

# Intelligent Process Automation

**Building a digitally augmented workforce at scale through leveraging intelligent automation**

“

*Only a minority of organizations (16%) are deploying multiple use cases at scale, by which we mean implementations that go beyond pilot and test projects and are adopted at a larger scale across business units, functions, or geographies.”*

**Capgemini Research Institute,**

“Reshaping the Future: Unlocking Automation’s Untapped Value” November 2018.

## The challenge of scaling up intelligent automation

Predictions for the immediate and not too distant future all point in the same direction – putting your client at the heart of all operational activities will further erode organizational silos around the front, middle, and back office, leading to the emergence of new, borderless, client-centric organizations that can optimize the way value creation is executed.

It, therefore, won’t come as any surprise that embracing intelligent automation powered by the “golden triangle” of robotic process automation (RPA), artificial intelligence (AI), and smart analytics – combined and aligned with a deep understanding of processes and value creation – is paramount for any organization wishing to reach the goal of a single, aligned office.

Organizations need to overcome a range of business, governance, technology, talent, and change management-related challenges to drive intelligent automation at scale. This requires a fundamental change of approach to reimagine the organization, think strategically about change, and recognize the significant opportunity to be gained by operating differently.



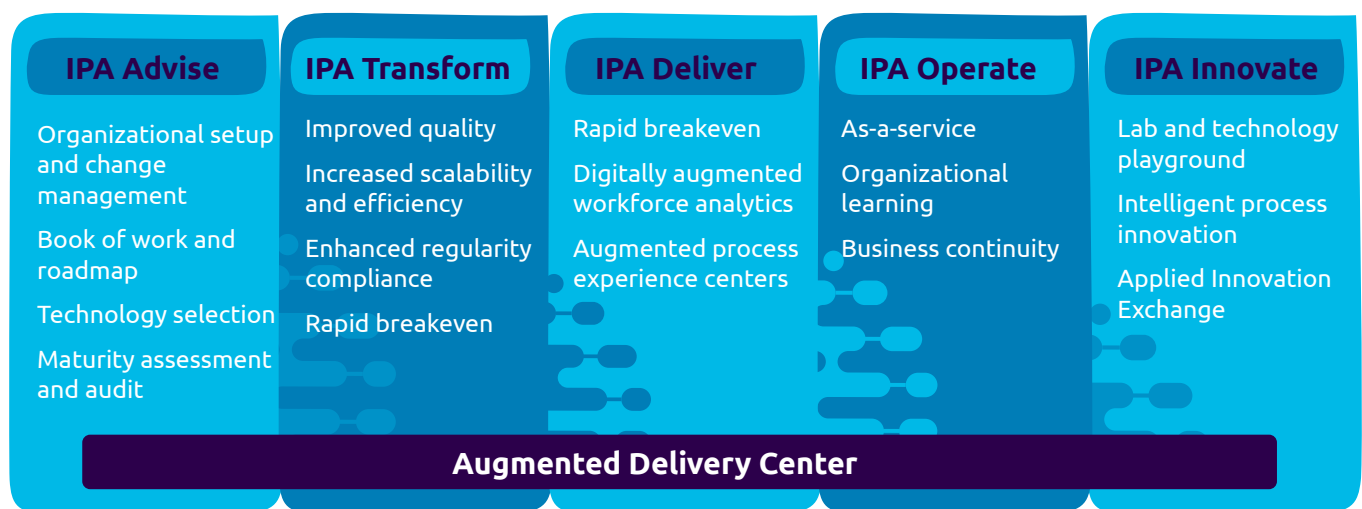
# Leveraging a digitally augmented workforce for enhanced business operations

Capgemini's Intelligent Process Automation puts your client at the heart of our solution, enhancing your business operations with automated, end-to-end processes and a digitally augmented workforce – all of which is underpinned and infused with RPA, AI, and smart analytics to deliver an unprecedented level of process intelligence to your organization.

Leveraging a unique and differentiating approach that encompasses an end-to-end perspective from ideation to production, Intelligent Process Automation enables you to seek guidance on starting an automation journey, scale up operations, enjoy sustainable automation benefits, and

pursue capability growth and innovation that benefits from our world-class capability, and vertical and horizontal process experience; all of which deliver a range of tangible outcomes to your business, including

- Improved quality
- Increased workforce productivity
- Enhanced operational efficiency
- Improved client satisfaction
- Increased revenue
- Enhanced agility across your front, middle, and back office.



Rule-based technologies automate high-volume, repeatable tasks and mimic human actions, and primarily include RPA solutions. AI encompasses a wide range of technologies that learn through exposure to increasing amounts of data. The AI technologies included in our offering are speech recognition, natural language processing, context-aware computing, intelligent content recognition, and machine and deep learning.

