



Connected Support

Personalized services when and how you need them

Personalized support when, where, and how you need it.

The digital age has transformed the definition of great support. Employees expect their service desk experience to every bit as responsive, personalized, and efficient as their support interactions with major consumer brands. These expectations often leave them disappointed.

Many companies have not yet harnessed advanced capabilities such as self-service and self-healing technologies using artificial intelligence, automation, and analytics. As a result, responses are slow and sometimes unhelpful; support agents can be overloaded handling common requests manually; and employees and agents alike are frustrated.

Capgemini has designed a transformative support experience as the focal point of its Connected Employee Experience portfolio. Our **Connected Support** services provide an exceptional user experience that is both highly efficient and transformative. They empower a happy and more productive workforce with a lower support cost. In addition, we offer a variety of managed support services that address on-site support needs to maximize uptime and enable productivity.

With extensive use of advanced digital intelligence, Connected Support services can proactively identify potential issues and mitigate or eliminate them before they impact users. Simply put, we turn data into actionable information so you can solve issues sooner rather than later.

The advantages for your business: An excellent end user experience that improves productivity, cuts costs, increases job satisfaction, retention rates and attracts top talent.

Our Differentiators:

IT Support must genuinely become **end-user-centric**

IT Support must provide **a personalized experience that fits the employee's role, purpose, and digital dexterity, and that empowers them to use IT effectively in order to meet their business goals and sustain business growth.**

This includes recognizing users as customers and building strategies that support and enhance users' professional activities in the first instance.

IT Support must genuinely become **truly intelligent**

Providing an innovative machine learning and advanced artificial intelligence solution **CHIP— which ensures** that the user's IT and office work environment is **always fit for use**, by informing, assisting, resolving, and transferring (when needed) any issues that the user may have; reducing IT Support workload and maximizing efficiency (or Doing More With Less).

IT Support must genuinely become **proactive**

Rather than responding to issues flagged by users, IT Support should use advanced data analytics to identify and mitigate issues before they become widespread.

IT Support must genuinely offer true **business value**

IT Support can no longer be seen as a cost but as offering **true business value.**

We Take the support to a higher level through **business intelligence.** The Business Value Manager can **mine business processes** and **perform business intelligence analytics** so as to present **initiatives to help improve key business processes, activities, and KPIs.**

IT Support must genuinely become **omni-channel**

Enable employees to **access IT Support through their preferred channel, wherever they are and whatever device they are using.**

Connected Support: A more productive workforce at a lower cost of support.



