EMPLOYEE EXPERIENCE
COLLABORATION AND EMPOWERMENT

Better together

BRINGING PEOPLE TOGETHER CREATES NEW POSSIBILITIES FOR YOUR BUSINESS

Today, it's possible for your team to work side-by-side and live on different continents. To combine diverse perspectives and find new ways to solve problems, foster ideas and work together. To deal with local shortages of talent, by finding and recruiting new colleagues from far-off regions.

Powering each of these new possibilities are your workplace communication and collaboration tools

These tools also play a key role in staff satisfaction. 41% of Employees have left or would consider leaving their job due to poor collaboration[1]. Employee experience is key to employee engagement, which we now know drives productivity. It also improves your employer brand – making it easier to attract and retain talent in future.

Capgemini's **Collaboration & Empowerment** services enable you to transform your workplace communication strategy and systems, that will drive collaboration and keep employees connected and engaged with targeted news, easy access to communities and seamless access to company tools from any location, with any device. The result: increased productivity, sustainability, and inclusivity.

- **Engage.** Build meaningful connections by enabling employees to easily access relevant communications, communities and tools from any device.
- **Empower every employee.** Offer a range of adaptive solutions that match individual employees' workstyles and abilities, so they can work more productively.
- **Work smarter.** Identify new opportunities to automate collaborative tasks, so your teams can spend more time on what they do best.
- **Achieve your productivity potential.** Our experts design collaboration solutions using the best, most innovative systems from our technology partners worldwide. We'll ensure your systems are always up to date, to give your teams the maximum technology advantage.
- **Accelerate your time to value.** Our experts will deploy your solutions at speed, using Capgemini's pre-built accelerators, processes, and user personas.
- **Improve, constantly.** Our solutions are built using a transformational agile delivery model, with data-collection embedded at all points. This enables us to gather information on how your employees use your systems, so we can help to continually improve your collaboration and empowerment services.

EMPLOYEE EXPERIENCE

| Workspace | Collaboration & Empowerment | Office | Support | Framework |

PRODUCTIVITY, PLUS

Capgemini works with you to tailor bespoke solutions right for your business. Our solutions empower your people to collaborate seamlessly and perform at their best, by bringing everyone into the room – no matter where they are.

- **Offer secure, seamless, satisfying collaboration experiences.** Remove obstacles to collaboration by building easy-to-use communication environments that just work. Spot and solve issues with your systems before they happen with predictive analytics. Minimizing friction means staff can focus on their work – not on troubleshooting technology.
- **Add value.** Give your staff new ways to communicate and collaborate. Empower them to build low-code apps for the workplace. Provide digital workspaces like Microsoft Teams, that bring together existing tools in new ways.

- **Collaborate beyond borders.** Build co-working solutions that your customers and partners can easily access, to foster engagement and improve relationships.

63% of high-growth businesses have adopted hybrid working[2]

65% Of IT employees said that whether they can work flexibly will impact their decision to stay at the organization[3]

[1]Corel Global Survey, 2022 | [2]Fortune, 2021 | [3]Gartner, 2022

TECHNOLOGY SPOTLIGHT:
Low Code Platforms

In business, anyone can have a good idea. But when it comes to digital technology, not everyone can make their ideas a reality.

Employees depend on IT teams to build new apps and software systems. Pressure on IT teams grows. Even the best ideas fail to make it from the drawing board.

Low code systems like Microsoft Power Platform go some way to solving this problem, by giving non-IT employees the tools to design, test and deploy simple workplace apps using Microsoft systems they're already familiar with, with no development knowledge needed.

A facilities team might build a mobile app to allow staff to check in and out of offices. An HR team might build one for employees to log absences and holidays. Employees are empowered to test new ideas at speed. IT teams are left to focus on the more difficult and most valuable aspects of digital transformation.