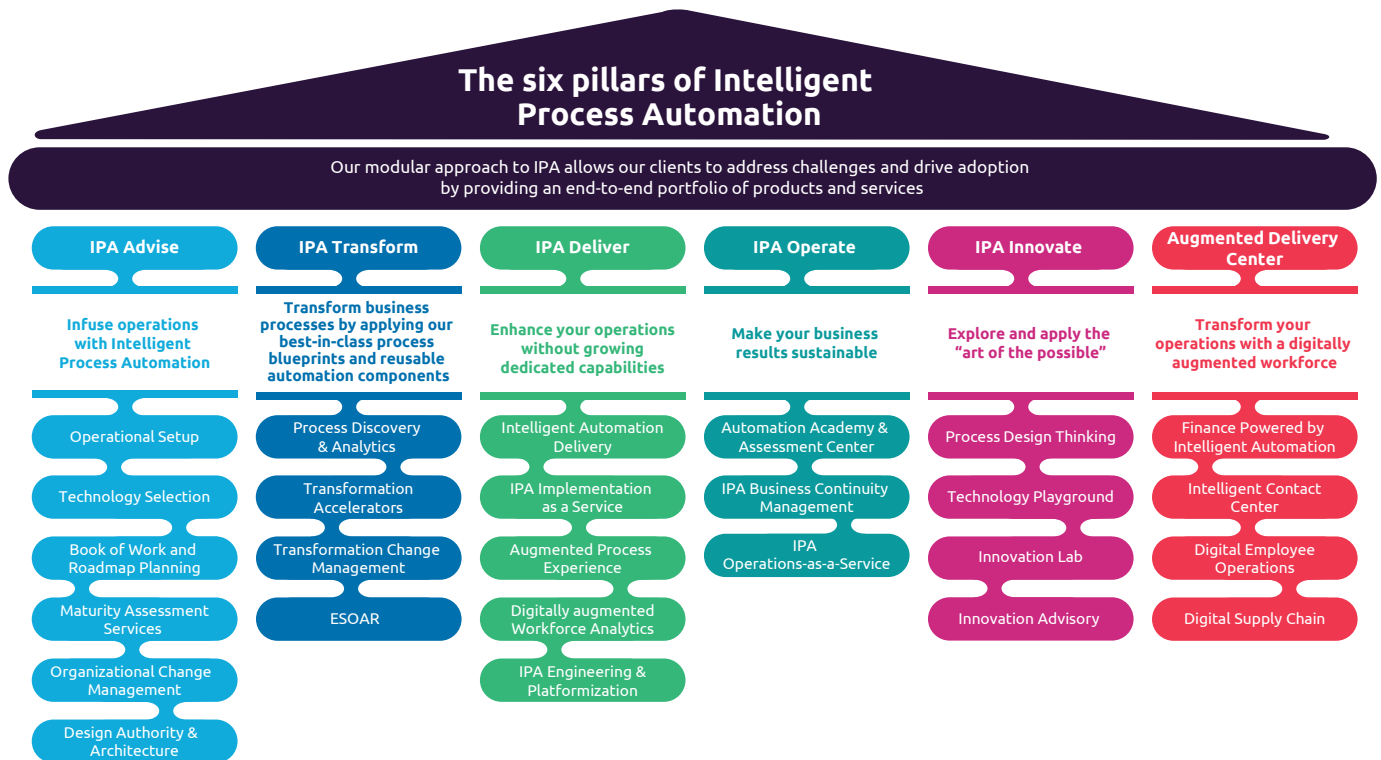
Intelligent Process Automation is the basis of our entire service portfolio, which automates processes in the back, middle, and front office:

- **Finance Powered by Intelligent Automation** promises the very best-in-class finance operations for your business by benchmarking your operations to ensure top performance, reducing your total cost of service, and implementing a target operating model that actively supports your business
- **Digital Employee Operations** moves away from a process-centric approach to one that is very much about the employee experience, transforming the way you address your talent and workforce challenges

- **Digital Supply Chain** standardizes and integrates your supply chain master data with planning, execution, and insights based on a proven and comprehensive framework to deliver outcome-based results
- **Intelligent Contact Center** is a comprehensive, one-stop shop, providing a cloud contact center solution and carrier, telephony, and integration services that deliver outstanding business value.

