



Capgemini 

CAPGEMINI'S INTELLIGENT AUTOMATION PLATFORM

As the world is at an unexpected crossroads, business leaders are rapidly re-assessing strategy, priorities and focus. Today, there is an unprecedented chance to redefine enterprise; to embed new and more agile ways of working, boost innovation, and enhance customer experiences. Simultaneously there's scope for realizing new revenue opportunities, reducing costs and – perhaps for the first time – doing so at scale.

In fact, most businesses believe that the commercial ambiguity created by the global pandemic has served as a catalyst for transformation in their organizations.

A recent Capgemini Research Institute study¹ shows that 68% of businesses surveyed had either already accelerated or launched new transformation initiatives or were planning to do so once recovery begins. The same research notes that three trends will dominate the reshaping of the enterprise world: That remote working will be part and parcel of our lives, organizations will rethink production and supplier networks, and these – and more changes – will be driven by a digitization and automation boom.

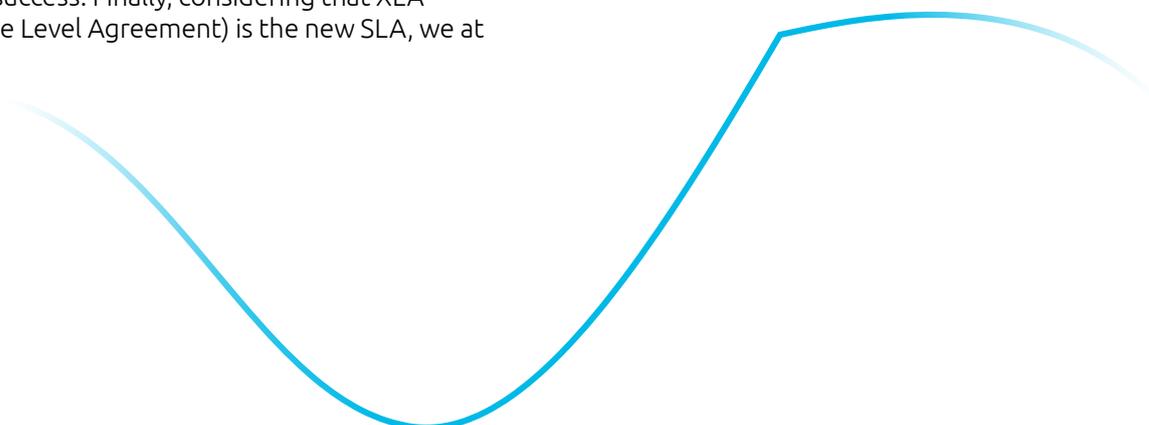
INTELLIGENT AUTOMATION DRIVES BUSINESS BENEFITS... AND PAVES THE WAY FOR DIGITAL TRANSFORMATION

Intelligent automation isn't just about technologies. We believe that true success is measured by the ability to navigate change while orchestrating new and innovative ways of working. In other words, by bringing people and technology together to identify opportunities that can drive and impact business results.

However, to create and unlock true value for customers, digital transformation is imperative. While intelligent automation bridges the gap between the data it provides and the experiences clients want their customers to have, digital transformation makes it possible. Additionally, in the wake of disruptive technologies on the application and infrastructure front, the need for a unified platform is critical to achieving success. Finally, considering that XLA (Experience Level Agreement) is the new SLA, we at

Capgemini are constantly innovating and evolving our technologies to progress towards enhancing customer experience.

Capgemini's Intelligent Automation Platform is the result of our efforts towards addressing the aforementioned expectations. The platform holds a unique position to aid clients in achieving business value and ROI right till the end of the chain – the customers. In the Age of Agility where the world of work is hybrid, business resilience is instrumental, speed is the key, and transformation is a norm, Capgemini's Intelligent Automation Platform empowers companies with its intensified digital technological advancements to achieve more, together – the mandate for CIOs and CTOs today.



CAPGEMINI'S INTELLIGENT AUTOMATION PLATFORM

Capgemini's Intelligent Automation Platform is an insights-driven, purpose-built, plug and play platform. It enables effective IT, applications services, and business operations delivery to provide intelligent automation at its full potential for businesses to reap maximum value across the entire operation, seamlessly, and at scale.

Based on state-of-the-art technology, it facilitates the capture of events produced by the operational system and synthesizes it into business relevant insights. It does so by generating an intuitive view to provide real-time health of the client's business operations.

The platform enables businesses to move from operations focused, limited value, isolated deployment of automation to an enterprise-wide, automation-first approach, for integrated end-to-end service management. It means that our clients can accelerate their automation journey and unlock business value across business and IT operations.

