among organization experimenting with or implementing automation

- Developed multiple use cases at scale: **16%**
- Developed a few use cases at scale: **39%**
- Testing use cases: **14%**
- Developed proofs of concepts for some use: **14%**
- Developed pilots for some use: **17%**

Key challenges among organizations experimenting with or implementing automation

84% Lack of deployment of multiple automation use case organizations at scale

73% Most organizations are focused on rule-based tools with few having progressed artificial intelligence automation

32% Only a third of organizations have implemented simple, high impact 'quick wins'

39% Lack of coordination across business units creating an incomplete process view

32% Lack required budget to implement automation

32% Lack of clear understanding of automation benefits

31% Lack of leadership commitment for advanced automation

30% Fear of new complex IT security requirements

The non-stop, real-world value
of Capgemini Intelligent Automation Platform

Capgemini Intelligent Automation Platform takes the brakes off change. As the catalyst for rapid adoption and change, this real-world, AI-infused solution delivers intelligent automation at scale and at pace across your enterprise. Seamlessly and continuously.

Powered by cloud and leveraging a continually evolving portfolio of Capgemini and partner premium tools, this unique plug-and-play platform unifies and injects peak performance into, and across your applications, IT and business operations.

The threat of lock-in is eliminated and you're free to move beyond radical process efficiencies to innovate, enhance revenue and drive business excellence.

Capgemini Intelligent Automation Platform is supported by a rich hub of pre-built, configurable, intelligent automation capabilities and sector-specific bots – combining RPA, ITPA and AI with deep corporate knowledge and continuous learning – to deliver powerful economies of scale in every deployment.
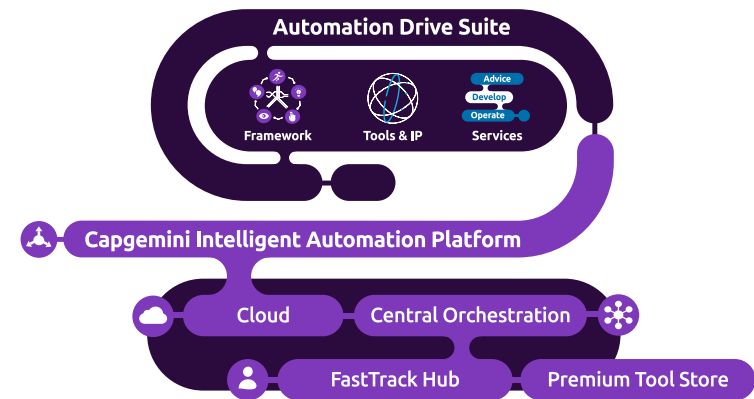
With dynamic central orchestration and real-time transparency eliminating risk and optimizing total cost

of ownership across platform tool-sets, you can accelerate your digital transformation with confidence.

Crucially, Capgemini Intelligent Automation Platform is mature and proven, with active instances in North America and EMEA. Plus, to deliver maximum value in every Capgemini engagement, the platform is supported by over 30,000 automation professionals, and infused across the full portfolio of Capgemini services – and into the heart of your processes, technology and decision-making.

Serves as a built-in intelligent automation engine across Capgemini's full portfolio of services – going beyond radical process efficiencies to innovate and enhance revenue.

And it's all supported by Automation Drive, Capgemini's unified suite of intelligent automation tools, expertise and services.

Automation Drive Suite

- Framework
- Tools & IP
- Services
  - Advice
  - Develop
  - Operate

Capgemini Intelligent Automation Platform

- Cloud
- Central Orchestration
- FastTrack Hub
- Premium Tool Store

Unified, enterprise-wide solution
Shifts the needle from isolated, limited value initiatives to embed intelligent automation at scale and at pace throughout your applications portfolio, and IT and business operations

Platform Command Tower
Delivers 24/7 transparency and control with bot health monitoring and analytics

Cloud-based
Flexible, cloud-based architecture delivers accelerated deployment and rapid time-to-market – injecting powerful economies of scale in every deployment

