



# Capgemini touchless digital-service logistics

Transform your logistics model and unlock  
the value of seamless return experiences



Returns are a reality for every business. Customers often want to send back or exchange products, but now there is an ingrained expectation that this process should be fast, seamless, and touchless.

In every industry, organizations have run into hurdles. Whether companies lack end-to-end order visibility, have siloed inventory and return data structures, or are battling numerous legacy systems' inherent rigidity, creating a returns system that meets modern customer needs can be a big challenge.

This is why Capgemini created the Digital Reverse Logistics solution. Our solution improves service supply-chain and reverse-logistics business operations while giving organizations an evergreen platform for scalability and growth. In sum, this solution evolves your customer experience from reactive to proactive through a blend of strategy and technology.

**Value drivers:**

- End-to-end visibility on return process status and actions
- Enhanced collaboration between agents, logistics partners, and service teams
- Real-time monitoring and reporting
- Robust supporting integrations to unify your business
- Improved scheduling capabilities and instant visibility into inventory levels
- Optimized operational efficiencies and task management

It enables AI-driven digital transformation through multi-channel, self-service, and touchless-return process management using Pega to create a transformed and better customer-service experience in the service logistics space.

**Sandipan Mukherjee**  
 Head of Delivery and Operations |  
 North America Pega Practice

**Customer success factors**

- Resiliency and uptime
- Preventive vs. reactive
- Differentiated experience

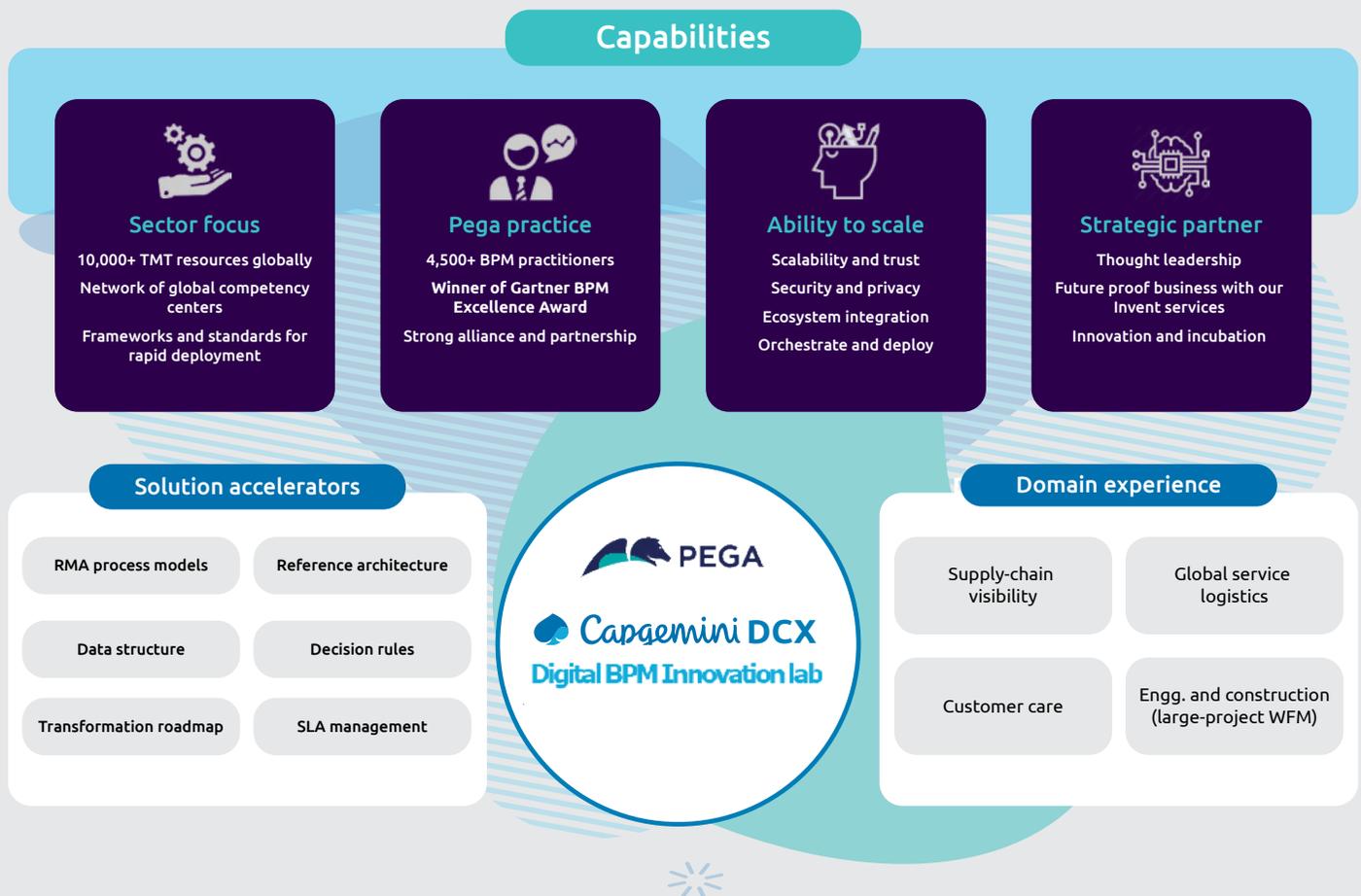


## Capgemini solutions encompass:

- Omni-channel capabilities to provide end-to-end visibility, tracking, and service requests in real-time
- Guided workflows and rules-based tools to seamlessly initiate, manage, and resolve service and return orders
- Full orchestration across legacy systems to enable an end-to-end process flow and real-time visibility
- Dynamic rules-based platform to enable business-model changes and process optimization
- Proactive automated troubleshooting for each customer and product
- Machine-learning models to trigger return-based actions without manual intervention.

## Capgemini, Pega, and you

Through decades of partnership, Capgemini and Pega have delivered a comprehensive suite of solutions to fit your overall business needs.





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**People matter, results count.**

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## About Capgemini

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Note: current conversion is €1 to \$1.18 (8/15/20)