

Build a *360-degree view* with Fast Service for SAP Customer Experience Solutions



Connect sales, marketing, and services to create a seamless, secure, and connected experience

Fast Service for SAP Customer Experience Solutions encompasses over 70 assets that Capgemini has prepared to speed the delivery of SAP Service Cloud implementations and legacy SAP CRM migrations. These assets adapt to your specific business processes and will significantly shorten your time to launch SAP Service Cloud.

The SAP Customer Experience portfolio delivers improved agent experience, 360-degree views of customer data, and consistent multi-channel capabilities to resolve issues. The operational cost of Fast Service for SAP Customer Experience Solutions is offset by improved customer service performance, real-time system information, low expenditure on hardware, and built-in SAP integration.

Capgemini works with SAP to connect customer service across all channels, creating a central repository for customer identity, service history, and issue tracking. Building this functionality in the cloud enhances multi-channel communication, fosters departmental collaboration, and improves service history. It also creates a comprehensive view of customer information and ensures that issues are tracked to increase customer satisfaction.

Fast Service for SAP Customer Experience Solutions acts as a base for customer services to work and collaborate across departments for faster resolution and response times. This improves customer loyalty – driving customer lifetime value.



Creating a 360-degree view of the customer with SAP

Capgemini works directly with your business and SAP to plan, design, build, and manage your organization's customer service system – combining our rich multi-industry expertise, field-tested methodologies, deep technical aptitude, and award-winning design to create experiences across channels, devices, and geographies at scale.

Account management

- Create a seamless, 360-degree view of the customer
- Create an account synopsis with generative AI
- Build a single, connected experience by integrating with various business units
- Consolidate the ability to capture, monitor, store, and track critical information about customer issues and queries
- Orchestrate real-time integrations with backend systems to provide a consistent view of customers across the organization

Interaction management

- Create a holistic view of customer interactions across multiple media (voice, email, SMS, chat)
- Capture, monitor, store, and track all critical customer information
- Create case summaries with generative AI to reduce time to identify customer concerns
- Utilize generative AI to create drafts of recommended content to improve agent response times and accuracy

Service ticket management

- Control and manage service tickets
- Ensure high availability of service desk agents
- Relieve service desk agents of repetitive processes with automation and issue resolution
- Identify customer queries, and match them with a specialized agent who can resolve their problems
- Track the entire process from ticket creation to problem solution

Routing and queue management

- Build distribution frameworks to manage escalation routing based on multiple channels
- Manage ticket distribution with a system that evaluates tickets and distributes them to the appropriate team or processing agent

Analytics

- Configure various operational and transactional reports to view data on your home page, in dashboards, and as reports
- Download report data and work with figures in Microsoft Excel

Collaboration

- Understand which resources are available to address a customer's need immediately, with collaboration tools and a knowledge base
- Build avenues for collaboration with customers, including Microsoft Teams integration

Service-level agreements

- Establish service-level metrics for tickets that align with business priorities, deliver competitive cost models, and measure performance and quality of customer service

Integration APIs

- Integrate Fast Service for SAP Customer Experience Solutions with ease using prepackaged content and cloud-based applications and processes
- Automate processes with integrations, connectors, and APIs for faster ROI



Customer benefits

Faster response and resolution times

- Collaborate across the enterprise to diagnose issues with intelligent technology that is integrated into business processes
- Reduce response time by taking advantage of improved data access, Internet-of-Things, and automated processes to improve efficiency

Consistent experience across all channels

- Use a single source of truth for customer case management across different business departments

- Work across multiple channels and departments seamlessly and professionally to improve customer loyalty

Self service capabilities

- Empower customers to diagnose, track, and resolve simple issues
- Customer driven self-service lowers total cost of service for customers



Operational benefits

Improve agent experience and performance

- Agents can access a total customer view, utilize system tools, and switch between channels easily with a workspace that is user-friendly and supports agent needs.

Real-time service center operations monitoring and analytics

- Monitoring and analytics are built into the CX Sales tools. This enables faster decision-making and the ability to act as issues arise.

Operational expenditure is minimal and is subscription based

- The CX Service system can be expanded as needed, without having to purchase a large amount of hardware upfront.
- CX Service is kept up to date with regularly scheduled releases as part of the subscription.

Seamless integration with SAP ecosystem

- Leverage existing SAP data, functionality, and processes to maximize overall IT investment
- Reduce integration costs for a lower cost of ownership



Business benefits

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The Capgemini advantages



Speed: Capgemini helps the organization move at the speed of business by rapidly building, launching, and optimizing Fast Service for SAP Customer Experience. We have the experience, expertise, and best practices in place to help plan, create, roll out, and manage the customer repository.



Forward-looking: Capgemini knows that businesses need a flexible, scalable architecture that allows organizations to expand as needed and meet any potential data challenges.



Efficiency: Capgemini significantly reduces the required timeline and investment needed to implement Fast Service for SAP Customer Experience Solutions.



Secure: Capgemini helps strengthen the security of customer information by standardizing controls on data and authenticating during customer interactions.



Customer-focused: Capgemini helps strengthen the security of customer information by standardizing controls on data and authenticating during customer interactions.

Experience a customer-centric future

Capgemini is uniquely positioned to assist companies across industries implement Fast Service for SAP Customer Experience Solutions to create a seamless, connected experience that delivers a secure, 360-degree view of the customer. We dive deep into the customer service journey and existing processes to orchestrate powerful experiences that lead to

successful outcomes. We combine technical and solution knowledge with a tested, scalable approach that works, giving us the option to hand-off the program to internal stakeholders. Above all, we help the business put the right people, processes, and technologies in place through our network of trusted, best-of-breed partners like SAP.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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