



Capgemini
Innovation Day
2020

Welcome to the

RESET

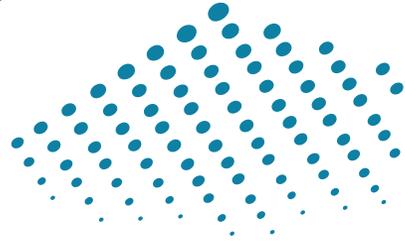




Connected Employee
Experience
Working in the “new
normal”



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Resetting the workplace

The way we work will change





What is this "New normal"



01

It's about trust

- You can no longer see your employees, are they working?
- What are they doing on your device?
- Can they handle it?

02

It's about balance

- Work – Life, how to keep everyone healthy?
- Office – Home, how many days at the office?
- Closed – Open, what kind of workplace?

03

It's about security

- No more closed enterprise networks;
- Now really the dead of the firewall;
- Is your data safe?

04

It's about experience

- Introducing new technology alone is not working;
- Digital Adoption will make the difference;
- Empowering your people.



The workplace is getting smart

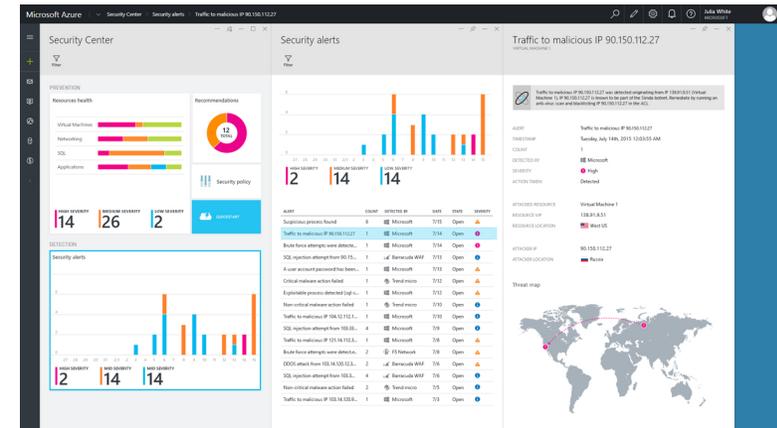
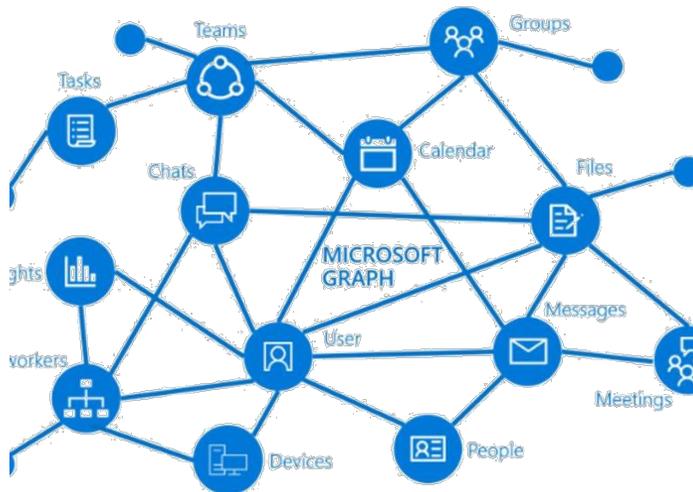
From sensors to information

User Experience Summary

30 Days | Sep 14, 2020 - Oct 13, 2020

Category	User Percentage	Change	User Experience Score
Overall Experience		Increasing	77.6
Excellent	6.61	Static	
Good	21.9	Static	
Fair	25.42	Static	
Poor	46.07	Static	