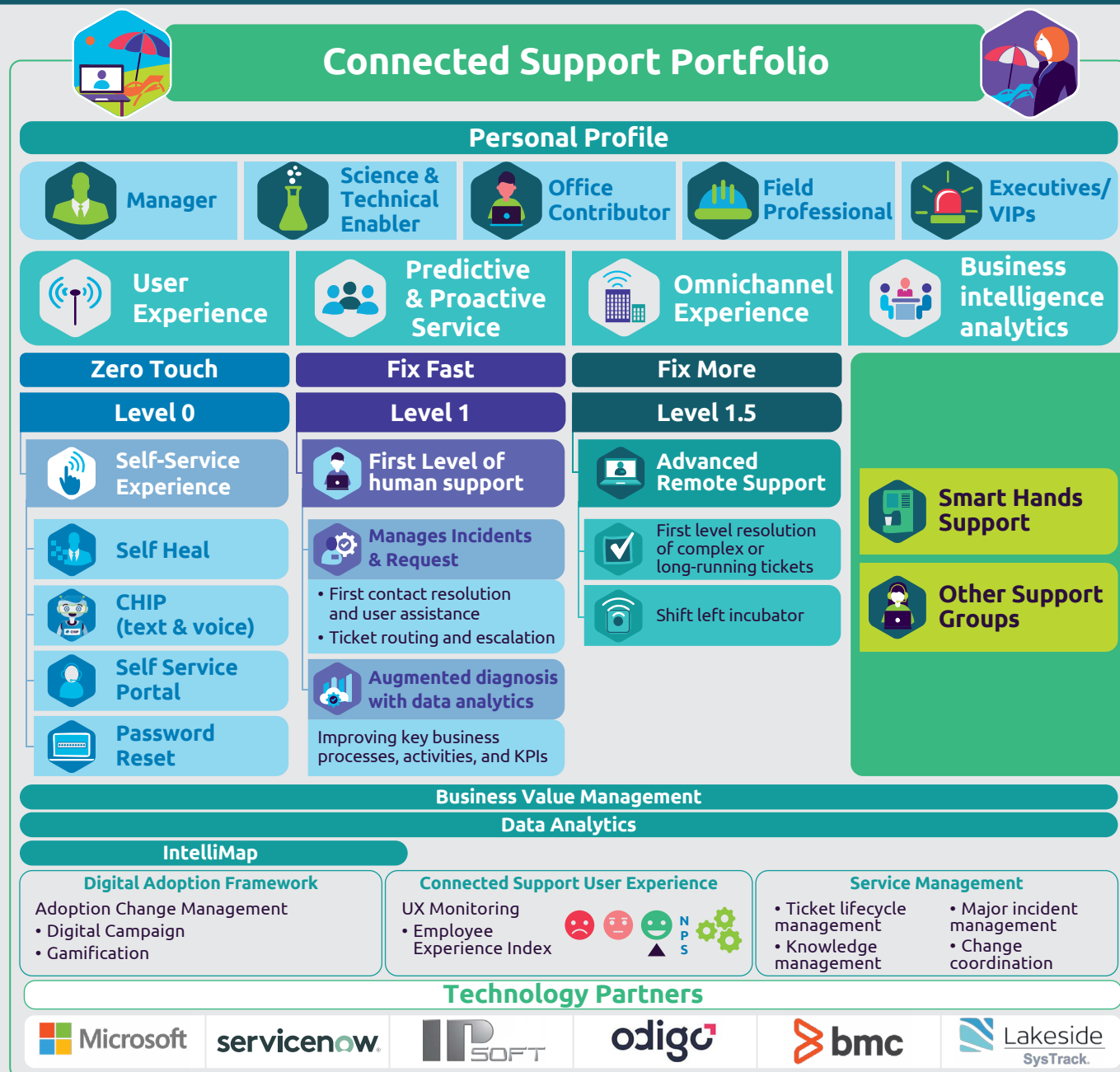
My Service Desk

My Service Desk provides a personalized user experience that responds to the user's needs with a seamless omni-channel interface that adapts to the user's preferences and behaviors using predictive and proactive self-service capabilities.

Capgemini leverages its differentiated **Business Value Management** asset to personalize support services to employee personas, combined with in-depth understanding of business impacts of employee's incidents or service requests.

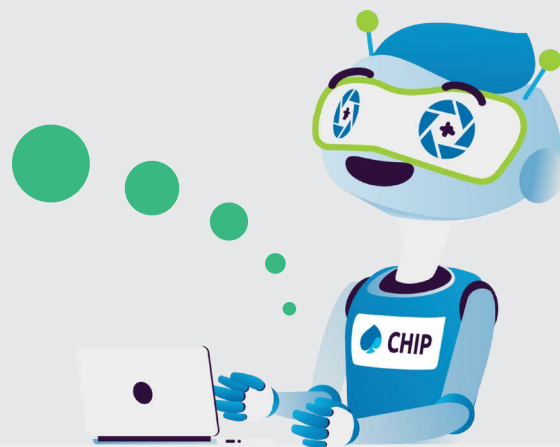
Using **data analytics**, My Service Desk can proactively identify issues and act on mitigating or eliminating them before they become critical or widespread. In short, it turns data and information into actionable solutions.