Our Collaboration & Empowerment experts support teams to implement and drive adoption of Microsoft Power Platform using our market-leading accelerators, governance templates and security protocols. In doing so, we power new levels of productivity across our clients' organizations by:

- Fostering new ways of working, by giving employees the ability to put their ideas to the test
- Boosting cost-efficiency, by cutting the cost of app development
- Accelerating time-to-market for new software services
- Scaling low code development across business units, to embed it into everyday business operations

STRENGTH IN SUSTAINABILITY

Transforming your employee experience offers you an opportunity to embed sustainability into how your organization communicates.

- **Support remote & anywhere working.** Hybrid working with digital tools plays an important role in improving workplace sustainability, helping staff to cut their carbon footprint by reducing their need to commute.

- **Track your impact.** Each of our collaboration and empowerment solutions is designed with sustainability in mind. Capgemini applies our Sustainable IT Framework to all aspects of our work, to empower our clients to record, report and take action to reduce their carbon emissions.

TECHNOLOGY SPOTLIGHT:
Record, report and reduce **workspace** emissions with **Federated Carbon Calculator**

Building transparency into your operations is crucial to achieving your sustainability ambitions.

Employees expect it: 77% want their organization to be more open about its environmental impact.[1] Shareholders look for it: 26% of investors consider ESG as central to their investment approach.[2] The law demands it: European organizations with more than 250 staff must report on emissions across their value stream.

Capgemini's Sustainable IT Framework enables our clients to record the environmental footprint of their IT assets and operations value chain; to visualize their resource consumption, environmental impact, and sustainability progress against CDP, CSRD2023, EU and SBTi standards; and to reduce emissions via intelligent, impactful solutions.

Federated Carbon Calculator is our data platform for monitoring and reporting our clients' organizational data against this Framework, so we can:

- Substantiate our clients' vision for green IT
- Educate and empower our clients' employees to reduce their environmental impact
- Support our clients to build a sustainability roadmap that aligns with their CSR goals
- Prove sustainability for external ESG audits and certifications including CDP, Eco Vadis, SBTi and CSRD2023
- Support impact modelling in relation to sustainability goals
- Offer tangible sustainability achievements for corporate marketing

EVERYONE INCLUDED

Our Collaboration & Empowerment solutions make it possible for everyone in your organization to contribute to your success – wherever they work and whatever their skills and work style.

- **Personalize.** Offer a range of communication and collaboration systems to allow employees to choose the devices and applications that suit their ability and workstyle best.

- **Equalize.** Intelligent collaboration systems give every employee a platform to contribute to discussions. This is especially important for staff that work remotely, who can be left behind in terms of career progression because they're less visible.

- **Include.** Provide rich, deep collaboration experiences that give individuals more opportunities to connect and communicate with each other. Make it easy for staff to access communication channels and to share insights, documents and more, with 'one tap to join' interfaces.

- **Upskill.** Support your staff to drive maximum value from their new digital workspace: provide training that's tailored to their role and user persona.

TECHNOLOGY SPOTLIGHT:
Building your **Employee Experience Hub** with **Microsoft Viva**

Employee intranets are not new, but the rise of hybrid working means that the value they offer has become more important than ever.

We support teams to build modern intranet solutions for employee engagement using Microsoft Viva. This is a set of modular components for building digital employee experience hubs that act as an online base for workplace communities.

Viva Connections and Viva Engage support staff culture and communications. Viva Insights is focused on productivity and well-being. Viva Topics hosts company knowledge and expertise. Viva Learning supports training and growth. Viva Goals enables easier management of employee KPIs.

Every organization's Viva solution will differ according to its intranet requirements. Our focus on governance, processes and deployment ensures we build the right digital workspace for your teams and our focus on support ensures employees receive full training to drive maximum value from their Viva system.