Our Value Proposition:

- **Business connected Ops** by providing visibility in business processes and the underlying IT:
 - End-to-End observability: Facilitates unified observability as against segregated siloes.
 - Aligned to your business priorities and market dynamics: Brings you actionable insights through experience, irrespective of your industry: CPRD, E&U, Manufacturing, Automotive, Telcos, Financial services, etc.
- Business insights: Tracks business KPIs over a seamlessly integrated IT layer and gives a holistic view; dashboard backed up by relevant data, not only on financial or accounting processes, but also on supply chain, asset management, etc. helping all C-Levels in your organization.
- **Unified automation platform:**
 - Hybrid Teams and Environment need platform driven automation which can integrate and orchestrate across teams/vendors and different infrastructure and application assets.
 - More agility: A collaborative ecosystem approach with an efficient, multi-speed delivery model, and flexible landscape.
 - Secured Integration layer: a robust integration layer, secured and quickly adapts to changes at sources and destinations.
- **Mechanism to drive automation coverage at scale:**
 - Enablers for faster adoption of automation using vast repository of reusable automation assets assembled across the group.
- **Automation Governance and Value realization** to enhance tangible value that customers can get out of automation:
 - Measurable outcomes driven by real time dashboards.
 - More efficiency: Operational excellence that improves time to results and cost reductions to drive your digital agenda.
 - ROI based Automation Assessment framework to drive future roadmaps towards meaningful automation journey for the enterprise.



Artificial intelligence, analytics, and automation, while offering transformative potential business value, need an integrated approach across data, processes, and technologies. When deployed in isolated use cases at task-automation levels, they do not scale and provide their expected transformational impact on end-to-end process outcomes.”²

– HFS Research



FACING CHALLENGES? WE ARE HERE TO HELP

What are your challenges as a CIO/CTO/CDO/CXO?:

- Lack of visibility in business processes and the underlying IT.
- Limited or Distributed Automation.
- Lack of Mechanism to drive automation coverage.
- Automation governance & Value Realization.
- Manageability of automation.

With Capgemini's Intelligent Automation Platform, we aim to address these concerns by ensuring:

INSIGHTS:

- To facilitate business convergence / industry alignment.

AGILITY:

- Significant reduction in time to execute new requests.

- Enhance customer experience.

AVAILABILITY:

- Ensure high availability & performance from application environment.
- Quicker incident resolution.

COSTS:

- Minimize cost of operations, development & testing to invest on change.

WE ARE BUSINESS ALIGNED: FUTURE-READY, INNOVATION FOCUSED, AND INSIGHTS DRIVEN... AND WE'VE DONE IT BEFORE.

We are already delivering results for clients globally and in many industry sectors like CPRD, E&U, Manufacturing, Automotive, Telcos, Financial services, etc.

Driving cost reduction and continuous improvement for an electricity transmission and distribution service provider:	Putting the fizz in the operations of a global beverage retailer:	Constructing better business outcomes for an engineering and consulting company:	Growing productivity at an agricultural biotechnology business:
<p>The company was looking to better align the underlying applications and infrastructure to business processes to drive improved efficiency & resilience and reduce cost.</p> <p>By implementing CIAP for Business through Capgemini's ADMnext Business Insightful Services we achieved:</p> <ul style="list-style-type: none"> • 85% improved asset availability • 5% faster connections • 10% improved job completion 	<p>We helped our client to significantly improve operational efficiency and increase the robustness of their production and bottling system.</p> <p>The deployment and hosting of an intelligent monitoring solution, encompassing more than 80 robots, through CIAP has led to improved quality, speed, and efficiency in an agile, secure, and scalable manner across our client's operations.</p> <ul style="list-style-type: none"> • 95% Reduction in turnaround time (TAT) for addressing dispute cases • 100% Schedule adherence • 70% High impact activities automated 	<p>We helped to automate their helpdesk processes, eliminate repetitive tasks and automatically handle high volumes of tickets to significantly improve the performance and availability of business-critical processes.</p> <ul style="list-style-type: none"> • 95% Reduction in TAT accelerating overall resolution time • 5400 Hours annually saved 	<p>We transformed our client's SAP processes to significantly improve efficiency and their customers' experience. By mapping out multiple configurations to address challenges on data maintenance, assessing processes to redefine handoffs and required approvals, and by securing ISO approval to enable process changes in their process, CIAP eliminated SAP process inefficiencies.</p> <ul style="list-style-type: none"> • 80% Reduction in cycle time for approval and handoffs • 59% Improvement in TAT • \$7m Averted risk of delay in sign-on bonus
<p>Key outcome: Capgemini's ADMnext Business Insightful Services are being used to implement business KPIs, aligned to Smart IT KPIs, to monitor the supporting application estate to provide insights on performance and efficiency.</p>	<p>Key outcome: High system availability and optimized utilization of specialists resulting in reduced productivity leakage and a significant increase in customer satisfaction</p>	<p>Key outcome: Improved compliance, agility and productivity leading to better decision making across the business</p>	<p>Key outcome: Restored productivity and infused efficiency in the processes improving the overall customer experience</p>



Capgemini has been a key partner for Coke One (CONA) in transforming our operations through intelligent automation. 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



About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 325,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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Additional Information:

Find out more about Capgemini's Intelligent Automation Platform:

[Intelligent Automation at Capgemini](#)

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1 Capgemini Research Institute, Fast-Forward to the Future. Defining and winning the post-COVID new normal, July 2020

2 HFS Research, Solve the Automation Scale Challenge with Integrated Automation, Fersht, Snowdon, Gupta, Christopher, Bandopadhyay