


Capgemini 



Connected Workspace

Your apps and data, your way



Connected Workspace: Anytime, anywhere, any device.

Today, four generations of employees are at work, from baby boomers to generation Z, all of whom have different preferences and expectations of their workplace. But they all want their experience to be consumerized. They want to be able to personalize how they access and use their applications and data.

Capgemini's **Connected Workspace** services are part of our modular **Connected Employee Experience** portfolio. You can choose the components your organization needs, to enhance and expedite your digital transformation journey.

Connected Workspace offerings bring the familiar work environment while adding flexibility. We deliver efficient and secure connectivity, intuitive interfaces, and simple access to all applications and data, anytime and from anywhere, using virtually any endpoint device—company-issued or personal—with personalized support to employees whenever they need help.

Connected Employee Experience offerings can be delivered individually or integrated with any other service within the portfolio. By integrating more offering components, more value can be provided to the organization. When used in combination, the capabilities of the Connected Workspace deliver transformative end-user experiences, creating a host of benefits for all stakeholders such as:

- **IT** can provide a better, more flexible, consumerized service, broaden its provisioning strategy, cut costs; and improve its reputation as an innovation partner to the business.
- **Employees** have flexible service, making them feel more engaged, satisfied, productive, and loyal—so you are more likely to attract and retain top talent.

- **The business** can safely allow more employees to work remotely, scale up and down to meet demand, and facilitate cultural alignment among diverse groups of employees. The company is also better positioned to quantify productivity gains, improve processes, and achieve the aggressive performance goals of its digital transformation roadmap.

A great experience yields great business results.

When you give employees the workspace experience they really want, they're more productive, energized, eager to work for your organization, and loyal, this is good for your business. So what do employees really want from their workspace experience?

- Support for remote working: the ability to use any app on any device, any time, from anywhere
 - Easy access to internal services such as IT support through a self-service portal
 - Safe access to all their corporate content, all the time
 - The ability to personalize their experience, with access to self-service, self-help and corporate content
 - A solution that predicts their service needs
 - Strong security (without inconvenience)
 - Simple, effective and ways to collaborate with colleagues
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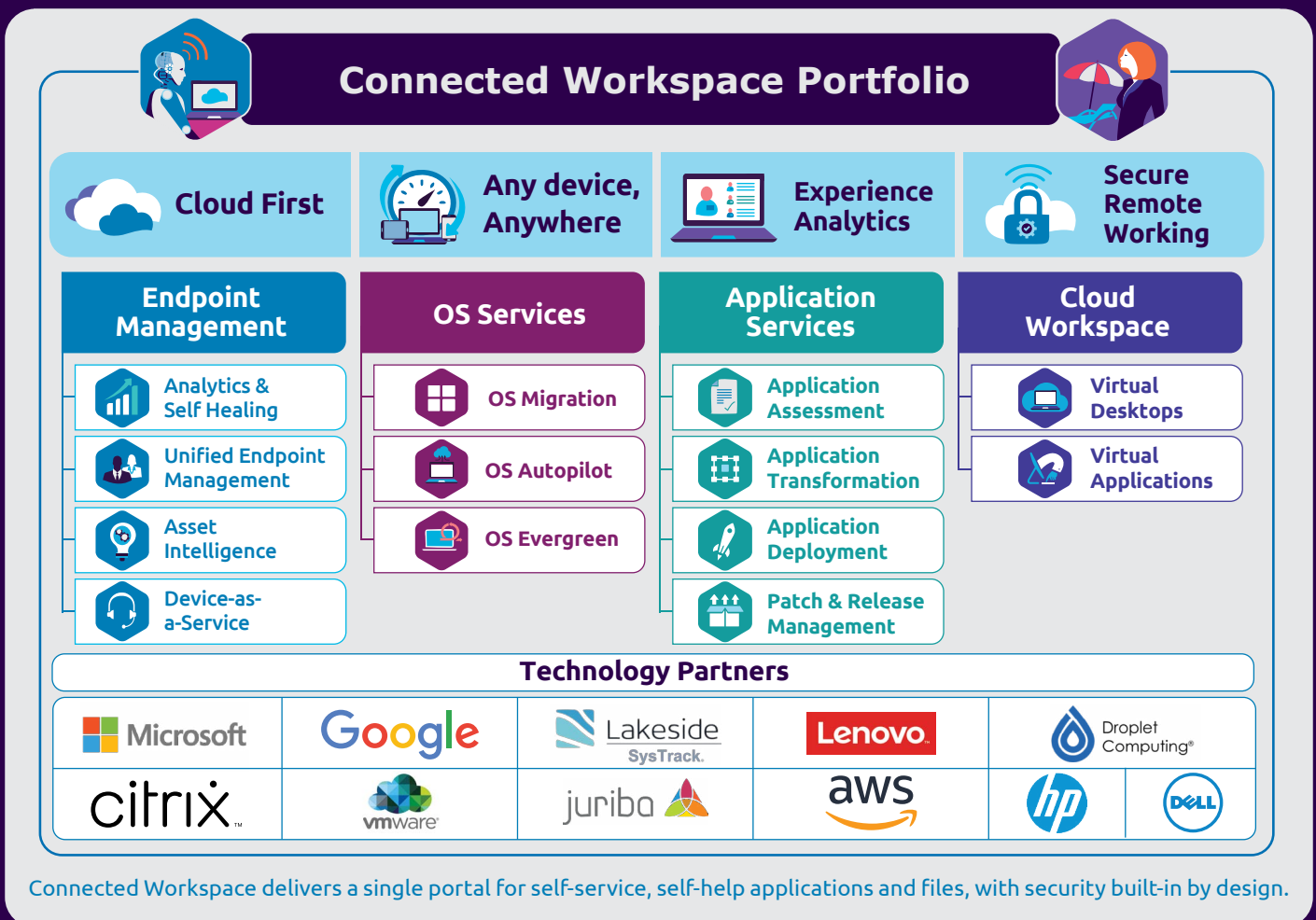
Four categories of services, infinite possibilities

