

# EMPLOYEE EXPERIENCE SUPPORT SERVICES

Workplace support, reimagined

## EFFECTIVE EMPLOYEE SUPPORT IS ABOUT MUCH MORE THAN ANSWERING TICKETS

It's preventing tech problems before they happen.  
It's giving staff access to the right information at the right time, via the channels that work best for them.

It's teaching employees how to use systems to their advantage, and so they don't have to ask the same question twice.

## CAPGEMINI'S VISION FOR SUPPORT GOES FAR BEYOND TRADITIONAL IT SERVICES

We build support solutions that are, in themselves, entire employee experiences, spanning not just IT but HR, ops, finance and every other aspect of business that affects your employees' working lives.

Our always-on solutions are flexible, intelligent and designed around individuals' needs. They deliver help and learning, to empower staff development. They're proactive and predictive, not reactive and reductive.

Leading brands worldwide trust Capgemini to help make their employees happier at work in this way.

Why? Because true employee support drives engagement, and engagement drives better business outcomes.

Empowered employees are more productive. They build the foundations for business sustainability. And because they feel better supported, they stay with you for longer.



Here's how rethinking your employee support service could revolutionize your business



<sup>1</sup>IDC, Employee Experience and Customer Experience- What is the Connection, Sep 2021

<sup>2</sup>Gallup, What is Employee Engagement and How Do You Improve It, 2022

<sup>3</sup>Capgemini Research Institute, Re-learning Leadership, 2022

## DOES YOUR IT SERVICE DESK DO THIS?

Our expertise and experience enable us to deliver total support solutions that include every element needed to achieve your target business outcomes.

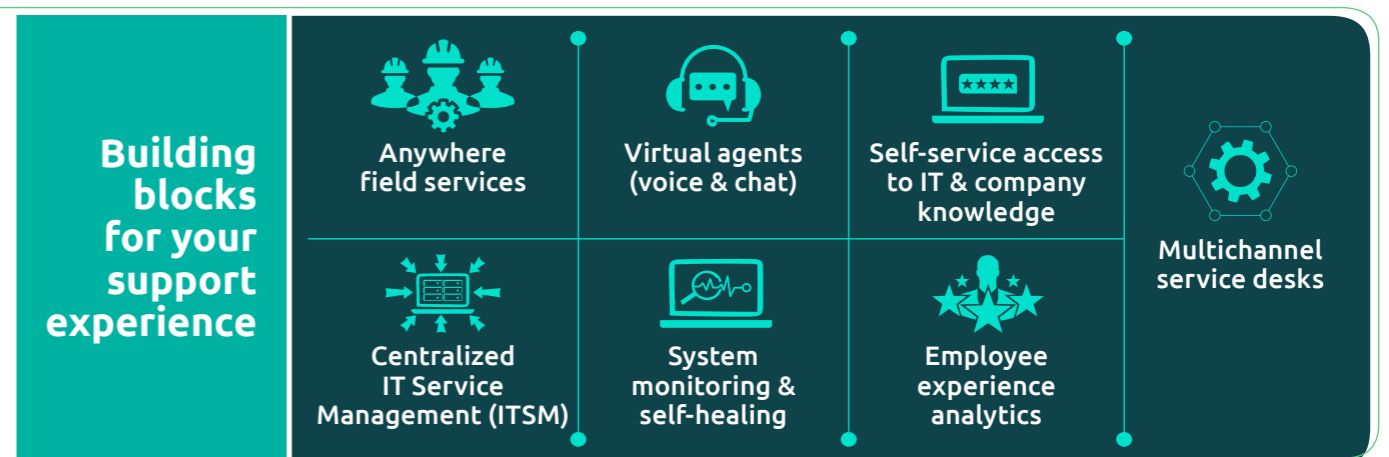
Your Capgemini support experience could include on-site and remote support from experts, via our Global Service Desks; traditional and advanced field support, using the latest technology from our partners; and innovative solutions like lockers, tech bar and device deposits.

We'll design your support service by first understanding your business objectives, deploying solutions that are intelligent, human-centric and focused on adding value over the long-term. With our help, your business can:

- **Create time.** Minimize everyday disruption for employees by predicting and solving their technology issues before they happen. With no need to call on support, employees can work more productively, more of the time. You can automate everyday processes and interactions, elsewhere, to save even more time. For example, by offering chatbots for booking meeting spaces.
- **Remove friction.** When workplace issues do occur, deliver effective support via channels that work best for individual employees, whether they're in the office, at home or out-in-the-field. This can include both human and automated services.
- **Maximise Value:** Enable staff to access high quality, interactive training materials on a self-service basis. Employees will have access to knowledge for self-support, as well as learning how

to use the technology and services for maximum result and adoption.

