AUTOMATION AND THE DATA-POWERED ORGANIZATION

DEVELOP AND IMPLEMENT AN INTELLIGENT, SCALABLE PROCESS AUTOMATION TRANSFORMATION STRATEGY POWERED BY DATA & AI

DEVELOP AND IMPLEMENT AN INTELLIGENT, SCALABLE PROCESS AUTOMATION TRANSFORMATION STRATEGY POWERED BY DATA & AI

STRATEGY

Understand your opportunity, maturity and landscape to define a scaled operating model

OPPORTUNITY

Uncover process optimization opportunities with data-driven discovery at scale

IMPLEMENTATION

Deliver transformative intelligent automation projects with the support of a global pool of experts

DATA & AI

Ignite business adoption and infuse advanced intelligence with digital and human capabilities

CONNECT YOUR PEOPLE WITH DATA TO DRIVE SUCCESS AT SCALE

ENTERPRISE PLATFORMS

PROCESS **ENABLEMENT**	Support the adoption of data and AI with an integrated operating model
PROCESS **AUTOMATION**	Drive process automation potential through RPA, AI, and smart analytics
PROCESS **ANALYTICS**	Deliver personalized insights that enable informed decision-making
PROCESS **INTELLIGENCE**	Augment operations with AI-enabled document understanding, manual effort reduction, and predictions

ENTERPRISE DATA

CONNECT YOUR PEOPLE WITH DATA TO DRIVE SUCCESS AT SCALE

UP TO 50%
REDUCTION IN MANUAL WORK

INCREASED PRODUCTIVITY

- Faster issue resolution
- Reduction in manual operations
- Fewer errors

UP TO 95%
REDUCTION IN RESOLVING DISPUTE CASES

ENHANCED INSIGHTS

- Improved forecasting
- Better understanding of your customers
- Informed, insightful decision-making

UP TO 95%
REDUCTION IN NON-VALUE ADDED WORK

IMPROVED EXPERIENCE

- Self-service process
- Personalized support and interactions
- Increased customer transparency

DELIVER ENHANCED BUSINESS OUTCOMES ACROSS YOUR BUSINESS OPERATIONS

IPA FOR PEOPLE OPERATIONS

40% REDUCTION IN COST OF SERVICE

50% PRODUCTIVITY SAVINGS

- Data entry
- Payroll
- Joiners, movers, leavers
- Time and attendance
- Management
- Benefits administration
- Recruitment (back office)
- Compliance and reporting
- Personnel administration

IPA FOR FINANCE & ACCOUNTING OPERATIONS

95% REDUCTION IN TRANSACTION TIME

85% IMPROVEMENT IN EFFICIENCY

- CFO analytics
- Procure-to-pay
- Order-to-cash
- Record-to-analyze
- Vendor management
- Sales order
- Collections

IPA FOR SUPPLY CHAIN OPERATIONS

35% REDUCTION IN SHORT-TERM FORECAST ERROR

- Inventory management
- Demand and supply planning
- Invoice and contract management
- Work order management
- Returns processing
- Freight management

IPA FOR CUSTOMER OPERATIONS

30% OF CASES AUTOMATED END-TO-END

- Agent support systems
- Query handling
- Self-service
- Automated audit
- Automated audit
- Language dependency reduction
- Channel automation
- Fulfilment automation

EMBED RPA, AI, AND SMART ANALYTICS TO DRIVE NEW LEVELS OF PROCESS AUTOMATION

ROBOTIC PROCESS AUTOMATION

Hyper-automation underpinned by AI model

ARTIFICIAL INTELLIGENCE

Traditional machine learning AI

SMART ANALYTICS

Bespoke to specific enterprise functions

GENERATIVE AI

Large language models and generative intelligence

CONTRIBUTE TO YOUR ESG AND SUSTAINABILITY AGENDA

IPA FOR SUSTAINABILITY

- Green processes
- Paperless transactions
- Proactive employee and customer contacts
- Legacy system automation
- Data labeling services

SUSTAINABLE IPA

- Green certified developers and green infrastructure
- Carbon and energy measurement of automated processes
- Power optimal eco-design of automation artefacts
- Reusability of components and infrastructure
- Process controls for sustainability agenda
- Reduce the carbon cost of GenAI development

NATURAL LANGUAGE PROCESSING ENHANCES FINANCE & ACCOUNTING FOR A MULTINATIONAL POWER COMPANY

Capgemini implemented an intelligent, integrated, automated approach to finance and accounting enabled our client to accurately and rapidly process millions of invoices, delivering:

550,000 TRANSACTIONS AUTOMATICALLY PROCESSED ANNUALLY

82% OF TICKETS DISPATCHED AUTOMATICALLY

100% AUTOMATION OF DAILY SCHEDULED RUNS

HYPERAUTOMATION DRIVES EXPONENTIAL GROWTH FOR A EUROPEAN MULTINATIONAL FOOD PACKAGING AND PROCESSING COMPANY

CAPGEMINI DEPLOYED AN AI-ENABLED, COHESIVE APPROACH TO INCREASE THE ACCURACY AND EFFICIENCY OF:

- The creation, editing, and transmission of purchase orders
- Shipment document creation and order status tracking
- Updates to workers' timesheets and inventories
- Smart transport planning and supplier risk assessment
- Demand forecasting

THIS DELIVERED:

- Reduction in the time taken to process inbound warehousing documentation from **8** HOURS TO **2** HOURS
- Reduction in operational time taken to create invoices and SAP journals from **7** DAYS TO **1** DAY
- Reduction in manual work required to process sales orders and POs to **2–3** HOURS

CONVERSATIONAL AI DELIVERS MEANINGFUL PATIENT INTERACTIONS FOR A MULTINATIONAL HEALTH COMPANY

CAPGEMINI LEVERAGED AI-POWERED VIRTUAL ASSISTANTS FOR SENSITIVE PERSONAL CONVERSATIONS WITH PATIENTS TO:

- Reduce pre-and post-surgery burden
- Provide discrete, interactive treatment guidance in a conversational format
- Offer a supportive, caring approach
- Answer pre-defined scientific and fact-based FAQs

THIS DELIVERED:

225% INCREASE IN PRODUCTIVITY

OVER **100** INSTANCES CONTINUOUS IMPROVEMENT IMPLEMENTED

AI AND AUTOMATION DRIVES HR EXCELLENCE FOR A LEADER IN WEALTH MANAGEMENT

Capgemini leveraged intelligent automation to shape the future of the client's HR function across data entry, payroll, recruitment, compliance and reporting, and personnel administration, delivering:

50% FTE PRODUCTIVITY THROUGH LEVERAGING INTELLIGENT AUTOMATION

40% REDUCTION IN MANUAL PROCESSING OF COMPLEX DOCUMENTS