The Connected Workspace includes services across four broad categories, including **endpoint management, OS services, application services,** and **Cloud Workspace**. Let's take a closer look.

Endpoint Management Services

Capgemini helps you digitally modernize the workspace experience with a portfolio of services that harness advanced data science to enhance the employee experience and deliver proven capabilities, including:

- **Analytics and Self-Healing:** We use analytics and AI extensively to provide actionable insights into your estate of endpoints, users, and applications. Through our **Service Dashboard**, we make it easy for senior management to quickly see and understand these insights and for IT to



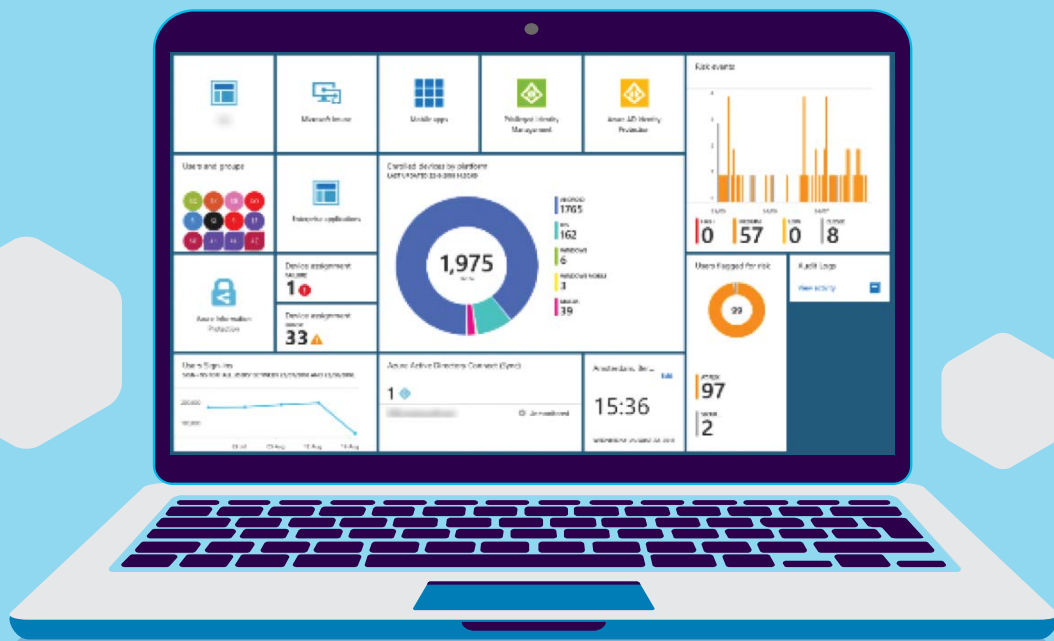
apply them to Service Level Management (SLM). We also combine analytics with sensor data so IT can identify and target the most common issues and execute self-healing. This in turn enables IT to manage endpoints more proactively, cut help desk costs, improve compliance and reporting, and create better employee experiences.

- **Unified Endpoint Management:** We can automate multiple endpoint management tasks to save time and money, including device management, endpoint health and compliance status, access control, patch management, application deployment, reporting, tool administration, content distribution, and much more. In addition, we can automate management processes related to mobile devices, mobile apps, and mobile content, including device enrollment, provisioning and retirement, security and compliance, application onboarding, application security policies, whitelisting and blacklisting apps, enterprise data management, BYOD policies, enterprise data security policies, and more.
- **Asset Intelligence:** We provide an in-depth view of all your enterprise assets and how they are being used, based on our unique ability to integrate and analyze data points from multiple sources. This level of detailed information enables you to reclaim hardware and software, lower your overall costs, and right size your asset inventory.
- **Device-as-a-Service** offerings provide end-to-end management of your end-user devices, including hardware provisioning, workplace services, and more, so you can move to a more economical pay-per-use model.

OS Services

Capgemini uses analytics and persona-based provisioning to customize the OS, improving the employee experience and increasing productivity instantly. We harness a wide range of capabilities, including automation of OS installation and provisioning, VDI templating, reliable evergreen support & tracking, and more. We can also support non-standard or unsupported versions of operating systems, such as Windows 7. Our services include:

- **OS Migration:** We can assess your existing devices for OS upgrade suitability. We can also assist you with in-place upgrades, wipe-and-load, self-service, zero-touch automation, complete data migration, dynamic installation of all assigned applications at the time of installation, and more.
- **OS Autopilot:** We make it easy to implement secure self-service images, fast fit-up and repurposing of devices, direct shipment from vendors, and more—with support for a broad range of corporate devices, BYOC, kiosks, and so on.
- **OS Evergreen:** We harness multiple technologies to manage OS updates to provide you with a reliable OS-as-a-Service solution. This includes application readiness-analytics on hardware and software, including security software, timelines and scheduling that minimally impact users, infrastructure readiness assessment, and more.



Application Services

Our unified, intuitive Application Portal provides your employees with an exceptional self-service experience. Our **Application Assessment, Application Transformation, Application Deployment, and Patch & Release Management** services harness analytics and automation to provide insights to your organization and actionable intelligence on OS deployments and applications, including:

- Usage reports
- License harvesting, reclamations
- Smart auto-uninstalls of applications
- License governance
- Intelligent workflows and automation of decisions
- Application compatibility and remediation
- Application installs (including packaging, repackaging, MSIX)
- Support for Windows, Macintosh and mobile devices

Cloud Workspaces

Cappgemini uses analytics extensively to identify and highlight opportunities for virtualization of desktops or applications. This enables you to take maximum advantage of virtual technologies to enhance the workspace experience. For example, we can move non-supported OS versions such as Windows 7 to VDIs and provide support in a virtual environment. Other core capabilities include:

