



Delivering consistent and measurable business value through **intelligent process automation**

Capgemini and Celaton enable increased efficiency, shortened turnaround times, and enhanced quality of your incoming content and queries.

The challenge of processing unstructured and semi-structured content

With the digital landscape continuing to expand at an almost uncontrollable rate, organizations are witnessing increasing volumes of unstructured and semi-structured content flowing in from customers, suppliers, and employees – not only electronically, but via a range of traditional channels such as post and even fax.

With such high volumes of unstructured data, combined with the limitations of legacy business systems not able to deal with this growing variety of channels, organizations are faced with significant challenges in scaling their operations, enhancing their value proposition, and increasing customer satisfaction. Addressing these challenges can be expensive and time-consuming.

“ *Good enterprise AI leaders don't buy AI solutions based on technology – they focus on outcomes and realized value”¹*

Applying intelligent process automation to deliver enhanced business value

Your business can benefit from an intelligent automation solution which enables you to streamline the way in which you handle unpredictable, unstructured, and semi-structured content that flows into your organization daily.

Since 2015, Capgemini and Celaton have been working together to deliver consistent value and results to organizations around the world through the partnership's successful blend of expertise and technology, including inSTREAM™ – an industry leading intelligent document processing (IDP) solution.



LABOR ARBITRAGE CHARACTERISTICS



15–30% cost reduction



Scalable model in terms of labor



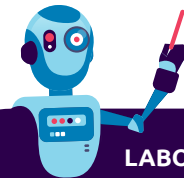
Customer/Complex, legacy
"your mess for less"



Access to low cost labor necessary to
provide continuous value



Revenue/Profit correlated to people.



LABOR AUTOMATION CHARACTERISTICS



40–75% cost reduction for relevant functions



Scalable model, largely independent of
labor growth



Transformative new way of doing business



Retain your FTEs, removing them from
repetitive manual process and enhance job
satisfaction with more complex,
customer-centric, and value-add tasks.



Revenue/Profit not correlated to people.

Increase efficiency through the reduction of manual processing

With content arriving by email, social media, fax, post, and other electronic data streams 24/7, our partnership with Celaton and inSTREAM, enables us to improve areas of your business where incoming documents and queries need to be processed.

inSTREAM minimizes the need for manual processing and ensures that only accurate, relevant, and structured data enters line of business systems. Since inSTREAM's inception in 2004, Celaton has been deploying its "Human in the Loop" technology to enhance inSTREAM's learning and optimize its processing through collaborating with human operators.

Capgemini and Celaton's intelligent automation solution typically delivers:

- 85% reduction in manual customer correspondence processing effort
- 75% average efficiency gains in sales order processing
- 74% reduction in average transaction costs for claims handling
- 86% reduction in invoice processing time.

The inSTREAM™ advantage

inSTREAM

inSTREAM is designed to reduce labor intensive, repetitive, and often error prone tasks, enabling employees to spend more time on complex, customer-centric, value-based tasks. By doing so, inSTREAM has demonstrated its ability to significantly reduce operational expenditure.

Inbound documents – inSTREAM receives documents regardless of their format including, paper, fax, and email including attachments and other electronic data streams

Document preparation – regardless of its originating format, inSTREAM™ digitizes content to normalize documents for processing