My Service Desk provides an innovative machine learning and advanced artificial intelligence solution –**CHIP**– our chatbot. CHIP ensures that the user's IT and office work environment are always fit for purpose, by informing, assisting, resolving, and transferring any issues that the user may have. This helps in reducing the IT support workload while maximizing efficiency.



Hello I'm CHIP

I am at your service to help you **stay connected** and ensure your **IT and office work environment** is fit for use.
I am one click away from you...
Use me if you need help!



CHIP uses powerful **AI, analytics, and natural language processing** to give employees smart, accurate, fast help with their questions or issues. CHIP can help resolve issues with email, business apps, or connecting to a network; it can help clean up a hard drive or reset a password; and much more.

CHIP is a tool that empowers the company's global business. Its capabilities go beyond the support to internal users, it can work, interact and be at the front end of the client's end customer solving different business cases.

CHIP learns from every interaction and applies new learnings to improve support continuously. Only the most critical incidents need to be resolved with direct human interaction, this saves time and money and keeps all stakeholders happy.

Smart Hands Support

Our support covers all of the client's onsite support needs, reduces the need for onsite technicians, and includes innovative solutions such as: Smart Lockers, Tech Bars, Vending machines, etc.

- **Tech Bars** serves your end user base in a high-touch but cost-effective manner
- **Smart Lockers and Smart Vending Machines** supports your employee user base 24/7 without requiring additional staff
- **VDI and Thin Client Platforms:** Reduce the weight of onsite hardware and increase the effectiveness of remote support and solution

This helps you to cut total labor cost by providing only the right level of resources needed, and enables you to avoid the high labor cost of hiring full-time specialists to address short-term issues.



Smart Hands Support Services

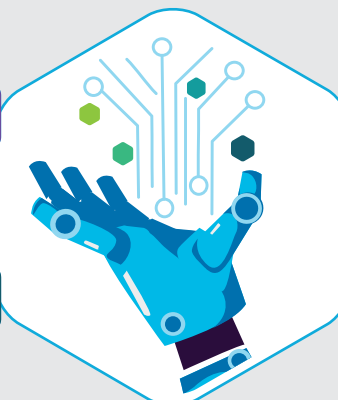


Accelerate turnaround time by leveraging innovation

- Tech Bars
- Smart Lockers
- Smart Vending Machines



Provides the right skills to support business-critical events



On-site support when and where you need it



Optimized delivery model

- Dedicated
- Dispatch
- Depot services



Direct Ship Services

Direct Ship Services ensure that your employees remain productive by delivering IT systems, devices, or other assets needed by your employees, often overnight, to meet needs that cannot be resolved remotely online.

Our experienced support specialists make the process smooth, positive and seamless for employees by preparing these assets in advance, with the proper images, applications, data recovery capabilities, asset tagging, asset tracking, and more. A very easy-to-use return label process allows for your assets to be returned, tracked, refurbished, repaired and/or disposed as needed.

Direct Ship Services

We deliver IT equipment needed by your employees, often overnight, to meet needs that cannot be resolved remotely online

- Deliver the hardware your employees need, in the office or at home
- Smooth, positive and seamless process for employees
- Assets are prepared in advance: images, applications, data recovery capabilities, asset tagging, asset tracking
- Easy-to-use return label process allows for your assets to be returned, tracked, refurbished, repaired and/or disposed as needed

It's all connected.

The Connected Support offerings are just one element of Capgemini's Connected Employee Experience portfolio, a comprehensive array of services that bring a new level of choice, quality, and consistency to employee engagement, interactions, and support.

Connected Support services can be delivered individually or integrated with any other offering within the portfolio. Each service complements and adds value to the others, creating an end-to-end value chain that brings advantages to users, IT, and the business.

For details about the other elements of the Connected Employee Experience, please download any of the brochures listed below.