- **Cut emissions & waste.** Choose support solutions that reduce your environmental impact –by offering chat-based alternatives to calls and email, for example.
- **Drive inclusivity.** Accessibility is the foundation of effective employee support. Build multi-channel, multi-device services that enable employees to access the types of support that reflect their workstyle, knowledge-level and skills. Offer guided training for new joiners, for example, and accessible alternative channels for staff with disabilities, such as voice or chat.
- **Retain talent.** 97% of employees with a 'positive' workplace experience will choose to stay with their employer for the following year (Capgemini Research Institute, 2022). Improving your employee experience boosts engagement, which improves retention.
- **Expand your talent pool.** By supporting employees to work fully remotely, you can recruit new staff who would otherwise be unable to work in your offices because they live away or have health issues that prevent travel or contact.
- **Optimize, continuously.** Embed analytics into your support solutions, to learn how employees use your services and identify opportunities to improve. Learn about new technology options from our experts and try them for yourself at our **Innovation Centers** worldwide.





# CAPGEMINI EMPLOYEE EXPERIENCE IN ACTION



**Client:**  
Global life sciences company

**Brief:**  
Our client sought to 'level up' their high-performing support solution to improve cost-efficiency and add system flexibility to meet new business objectives.

New services were to be delivered via a formal partnership with the client's HR unit, with a focus on proactive collaboration and fostering innovation.

**Solution:**  
Our cloud-first strategy used leading-edge technologies to deliver a unified support experience, as part of a wider digital transformation spanning public and private cloud, infrastructure and the client's global IT services model.

- Results:**
- Significant reduction in TCO across core services
  - Creation of an engaging, people-focused HR solution using employee personas
  - Increased automation, AI Ops capabilities and standardization across UCC and Infrastructure estates