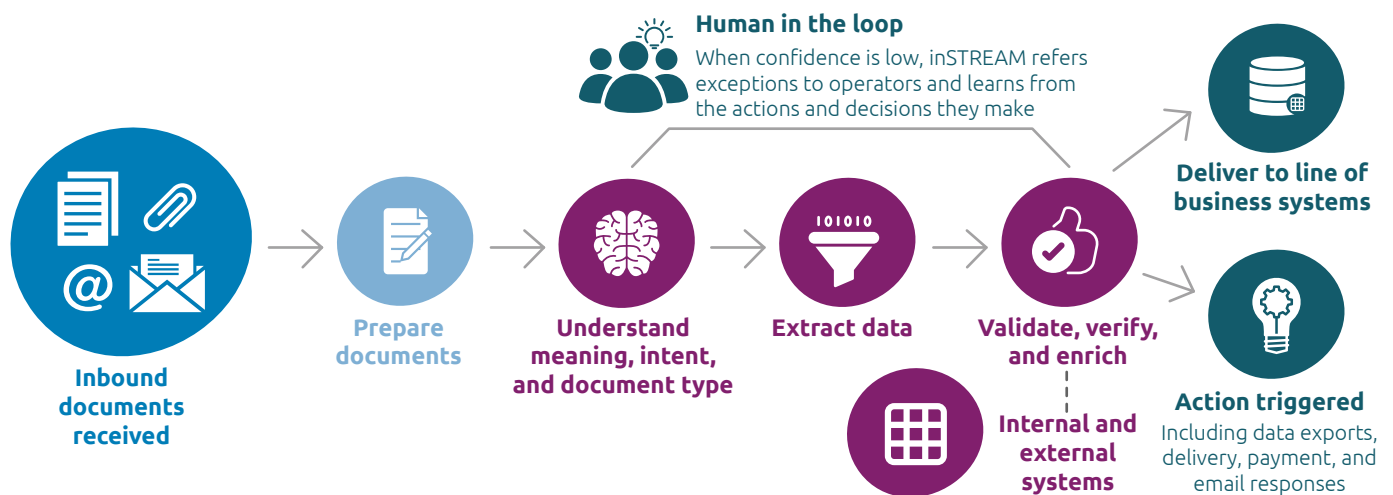
Understand meaning, intent, and document type – inSTREAM applies its previous learning and experience to categorize the document type, e.g., an invoice or sales order and customer correspondence. In the case of correspondence, inSTREAM understands the customer's request – whether it be a query or complaint – and what the outcome the customer is looking to achieve

Data extraction – once inSTREAM has recognized the information contained within the document, it extracts the key data according to your business rules and processes. Data extracted from invoices often includes PO numbers, net/VAT/gross values, product line item details, date, supplier number, invoice number. Data extracted from correspondence is more likely to be order references, email addresses, dates, tracking numbers, and descriptions

Validation, verification, and enrichment – inSTREAM reaches out to both internal and external data sources to verify, validate, and enrich the information extracted. This may be internal business systems such as ERP, finance, CRM, and case management, but can also include external data sources such as tracking and journey databases. Access to these systems can be achieved in a variety of ways in order to suit your requirements

Delivery and actions – inSTREAM uses its learning, experience, and data acquisition to propose and execute an outcome. This includes delivering to a business system line, triggering a payment or ordering a dispatch process, proposing an automated response for an operator to approve, or sending it to a human operator to learn from and add to its knowledge base

Reporting and insights – inSTREAM uses its learning, experience, and the data processed to propose and execute outcomes. This may be to deliver to a line of business system, trigger a payment, export data, and propose an automated response for an operator to approve. inSTREAM learns from the actions and decisions operators make to enhance its knowledge for future processing.



Capgemini and Celaton's intelligent automation solution unlocks value across:

- Data entry, validation, and processing
- Automated formatting
- Multi-format message creation
- Web scraping
- Uploading and exporting
- Downloading and importing
- Workflow acceleration
- Reconciliations
- Digital transformation



Why Capgemini?

Capgemini has an in-depth business knowledge and experience across a range of global clients in the financial services, retail, distribution and transport, oil and gas, manufacturing, telecoms, media, entertainment, and utilities sectors. Our ability to create and deliver business, technology, and digital solutions that enable you to achieve competitive advantage and innovation is a capability and goal shared by Celaton, and forms the basis our relationship.

The powerful partnership between Capgemini and Celaton simultaneously improves your productivity and your individual customer's experience. On average, our Intelligent Process Automation solution enables our clients to realize a 74% reduction in operational costs. This saving alone is significant, but it is the ability to scale up operations while still delivering consistent service levels that enables our clients to achieve consistent growth.

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 almost 220,000 team members in more than 40 countries. The Group reported 2019 global revenues of EUR 14.1 billion.

Visit us at

www.capgemini.com

About Celaton

Celaton has over 15 years' experience applying intelligent process automation, specifically in the area of intelligent document processing technologies to enable organizations to streamline end-to-end business processes and continually optimize through workforce supported machine learning. Celaton's inSTREAM™ platform means companies can achieve improved operational efficiencies today, as well as enhancing job satisfaction through the ability to deliver real value back to the organization.

For more information, visit

www.celaton.com

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Learn more about Capgemini's Business Services at
<https://www.capgemini.com/service/business-services/>

Scan here to find out more.



Capgemini and Celaton can clearly demonstrate tangible, innovative, and fully operational AI implementations that are delivering business value."

Lee Beardmore

Chief Innovation Officer,
Capgemini's Business Services

1- HFS Research, "Enterprise leaders must take a 'Show-me-the-money' approach while buying AI solutions," Tapati Bandopadhyay, 17 September 2019.

inSTREAM™ is a trademark belonging to Celaton Ltd

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