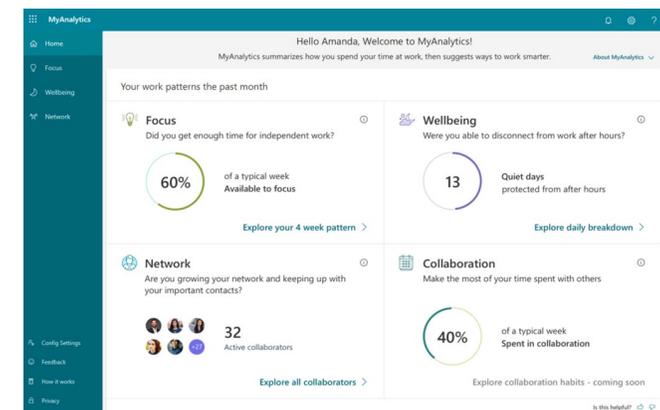
- Performance
- Availability



- Security
- Compliance



- Better support



- Health
- Personal improvement



From IT consumption to IT experience

The end user is at the center of the new world



The Employee Experience Index

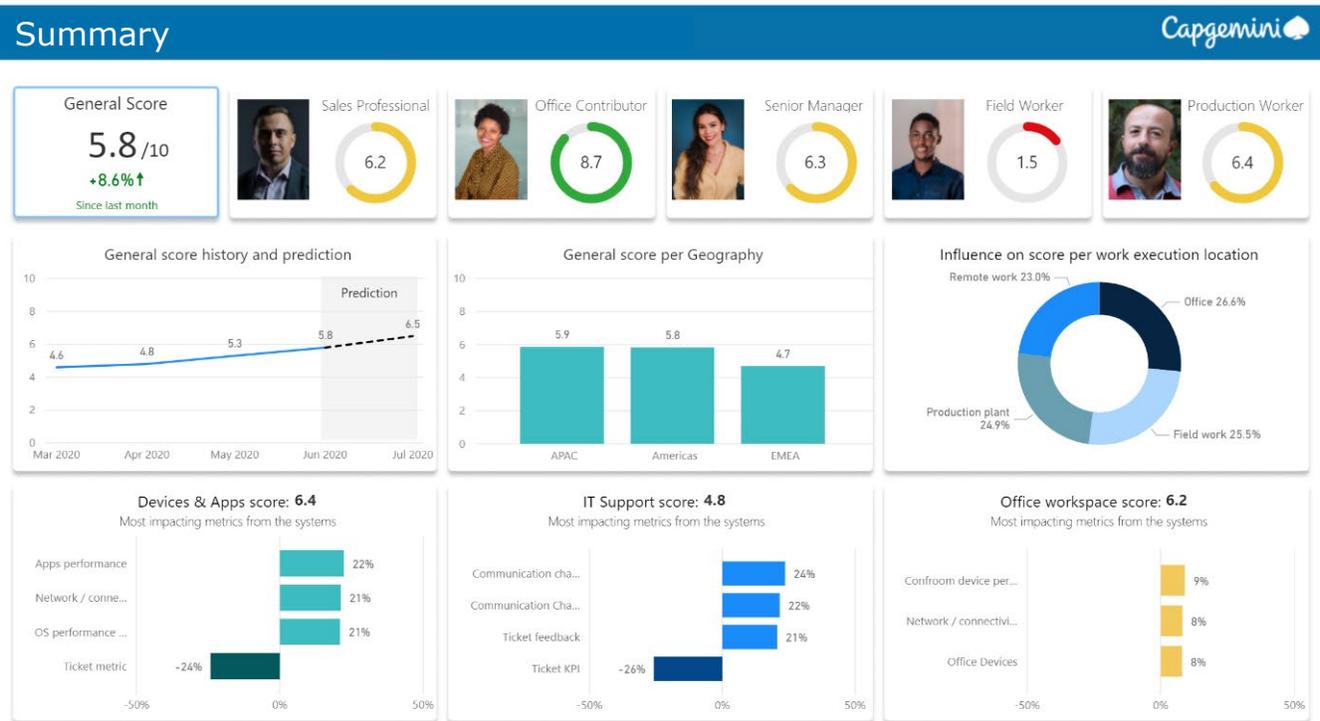
Measure and improve continuously



AI Powered Analytics

User Experience Research

Employee Experience Index dashboard (EX Index)



- Process Mining
- Text Mining
- People Analytics
- IT Performance
- Service Adoption