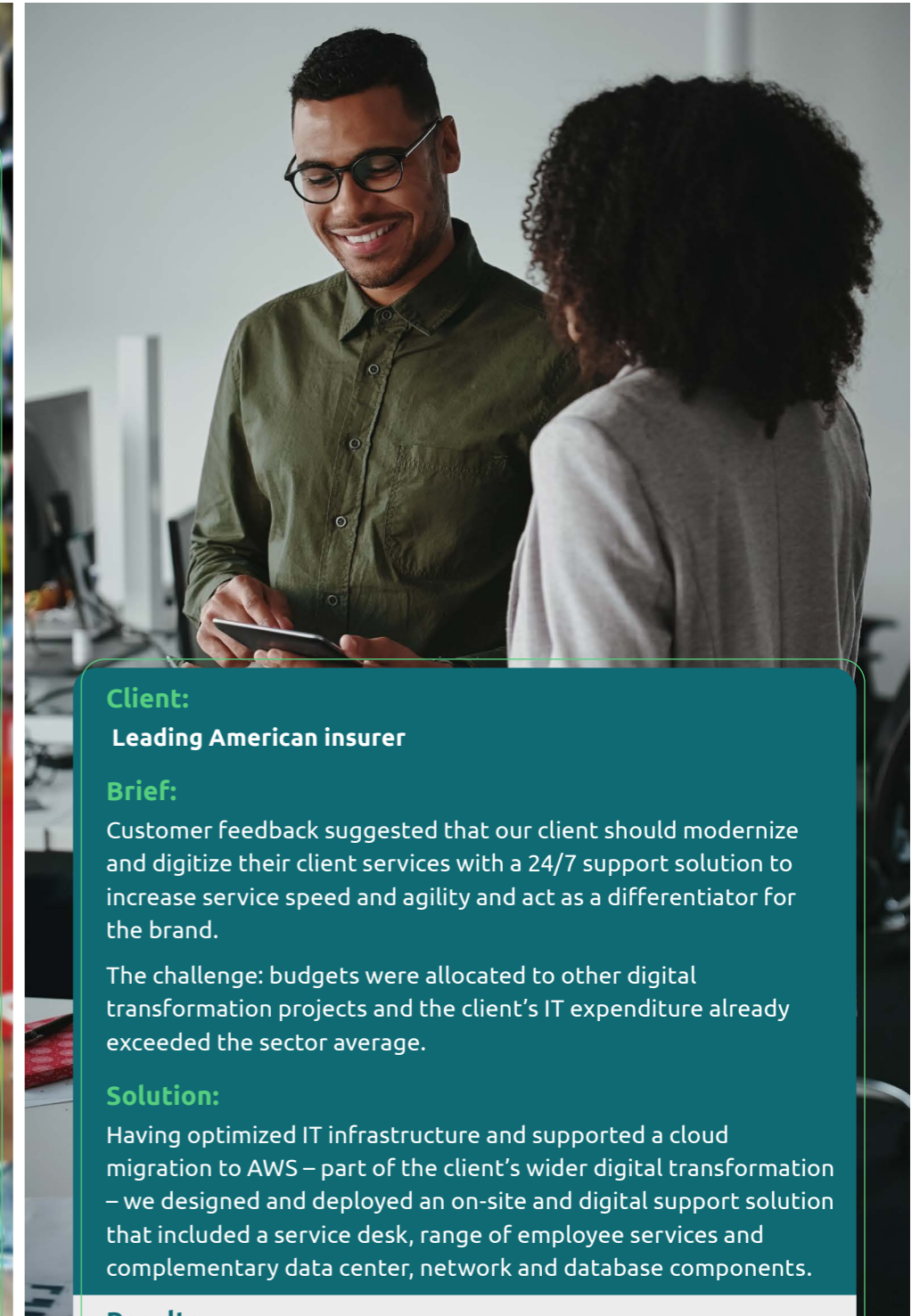
**Client:**  
Worldwide sports retailer

**Brief:**  
Our client needed to digitize and improve the services offered by their application and office help desk.

Target changes included adding support for new languages, extending open hours from Monday to Sunday and industrializing service management processes.

**Solution:**  
Splitting customer relationship management and operational governance between sites in France and Poland, we transformed the client's service desk applications over 6 months, implementing extensive automation to reduce employee workloads and everyday disruption.

- Results:**
- Accelerated, improved access to services and support across multiple channels
  - Support for new languages, via Capgemini's Eastern European Service Center, with the ability to expand into new regions in future
  - Extensive personalization of individual employees' service desk experience



**Client:**  
Leading American insurer

**Brief:**  
Customer feedback suggested that our client should modernize and digitize their client services with a 24/7 support solution to increase service speed and agility and act as a differentiator for the brand.

The challenge: budgets were allocated to other digital transformation projects and the client's IT expenditure already exceeded the sector average.

**Solution:**  
Having optimized IT infrastructure and supported a cloud migration to AWS – part of the client's wider digital transformation – we designed and deployed an on-site and digital support solution that included a service desk, range of employee services and complementary data center, network and database components.

- Results:**
- IT costs down 35% on budget
  - 'White glove' care delivered across 2,000 locations
  - Total platform stability, with the option to add new insurance affiliates in future