Premium Tool Store:
Eliminates the threat of lock-in through a continually evolving portfolio of partner and Capgemini premium ITPA, RPA, and AI tools – to suit every client need
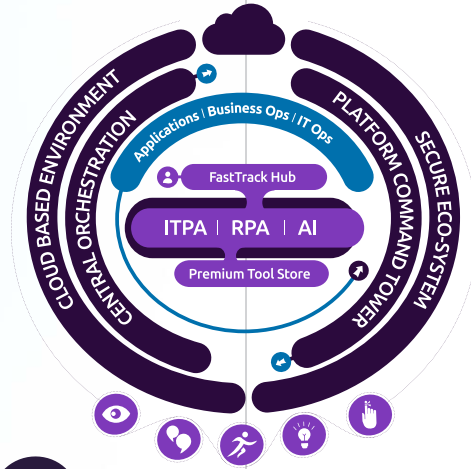
Secure and proven ecosystem
Mature, active instances in North America and EMEA assure data security, certified through a detailed assessment, delivering a versatile, flexible and secure architecture, and leverage clustered environments that are mirrored and enabled with fail over

Unique Central orchestration
Enables cost optimization and improved utilization across the platform tool sets

FastTrack Hub
Provides a rich pool of pre-built solutions, accelerators, use-cases and bots to contain costs and accelerate time-to-value. Assisted by MAIA: My Artificial Intelligence Advisor, who delivers actionable data and assets through one interactive knowledge window

AI Infused
Powered by Perform AI, Capgemini's unique AI services portfolio, the platform integrates and unifies advanced AI technologies to leverage self-learning capabilities and proactive decisioning

Capgemini **Intelligent Automation Platform**

CLOUD BASED ENVIRONMENT
CENTRAL ORCHESTRATION
PLATFORM COMMAND TOWER
SECURE ECO-SYSTEM
Applications | Business Ops | IT Ops
FastTrack Hub
ITPA | RPA | AI
Premium Tool Store

# Delivering
real-world impact
today and tomorrow

Together, we can transform your enterprise; taking you beyond process improvement to realize the full potential of what intelligent automation can deliver, at scale and at pace – reducing start-up costs, accelerating deployment and driving optimal TCO across your applications, IT and business operations.

Capgemini Intelligent Automation Platform is a unified plug-and-play, enterprise-wide solution that serves across your value chain – injecting peak performance into and seamlessly across your...

Application Portfolio

- Faster application time-to-market
- Ease of application maintenance
- Improved performance & uptime
- Increased productivity
- Reduced ticket volumes
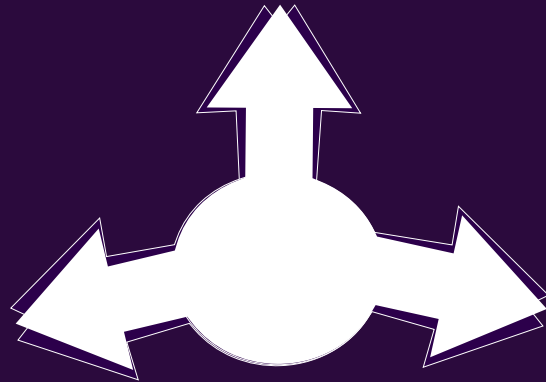
IT Operations

- Improved performance
- Reduced support cost
- Predictive services
- Reduced downtime & disruption
- Compliant & secure operations

Business Operations

- Improved user experience
- Impact on business KPI's
- Reliable and consistent service
- Higher revenue and lower costs
- Enhanced visibility and governance

"Capgemini has been a key partner for Coke One (CONA) in transforming our operations through intelligent automation. These efforts are providing increased operational efficiencies in an agile, secured and scalable manner. Capgemini's cloud based intelligent automation platform has led to significant improvements in the stability of operations. The alerting has allowed the team to effectively resolve issues before bottler impact."

Francesco Quinterno,
Chief Technology Officer, CONA Services

Client Success Stories

We helped a global beverage retailer significantly improve operational efficiency and increase the robustness of their production and bottling system

The deployment and hosting of an intelligent monitoring solution, encompassing more than 80 robots, through the Capgemini Intelligent Automation Platform - has led to improved quality, speed, and efficiency in an agile, secure, and scalable manner across our client's operations.

70%
High impact activities automated

95%
Reduction in TAT for addressing dispute cases

100%
Schedule adherence

Key outcome:

High system availability and optimized utilization of specialists resulting in reduced productivity leakage along with significant increase in customer satisfaction

Client Success Stories

We helped an engineering and consulting company automate their helpdesk process to significantly improve the performance and availability of business-critical processes leveraging Capgemini Intelligent Automation Platform

The deployment of Capgemini Intelligent Automation Platform solution eliminated the repetitive task of posting timesheets and managing the high volume of tickets received for approval and handoff in the system..