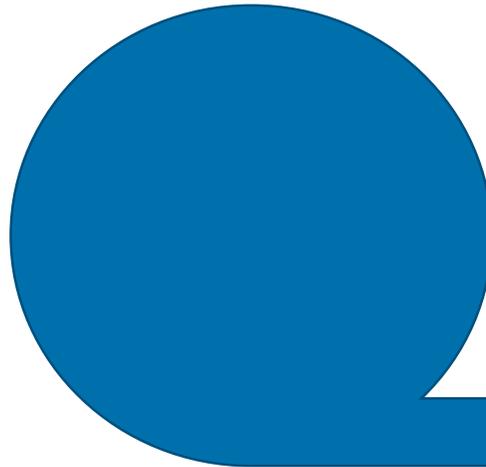
- Workshops
- User Interviews
- Surveys
- Usability Testing
- Benchmarks



The new office at Capgemini



Capgemini's new working environment

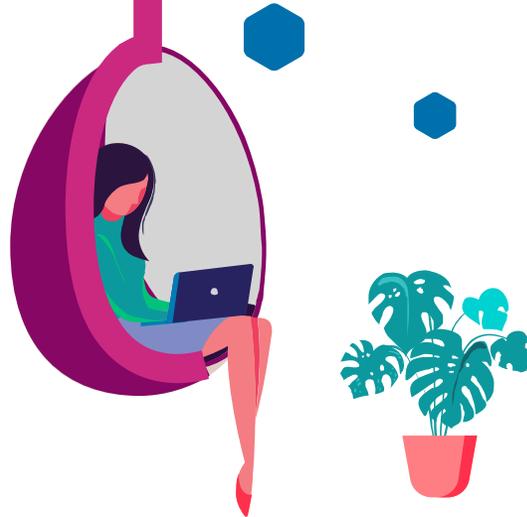
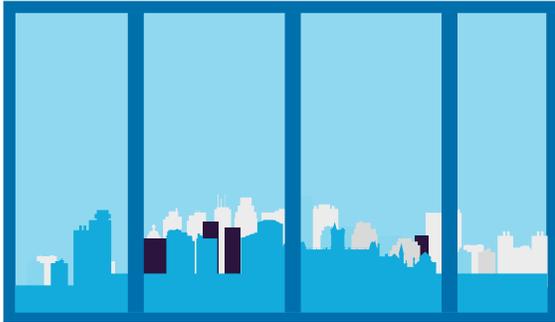


Connected Office

Human, Space and Technology factors combined.



In a world where home is office and office is becoming home for collaboration make sure you've got it covered.



Key Takeaways

Smarter support

Make your support smarter, and adapt to different user groups

AAA workplace

Bring in the modern workplace with the consumer feeling.

Use your real estate efficiently:

- Make your building smart;
- Less desks more workspaces/collaboration spaces;
- Less m² more facilities, spend your money wisely,

Sustainability is more important as ever

76 % of Millennials that consider a company's social and environmental commitments when deciding where to work.

Health and well-being percentage of employees and companies supporting health and well-being initiatives that are more likely to recommend their company as a good place to work.

Devices and Tools are key

A smart meeting room is expensive, but is key to save money.

Help your users

With all those new applications and tools, Digital Adoption is crucial for success.

Know your users

You really need to understand what users need and can use. Not everyone will be digital savvy.

It's not only work

Do not focus on work alone in your support. Work and private time are no longer clearly separated.



Resetting Digital Adoption



Most of the effective methods fail

Sponsorship

- A manager who can manage resistance
- Face-to-face communication

On-site support

- Floorwalkers
- Open consultation hours

Awareness

- Marketing material, such as banner
- (Townhall) Events

Training

- Classroom setting training
- Coaching on the job

Redefine your adoption strategy and solutions



On-demand

At their own pace

- eLearning
- Chatbots
- Podcasts



Gamified

Offer a fun break from it all

- Games
- Online design sessions
- Leaderboards



Measurable

Monitor (individual) progress

- Analytics
- External marketing methods
- In app-survey's / Digital Adoption Platforms

HR



AM



PM





Help Clare to master Teams and win!