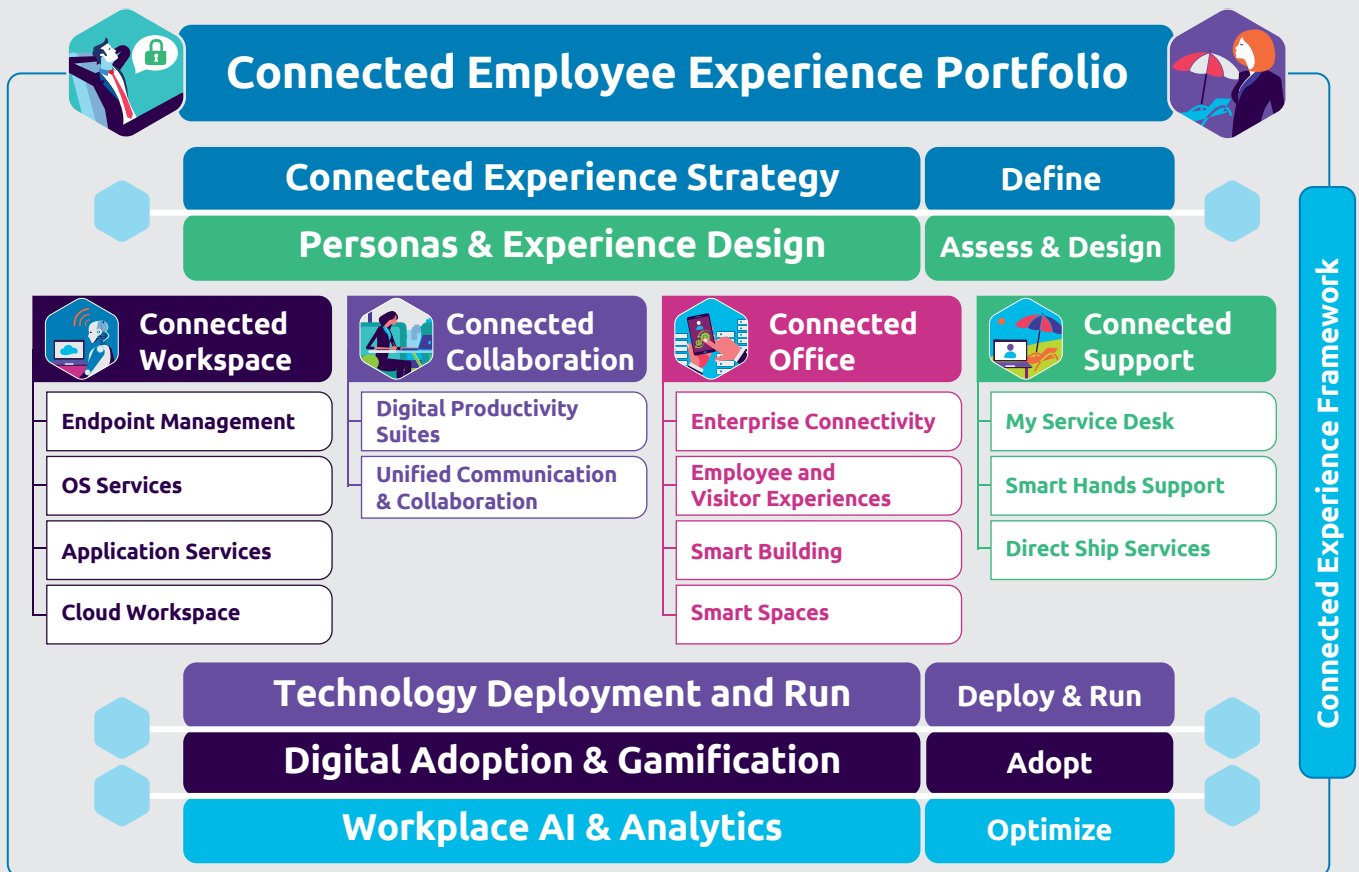
[Connected Employee Experience overview](#)

[Connected Workspace](#)

[Connected Collaboration](#)

[Connected Office](#)

[Connected Experience Framework](#)



Analyst Recognitions

Recent analyst reports affirm both the current strengths of Capgemini's Connected Employee Experience portfolio and its steady evolution over the past few years.



