

Connected Employee Experience





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- IT Biz Advisor,
December 05, 2016

Unless you've been incommunicado for the last few years, you've probably noticed the extensive press that digital transformation has recently received. This phenomenon—nothing short of a revolution—has moved from the IT departments and into the boardrooms of leaders across industries, sectors, and geographies, and is redefining industries across the world. But often, one critical element is not adequately addressed in digital transformation strategies—the employee.



Today's frenzied pace of IT consumerization has placed unprecedented access, device capabilities, and technology in the hands of knowledge workers. Users no longer differentiate between their home IT and work IT—and expect to use their own devices to access corporate IT services alongside their own personal data and public apps. Nearly 80% of employees bring their personal mobile device to work.¹ In addition, employees are scattering to the four winds and working at home, customer locations, hotel rooms, and in coffee shops. About 89% employees prefer to choose when and where to work,² and 77% employees believe that a flexible schedule can increase their productivity.³

As these change drivers take hold, employees are becoming empowered and asserting more control. They constantly demand fast and easy access to business and personal data, from any device at any location, 24x7, and the freedom to use any device to download any app or visit any website without tedious security restrictions. Additionally, access to flexible, intelligent office space is top of mind.

Therefore, only an integrated digital strategy that focuses on talent identification, recruitment, and retention, as well

as employee engagement, can provide the right foundation for your transformation. Sample this: organizations that have embraced the Connected Workplace have witnessed a steady increase in their profitability and increased employee retention by up to 87% with Connected Employee engagement practices.⁴ The new and innovative ideas that digital transformation makes possible can help your organization win the loyalty and dedication of your employees, creating a culture of continuous innovation that others will find difficult to match.

This is why Capgemini has partnered with HP Enterprise to bring new capabilities into workplace mobility and mobile workspaces.

¹ Nearly 80 Percent of Employees Bring Their Personal Mobile Device to Work, IT Biz Advisor, December 5, 2016

² Comprendre la génération Y et gagner avec elle (study only available in French), La Mobilière, June 2016

³ Millennials at work, Bentley University, November 2014

⁴ The Connected Workplace: Think, share, do

Enable seamless interactions with IT, people, and physical spaces with HPE and Capgemini

- Capgemini Connected Employee Experience, powered by Hewlett Packard Enterprise, can help you envision how your employees need to work today to drive engagement, productivity, and business value. This offering helps you create the right digital adoption strategy, deploy personalized productivity and communication tools, and configure these tools to support the daily work of your employees.
- Capgemini Connected Employee Experience includes Connected Workspace and Connected Office solutions. **Connected Workspace** provides a single portal through which your employees can access all their applications and data, using virtually any device, at any time, and from anywhere. **Connected Office** enables your employees to interact seamlessly with their physical surroundings within the workplace through the integration and automation of common repeatable workflows.
- These two solutions are ably supported by proven HPE technology—with industry-leading servers, storage, and network for VDI and SBC as well as the Aruba portfolio for beacons, tags, and the Aruba ClearPass security solution; and the Meridian platform for the Connected Office solution.

Connected Workspace: Allow access to apps and data wherever you are

Connected Workspace combines integrated, end-to-end solutions that address every aspect of the user experience—from the accessibility of apps and services on devices to the responsiveness of the agents manning the service desk. This personalized, user-centric solution integrates with your foundational technologies—lowering the TCO of your existing infrastructure—and supports, complements, and adds value to your existing IT transformation strategies.

Connected Workspace makes it easier and more convenient for your employees to work the way they want, but within the framework of corporate policies and compliance requirements.

Security is a key aspect of this offering — the entire environment is containerized and therefore, insulated and protected in a way that does not inconvenience your employees.



What's more, even your IT benefits from this solution. When you deploy Connected Workspace for your organization, you make life easier for your IT because this solution simplifies the environment that IT must control and maintain. For example, Connected Workspace provides a single administration portal for users to request new applications; automates and accelerates the process of onboarding new employees and granting their access rights; supports Enterprise Mobility Management on any mobile device; and allows for a much better use of desktop real estate, enabling IT to cut both desktop and support costs.

In addition, being a predefined platform, Connected Workspace greatly expedites deployment and time to value. Offered as a managed service with flexible subscription-based pricing model and modular architecture, this solution reduces CAPEX at setup and eliminates unnecessary OPEX.

The deployment of Connected Workspace and the additional flexibility it delivers, drives significant potential benefits for your business outside the traditional IT-related costs. You benefit from:

Better user experience: A consistent, intuitive user experience and consistently high user satisfaction across departments, lines of business, remote branches, and even merged or acquired business entities

Higher productivity: Employees can work better—focusing more on core work and less on swapping devices, reporting incidents, or waiting for a resolution

More flexibility and agility: The self-serve portal, browser-based applications, SaaS, and streaming technologies, all accelerate service provisioning while also minimizing





Added reliability: Secure by design with enterprise-grade security—containerized corporate applications and data enable segregation of the user's corporate IT from their personal IT, offering more control to IT without impacting the user's experience

Enhanced time to value: Preconfigured platform and standardized deployment services allow most deployments to complete within the first few months

Modular architecture: Fully documented, standard interfaces, which allow the replacement of component parts to tailor the solution to your needs