The result: stronger employee engagement, personalized communication, and value-added peer-to-peer interaction, whatever your size or type of business:

- Stronger connections and instant access to information removes silos and fosters culture and engagement
- Employees are self-empowered, with ready access to important information
- Simplify access to what's important by introducing integrated and personalized dashboard that provide quick and easy access to company tools.
- Modern, mobile system designs increase user satisfaction
- Executive visibility, transparency and accessibility are improved
- Costs are reduced, by removing duplicate applications and making it more convenient and efficient for leaders to communicate with staff
- Employees' desire to create shadow IT is reduced, along with the associated risks
- Employee communities flourish; knowledge-sharing increases

Microsoft

[1]Play Studio, 2022: **https://play-studio.com/insights/corporate-climate-crisis**

[2]Harvard Law School Forum on Corporate Governance, 2022: **https://corpgov.law.harvard.edu/2022/06/17/esg-global-study-2022/**

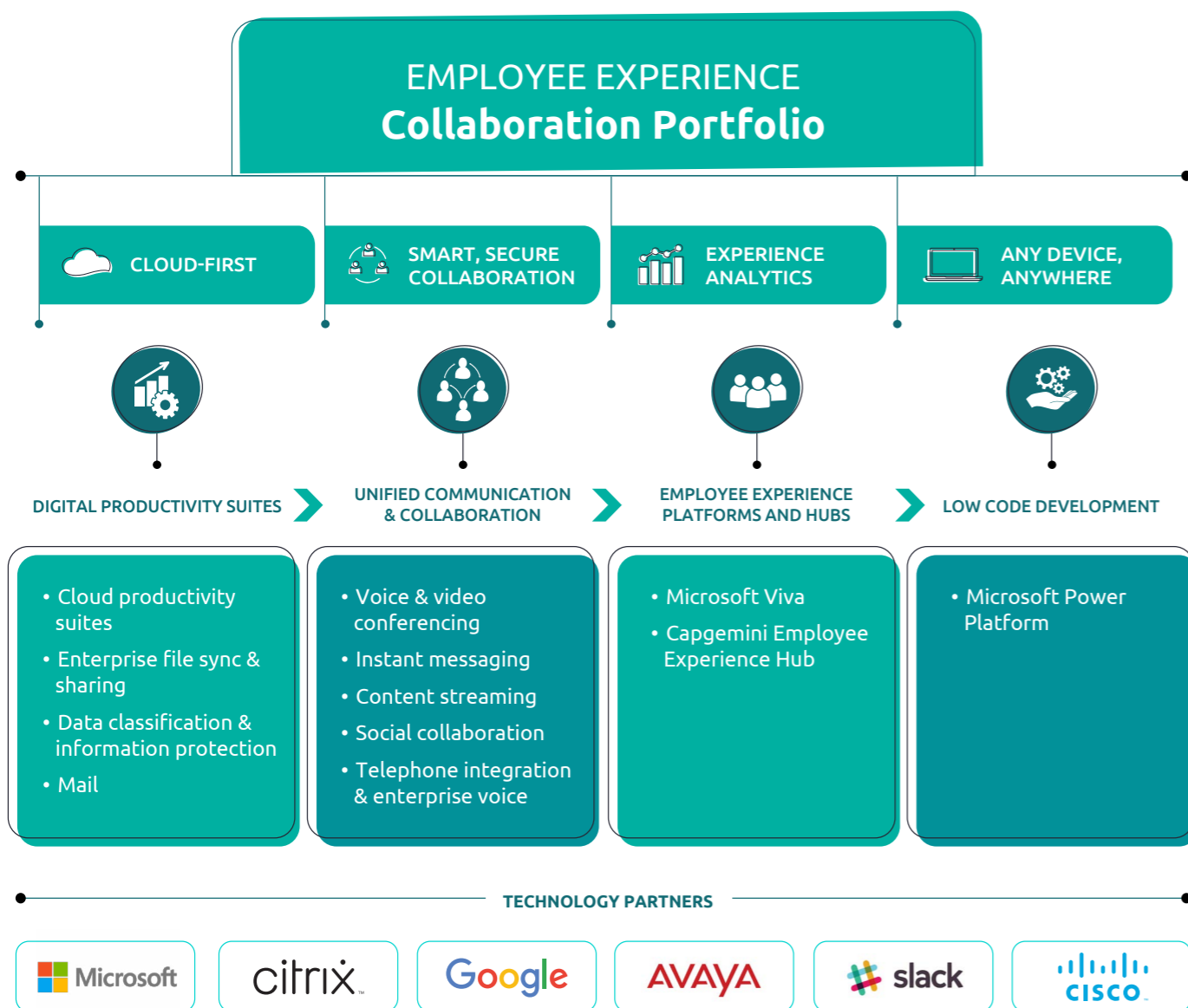# BALANCING BUSINESS PRIORITIES AND EMPLOYEES' NEEDS