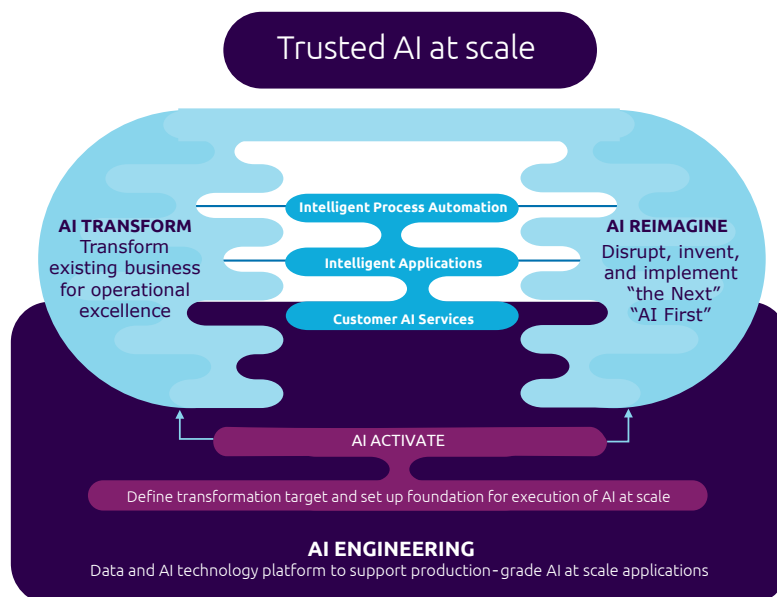
# Drive AI across your business operations

Intelligent Process Automation leverages a unique modular approach consisting of six pillars that help drive adoption of intelligent automation through an end-to-end portfolio of products and services:



Intelligent Process Automation is part of the Capgemini Group's **Perform AI** – a unique, holistic AI service portfolio of real world solutions and services that assist organizations to achieve and sustain tangible business outcomes by building and operating enterprise-grade AI at scale. Perform AI is, in turn, supported by our Intelligent Automation

Platform – a cloud-ready, technology-neutral, plug-and-play platform designed to take you at pace from limited deployments and proofs of concept to intelligent automation at scale – injecting peak performance into the enterprise.



The Perform AI portfolio provides clients with a complete set of solutions to infuse AI into their organizations, delivering operational excellence and business innovation for immersive, highly personalized experiences. Leveraging the full capabilities of the entire Capgemini Group – from

strategy and design through to global implementation and management – Perform AI brings together people, process, data, and technology to realize superior, sustainable, and trusted business performance.



*The capabilities that helped Capgemini achieve its number-two ranking in our RPA Services Top Ten 2018 study include its depth and breadth of RPA talent, particularly across the 'big three' RPA software providers and beyond, development of internal intellectual property to help accelerate and govern RPA implementations, and critically, a strong showing in customer satisfaction."*

**Elena Christopher,**

Vice President Research and Head of US Research Ops,  
HFS Research

## Why Capgemini?

As one of the world's leading technology providers, Capgemini has a rich history of transformation and deep operational knowledge, with a renowned, market-leading portfolio of innovative services, tools, and methodologies underpinned by a strong tradition of innovation powered by intelligent automation. This combination of technology, methodology, and constantly expanding pool of certified professionals enables us to work with you in a truly collaborative manner to deliver accelerated value and minimized risk to your business in the digital age.

We also leverage a realistic, pragmatic approach to intelligent automation, which is aligned with the expectations, aspirations, and outcomes of our clients' businesses; our reputation as a trusted partner that focuses on transparency, privacy, and security precedes us.

### *In finance and accounting*

We helped a global fast-moving consumer goods company automate its credit-to-cash (C2C) processes to enable matching in a credit control management system, resulting in:

- 95% reduction in transaction processing time
- 90% reduction in FTE deployment
- 95% improvement in efficiency.

### *In human resources*

We helped a European multi-national aerospace corporation augment its human capital management (HCM) platforms through implementing a next-generation HR platform and automation toolset, resulting in:

- 40% reduction in cost of service
- 50% productivity savings
- 45% reduction in vendor spend.

### *In supply chain*

We helped an international medical device, pharmaceutical, and consumer packaged goods company implement a powerful statistical forecasting engine augmented with machine learning, resulting in:

- 20% reduction in mid-term forecast error rate
- 35% reduction in short-term forecast error rate
- 20% improvement in demand planner productivity.

## 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 almost 220,000 team members in more than 40 countries. The Group reported 2019 global revenues of EUR 14.1 billion.

Visit us at

[www.capgemini.com](http://www.capgemini.com)

Connect with us:



Scan here know more  
about Capgemini's  
Business Services



@CapgeminiBusSvc



[www.linkedin.com/company/bpo-thought-process](https://www.linkedin.com/company/bpo-thought-process)



[businessservices.global@capgemini.com](mailto:businessservices.global@capgemini.com)