Greater ability to attract top talent: Significant recruiting advantage for the technology-savvy Gen-Y employees with preferred devices and providing access to consumer-style productivity tools

More innovation: Centralization and virtualization of services make it easier to deploy new services, offering shortened time to value for innovative new services and simplified development

Cost reduction: Built on standards-based architecture that facilitates integration with existing IT assets and simplifies the environment that IT has to manage, reducing OPEX; flexibility to access the workspace from personal devices reduces CAPEX

Enhanced reputation: Improving user experience and aligning more closely with business priorities help improve the reputation of IT—among users and business leaders

Connected Office: Onboard smart offices tailored to your employee needs

Your challenge to improve employee experience, enable seamless collaboration, engage your employees, support your mobility initiative, and optimize the office space, has a new solution. It's called the Connected Office by Capgemini and is powered by several components of the HPE Aruba portfolio.

Connected Office capabilities include smart conference rooms with VC integration across infrastructure, devices, and networks; and devices that can recognize attendees, start Skype conference calls based on people presence, adjust lighting, report room utilization, facilitate easy access to multimedia equipment, share meeting recordings, and allow easy booking and cancellation of meeting rooms.

Connected Office- smart conference room

■ Digital conferencing

- ▶ Smart hardware and room integration
- ▶ Conference workflow automation

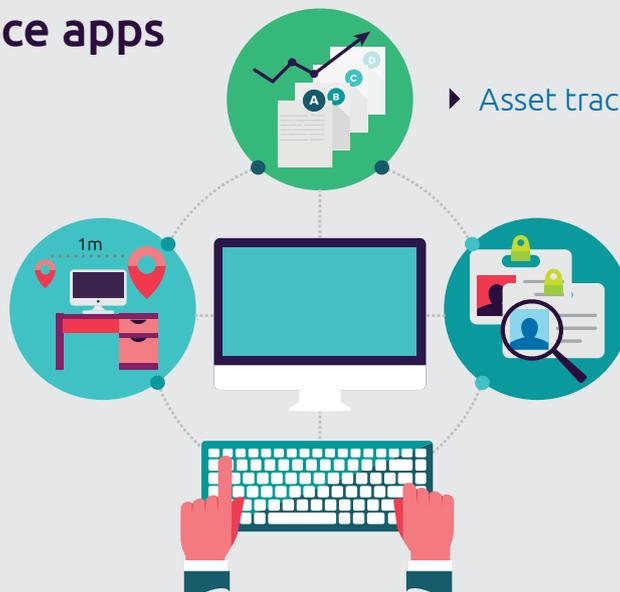


■ Smart facility

- ▶ Hot desk booking
- ▶ Space utilization and analytics
- ▶ Colleague finder, wayfinding and asset tracking

■ Connected Office apps

- ▶ 1-meter accuracy indoor navigation



This solution also includes the **smart facility components** that allow you to manage utilization and capacity of your office space. With Connected Office, your employees can easily check availability of hot desks and meeting rooms at any time and in any office location. Your employees are automatically checked-in when they arrive at office or their desks. And thanks to real-time seat maps, they can locate colleagues present in the office.

Alongside this, the responsive design of the **Connected Office app** integrates and facilitates access to the above features.



Connected Office-beacons and asset tags



- ▶ Accurate real-time occupancy
- ▶ Instant auto check-in and check out
- ▶ 1-meter accuracy indoor navigation
- ▶ Find my friends and asset track enablement

10 real-life benefits of implementing a Connected Office



Enhance brand and customer experience

1

2

Transform workspaces to help attract and retain talent and build loyalty to the company and coworkers

Reduce carbon footprint by adjusting the office lights or air conditioning

3

4

Reduce barriers between meeting with colleagues in different locations or offices

Reduce effort on setting up an audiovisual session and troubleshoot technical issues

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6

Reduce effort required to find a space or share desk at the office—increasing productivity and utilization

On an average, mobility yields a 50% increase in utilization for a given location—one desk or seat for every 1.5 full-time equivalents (FTEs)⁵—helping avoid the capital costs of building additional real estate to accommodate business expansion

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8

Reduce environmental impact through lower energy consumption and emissions due to a smaller physical footprint

Reduce costs by optimizing office space

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Smart facility sensors and components gather data that provides the management an insight into the demand and building capacity

HPE and Capgemini: An association that facilitates your transition to Digital

With over 29 years of partnership, more than 300 customers in common, and over 4500 resources trained in joint capabilities, Hewlett Packard Enterprise and Capgemini are committed to delivering cost-effective solutions in a simplified environment, helping you accelerate results through increased efficiency and competitiveness. This unique collaborative process combines Capgemini's deep industry knowledge and application expertise with the HPE innovative technology, software, and complementary services. In addition, our emphasis on customer satisfaction and proximity drives us to deliver deeper insights and tangible business outcomes.

Tap into potential, tap into unlimited growth

No matter how you slice it, the case for Connected Employee experience as a tool to drive employee empowerment and attract top talent is very powerful. Chances are, because the potential business value is so compelling, you'll deploy it sooner than expected. HPE and Capgemini can help you optimize the hundreds of touch points between the employee and organization, fostering collaboration, and ultimately driving better business results.

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini 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. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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