That's what it takes to offer a truly effective employee experience.

Capgemini's Collaboration & Empowerment services deliver connected, personalized, integrated experiences via an end-to-end approach that covers the **design, build, adoption,** and **operation** phases of your digital transformation.

Your solution is delivered via four service pillars, each available as a managed service offering. As your workplace requirements change, you can add or subtract services. Our specialists are on hand to ensure your technology transitions are quick and efficient, to minimize disruption.

Our work doesn't stop once your new technology is in place: we train your teams to use and drive value from your new solution, however they like to work.

EMPLOYEE EXPERIENCE
Collaboration Portfolio

CLOUD-FIRST	SMART, SECURE COLLABORATION	EXPERIENCE ANALYTICS	ANY DEVICE, ANYWHERE

DIGITAL PRODUCTIVITY SUITES	UNIFIED COMMUNICATION & COLLABORATION	EMPLOYEE EXPERIENCE PLATFORMS AND HUBS	LOW CODE DEVELOPMENT
• Cloud productivity suites • Enterprise file sync & sharing • Data classification & information protection • Mail	• Voice & video conferencing • Instant messaging • Content streaming • Social collaboration • Telephone integration & enterprise voice	• Microsoft Viva • Capgemini Employee Experience Hub	• Microsoft Power Platform

TECHNOLOGY PARTNERS

Microsoft · citrix · Google · AVAYA · slack · CISCO

TECHNOLOGY YOU CAN TRUST

Our Collaboration & Empowerment solutions are designed to deliver standout results today and play an integral role in your wider digital transformation tomorrow.

They're **cloud-first,** giving you streamlined access to the latest, market-leading collaboration solutions from Microsoft, Google, Cisco, Avaya, and others.

They're **automated** wherever possible, to cut your operating costs and eliminate delivery incidents.

And they're **data led.** Our **Employee Experience Index** measures and tracks your employees' views on their workplace experience, enabling you to continually improve the systems and support you offer.

PART OF SOMETHING BIGGER

Capgemini's Collaboration & Empowerment services are part of our Employee Experience portfolio – a range of connected services covering **Workspace, Office** and **Support** capabilities, and our **Employee Experience Framework** for mapping and managing your employee experience transformation.

Delivered alone or together, each service complements and adds value to the others, creating an end-to-end value chain that boosts productivity, sustainability and inclusivity for employees, IT, and your business.

Working with Capgemini gives you access to world-leading expertise, global technology support, and breadth and depth of experience. This enables us to offer a truly comprehensive employee experience solution that makes the future of work for you.

500 clients supported

3.2m users supported via our service desks

1.5m end-user devices managed

18m desktop support incidents managed

Recognized worldwide

AVASANT LEADER Digital Workplace Services 2021

NelsonHall NEAT Leader 2021 Advanced Digital Workplace Services

'Leader' in Avasant's **Radarview™** report for **Digital Workplace Services,** 2021

'Leader' in NelsonHall's **NEAT Evaluation** for **Advanced Digital Workplace Services**, 2019, 2020 and 2021

The best way to understand the power of our Support services is to try them at our unique Employee Experience center.

Book your tour today, via Capgemini.com.

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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