95%
Improvement in TAT accelerating overall resolution time

5400
Hours annually saved

Improved accuracy
With reduced manual effort

Key outcome:
Improved compliance, agility and productivity leading to better decision making across the business

We helped an agricultural biotechnology client transform their SAP processes significantly improving efficiency and customer experience through Capgemini's Intelligent Automation Platform

By mapping out multiple configurations to address challenges on data maintenance, assessing processes to redefine handoffs & required approvals, and securing ISO approval to enable process changes in their process, Capgemini Intelligent Automation Platform eliminated SAP process inefficiencies.

80%
Reduction in Cycle time for approval and handoffs

59%
Improvement in TAT

$ 7Mn
Averted risk of delay in sign-on bonus

Key outcome:
Restored productivity and infused efficiency in the processes improving overall customer experience

Humanizing technology
to embrace the full upside

Intelligent automation is revolutionizing business processes – both customer-facing and back-office. Developments in automation technologies – from robotic process automation (RPA) and IT process automation (ITPA) to artificial intelligence (AI) – are transforming operational efficiency, productivity, and creating new revenue and customer experience opportunities.

But intelligent automation is not only about new smart technologies. For Capgemini and our clients, it's much more. Success is to navigate change, while orchestrating new and innovative ways of working - bringing people and technology together to drive business success.
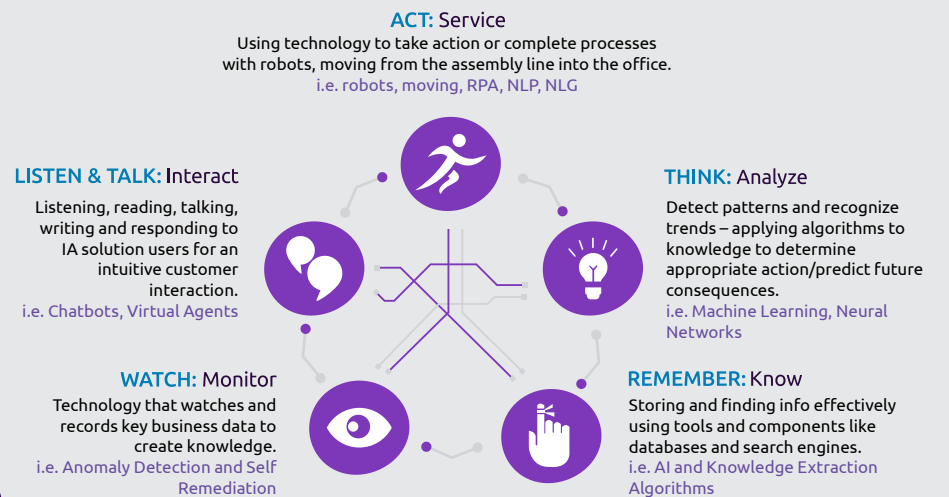
But how can you demystify the complexity of intelligent automation and reap the benefits for your business?

Five Senses of Intelligent Automation
Translating intelligent automation technology into business value

To guide you on your journey, we have created the Five Senses of Intelligent Automation, a unique methodology at the core of our Automation Drive Suite. Underpinning everything we do, it emulates the human senses and decodes complex tools and technologies – translating them into real business value.

Through this rich mix of senses, knowledge and technologies, we design and deliver competitive solutions and responsive and intuitive user experiences to help you realize the transformational potential of intelligent automation – delivered through Capgemini Intelligent Automation Platform.

ACT: Service
Using technology to take action or complete processes with robots, moving from the assembly line into the office.
i.e. robots, moving, RPA, NLP, NLG

LISTEN & TALK: Interact
Listening, reading, talking, writing and responding to IA solution users for an intuitive customer interaction.
i.e. Chatbots, Virtual Agents

THINK: Analyze
Detect patterns and recognize trends – applying algorithms to knowledge to determine appropriate action/predict future consequences.
i.e. Machine Learning, Neural Networks

WATCH: Monitor
Technology that watches and records key business data to create knowledge.
i.e. Anomaly Detection and Self Remediation

REMEMBER: Know
Storing and finding info effectively using tools and components like databases and search engines.
i.e. AI and Knowledge Extraction Algorithms

Taking the brakes off change.

Inject peak performance into your enterprise with Capgemini Intelligent Automation platform

To know more about Capgemini Intelligent Automation platform visit

www.capgemini.com/intelligent-automation-platform

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.