- On-demand computing power
- Near-zero downtime for updates and patching
- Secure access anywhere - any device, any location, any time
- Choice of almost any access device, including thin clients, Macintosh, etc.
- Protocol management (e.g. HDX)
- Virtual App / VDI management
- Virtual app offline mode



Self-service portal



- Search for the either virtual or on-prem applications and/or Virtual Desktops you want
- Request the resources you need (approval flows)
- Automation for a better user experience (auto fulfilment)





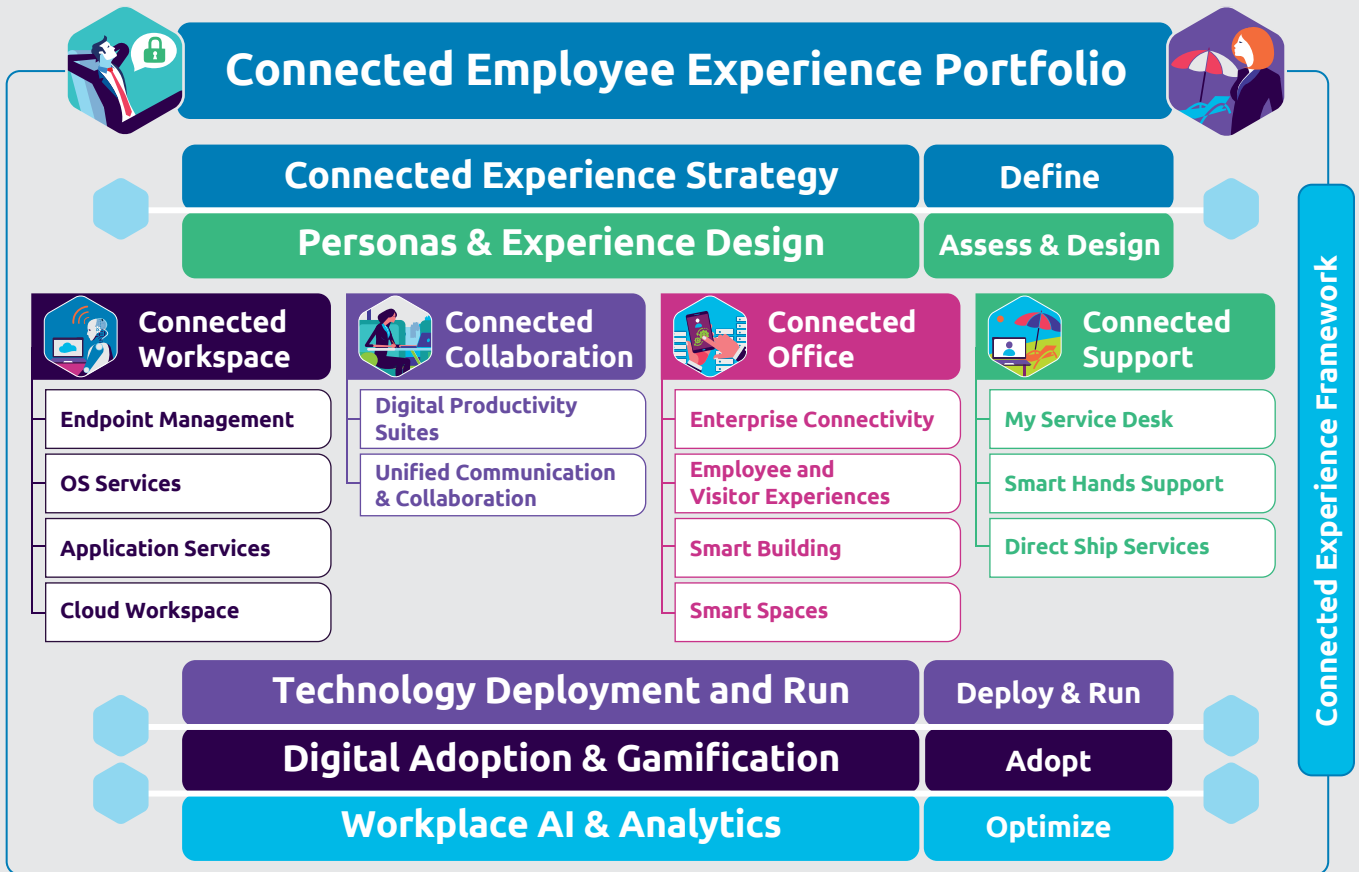
It's all connected.