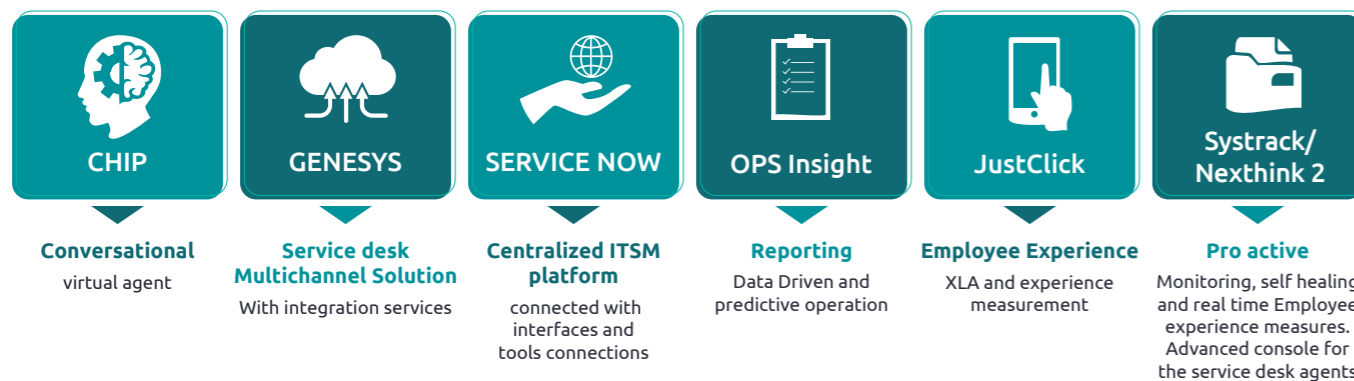
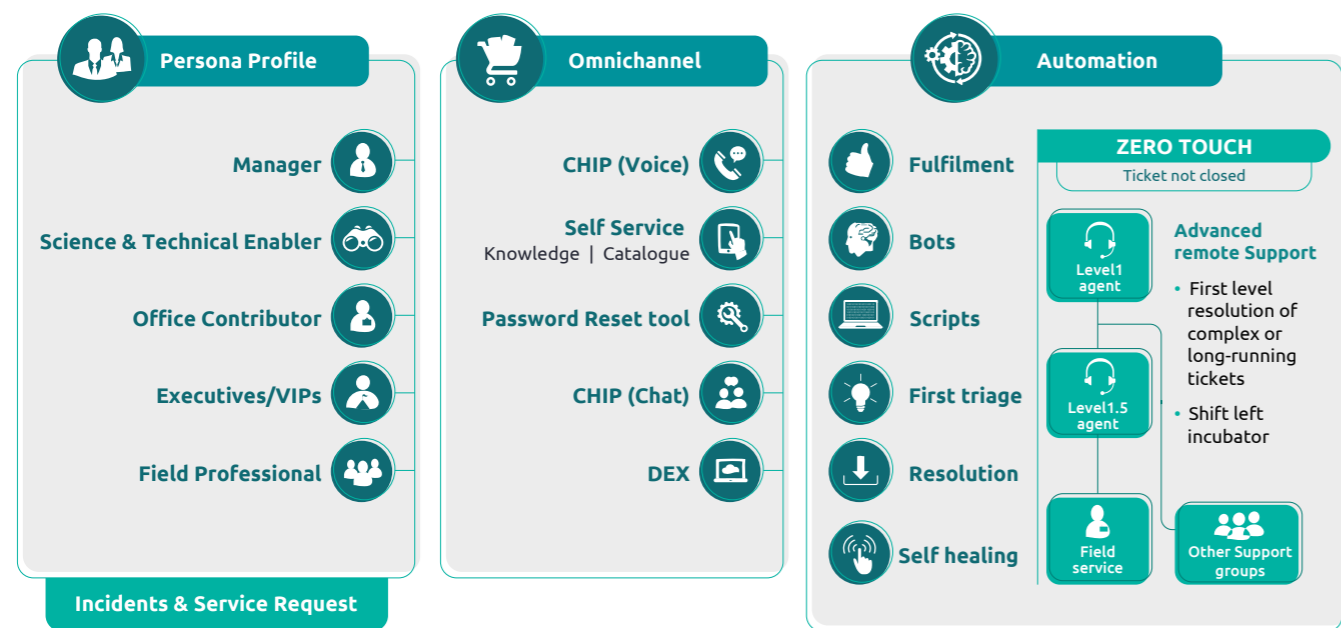


# COMPREHENSIVE SUPPORT FOR COMPLETE SUPPORT EXPERIENCES

Capgemini can lead or assist at every step in your support transformation:

- In the strategy and design phase, we develop a deep understanding of your requirements and employee use cases.
- We design your solution and work with best-of-breed partners to implement your new experience.
- We work with your team to embed your new services and train staff.
- We offer on-site and remote support services – the latter from our Global Service Desks.
- And we monitor your service analytics to drive continual improvement.

We provide our expert support from our network of advanced services locations worldwide. These include our Global Command Centers for monitoring your environment and infrastructure; our Global Cloud and Security Centers for keeping your systems and data safe; and our Global Employee Experience Labs, where you can test the latest workplace technologies.



## PART OF SOMETHING BIGGER

Capgemini's Support services are part of our Employee Experience portfolio – a range of connected services covering **Office, Collaboration & Empowerment** and **Workspace** 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 users, 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 work for you.

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](https://www.capgemini.com).**

- 500** clients supported
- 3.2m** people supported via our service desks
- 1.5m** end-user devices managed
- 18m** desktop support incidents managed

Recognized worldwide



'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**



## 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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