BEGIN THE STORY



Microsoft 365 learning pathways

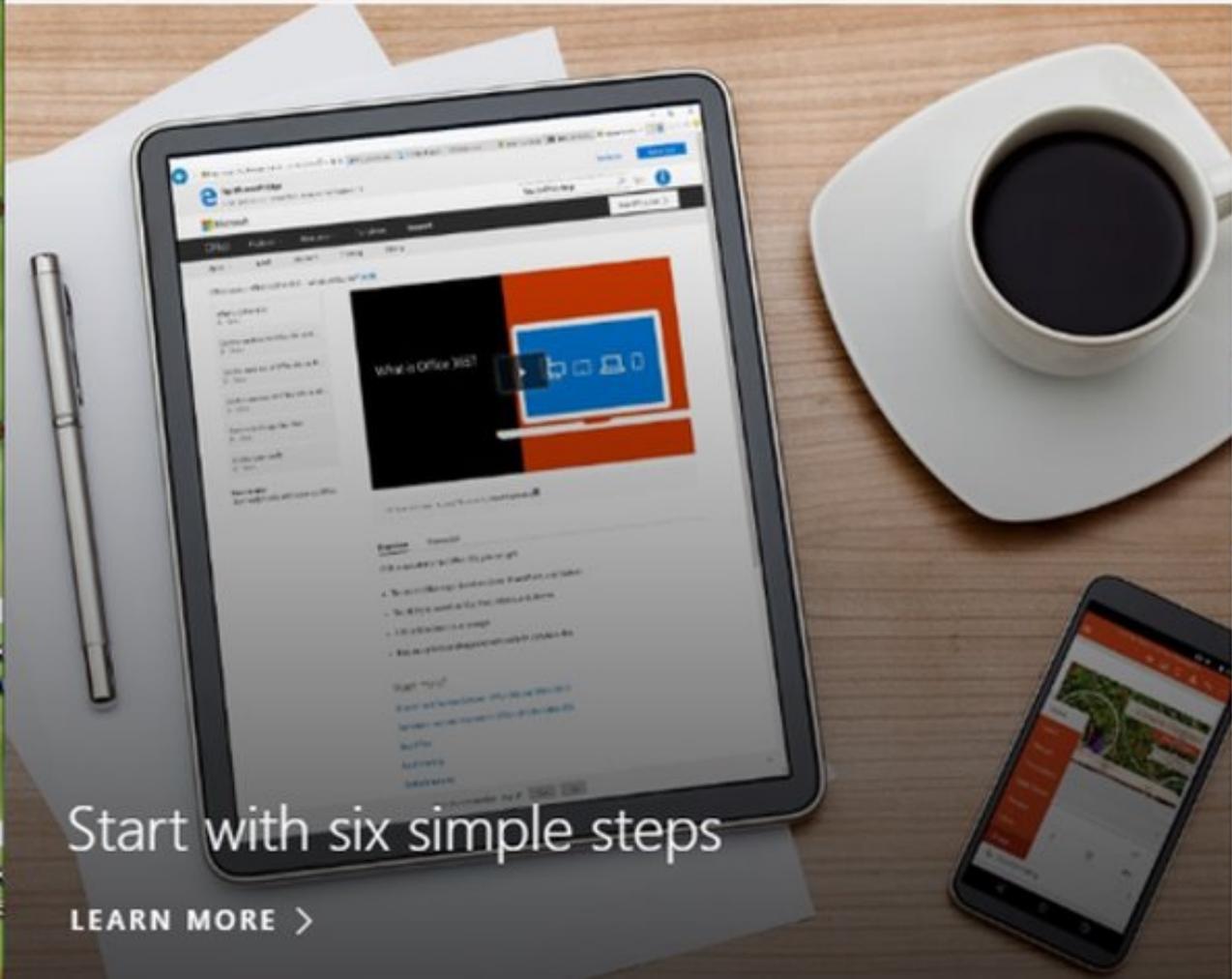
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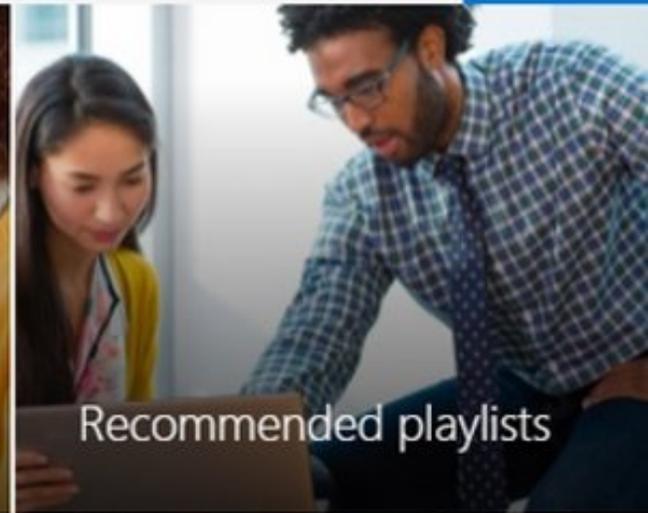