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

Connected Workspace offerings can be delivered individually or integrated with any other service within the Connected Employee Experience portfolio. Each offering 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 Collaboration](#)
- [Connected Office](#)
- [Connected Support](#)
- [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.

Gartner

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

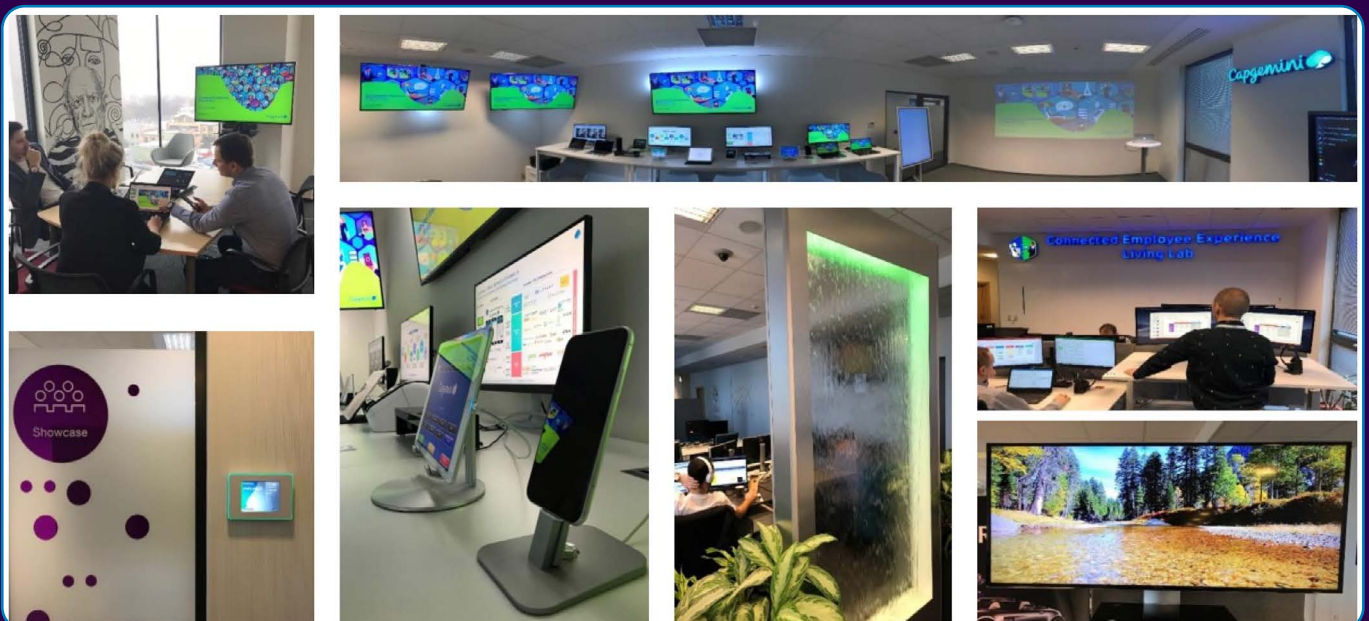
1,388,133
end-user devices managed

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

Connect with us and see for yourself.

The best way to understand and appreciate the capabilities of the Connected Workspace 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](#) 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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For further information please contact:
infra.global@capgemini.com