Named a **Leader** in Gartner's Magic Quadrant for **Managed Workplace Services, Europe** for 2019 and 2020.



Positioned as a **Leader** in NelsonHall's NEAT evaluation for **Advanced Digital Workplace Services** for 2019 and 2020.

500+
Clients supported

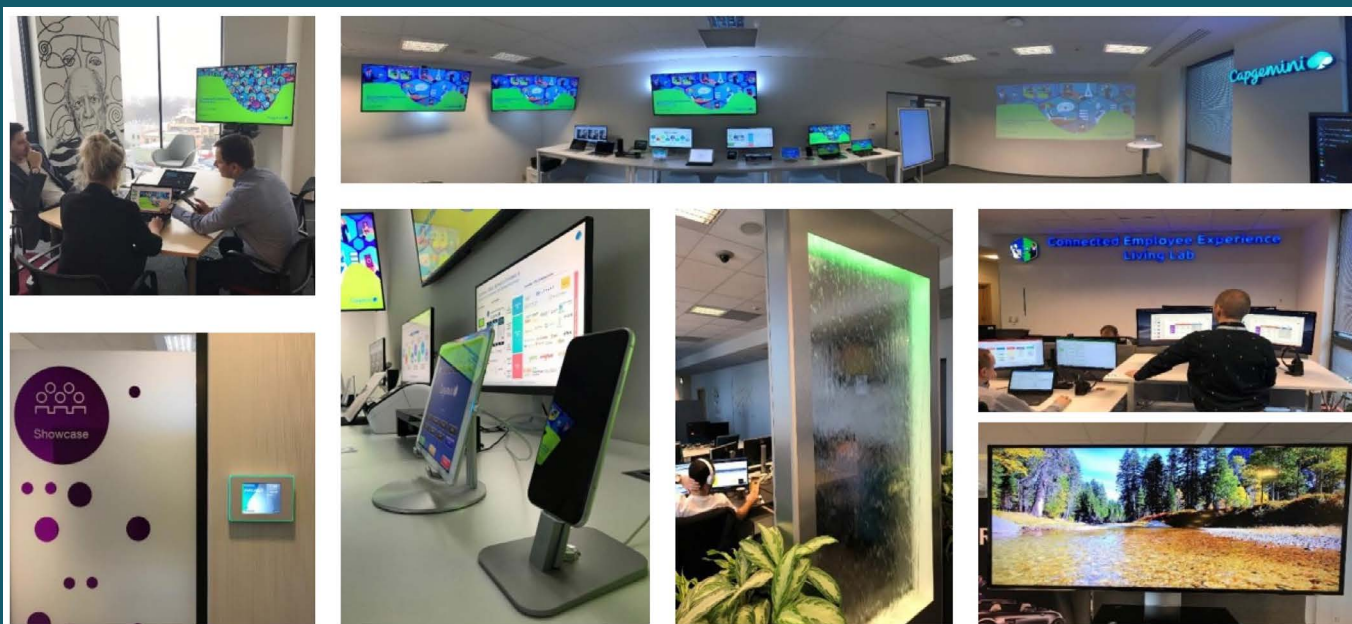
2,324,594
users supported through service desk support

1,388,133
end-user devices managed

18,722,594
desktop support incidents managed through remote resolution

Connect with us and see for yourself.

The best way to understand the capabilities of Connected Support offerings is to see them in action at our Connected Employee Experience Showcase facilities. Come and see a live demo, or contact us for details on how to access our virtual environment. In the meantime, visit our website at [URL] to learn more, and request case studies specific to your industry.





About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group 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. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion.

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