Start with six simple steps

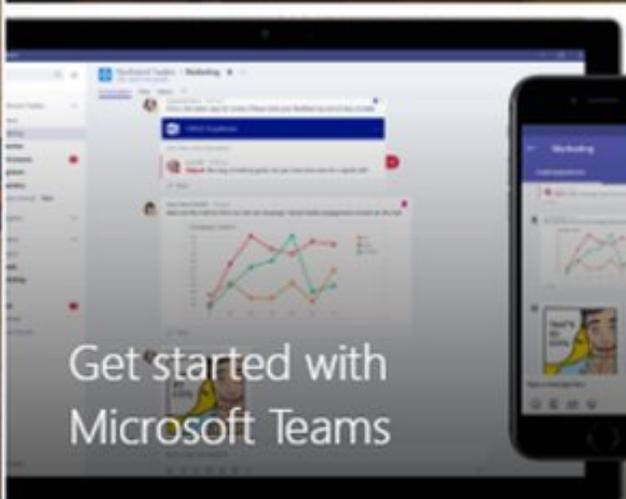
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Microsoft 365 training

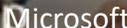


Recommended playlists



Get started with Microsoft Teams



Ask questions and get help 



Good afternoon

Apps



Outlook



OneDrive



Word



Excel



PowerPoint



SharePoint



Teams



Yammer



Dynamics 365



Flow



Security & Compliance

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Search online documents

Install Office apps

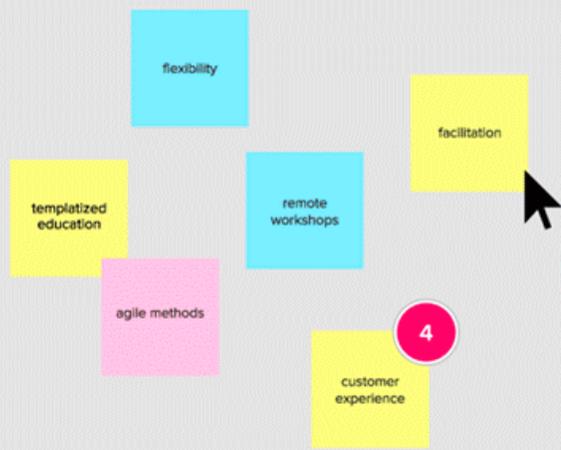
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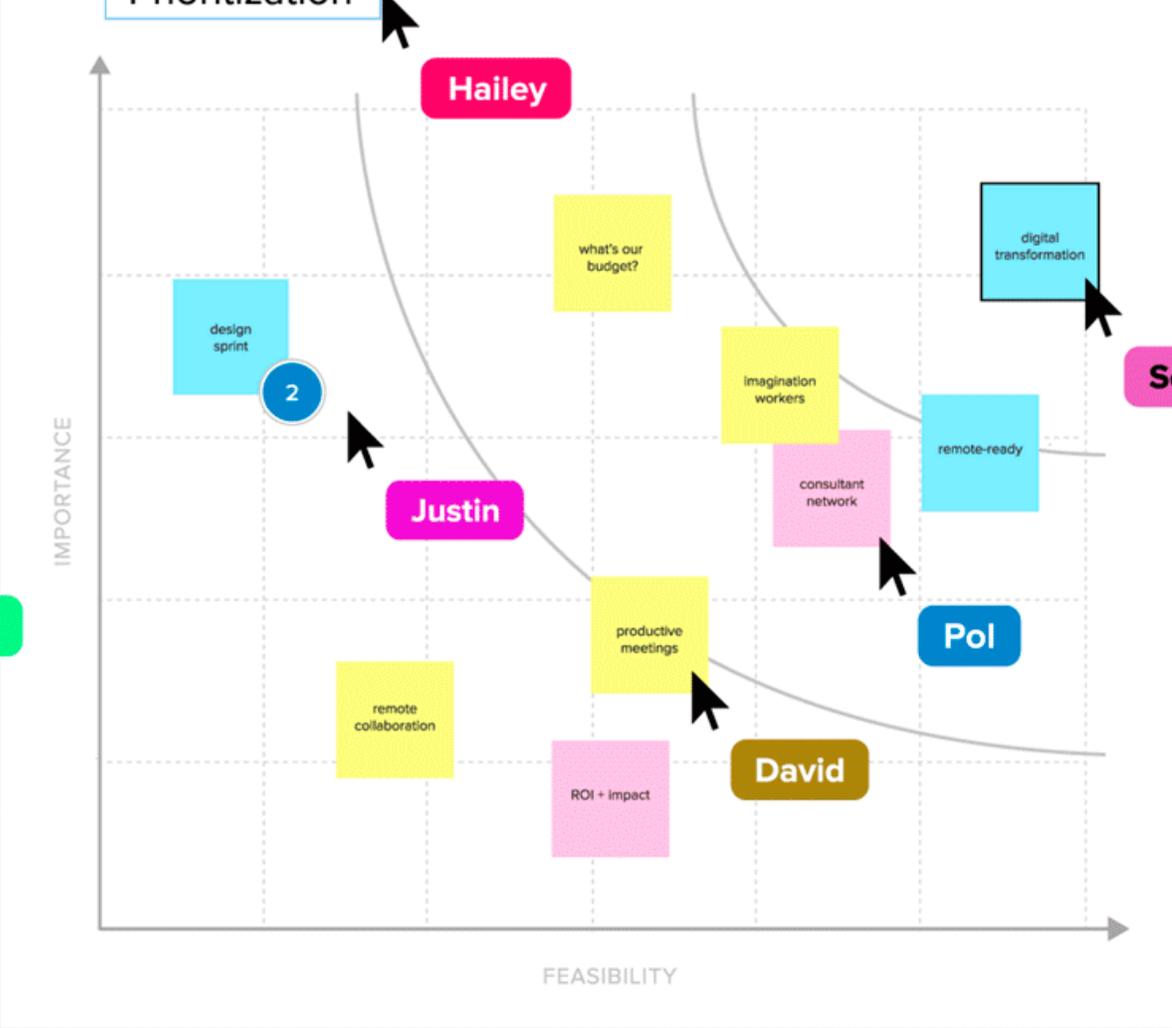


Brainstorm



Alli

Prioritization



A vertical stack of six video call windows showing the participants. From top to bottom: a woman with glasses, a man with a grey shirt, a woman with long dark hair, a man with glasses, a woman with a red top, and a man with a plaid shirt and a cap. The interface includes a 'Recording' indicator at the top and 'Mute', 'Stop Video', and 'More' controls at the bottom.



Wrap-Up

Connected Employee Experience

Our answer to the Digital Workplace



Connected Experience Framework

Accelerate your journey towards an amazing employee experience with our consulting and analytics framework

End-to-end Services

Freedom of Choice

Personalized Services



Connected Workspace

Self-help, Self-service, your apps, data, and services, your way: anytime, anywhere, any device.



Connected Collaboration

Bringing people together for better business results



Connected Office

Smarter, simpler ways to interact with your surroundings



Connected Support



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

It's not just about the workplace anymore !!

Key Contacts



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People matter, results count.



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 €17 billion.

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