



# My Experience

Serve Users in a Way that Serves the Business.



# A Smarter Strategy for Empowering Users

IT has entered a new era, and CIOs need to perform a delicate balancing act. They must find a way to grant users of IT services the flexibility they demand—the ability to use personal devices for work activities, to access the apps and websites they want, and to do their jobs at any time from any location—but they must also ensure that IT retains control and compliance, while meeting business objectives.

Some CIOs see this new era as a threat to the existence of IT as they know it. And some analysts agree, predicting that IT will soon be simply the “guardian of the legacy,” or that IT will fragment and become “an embedded function” within departments and LOBs.

However, forward-looking CIOs see this new era as a huge

opportunity. Because on closer inspection, what users want is very much in line with what the business wants: better IT services, higher productivity, faster problem resolution, more efficient business processes, stronger security, and tighter alignment between IT and the business.

So the question for CIOs is not whom to support in the battle for control of IT. The question is how to give users what they want in the most efficient, cost-effective way possible—with minimal risk and disruption and maximum benefit to the business—and how to accelerate this journey.

That is precisely what My Experience is designed to do. My Experience is a portfolio of interrelated service offerings focused on delivering a centralized, flexible workplace and responsive, adaptive support for a superior user experience. Simply put, it transforms traditional IT into an outstanding business experience.

Together, these services provide real-time management of on-demand application environments, integrating seamlessly with DevOps, hybrid cloud infrastructure, and legacy and modern applications.

## What Do Users Really Want?



### All their applications, on any device.

Users want the freedom to use any device to download any app or visit any website, without onerous security restrictions.



### Flexible, responsive support.

Users want everything to function flawlessly—and if something should go wrong they want the issue resolved immediately. When they need support, they want the process to be simple, flexible, and fast.



### Access to all their data, all the time.

Users need fast and easy access to all their business and personal data, from any device at any location, 24/7.



### Personalized services and support.

Users want IT management to understand that they're not all the same. They have different roles, requirements, and priorities—and they want services and support tailored to their particular needs.

# My Experience: Creating a Seamless Work Environment

My Experience focuses on optimizing the two critical areas that directly impact the user's experience: the workplace, which includes the devices, applications, and data people use

in their day-to-day jobs; and the support services provided by IT, including the service desk and on-site support.

Capgemini has created two broad categories of service offerings to address these areas: My Workspace, which provides a single portal through which individual users can access any IT service, from any device, at any time, from anywhere; and My Support, a series of offerings that bring a new level of choice and flexibility to user-centric support. Each of the offerings can be implemented separately, but each complements and adds value to the other offerings.

## Built on a Solid Foundation

My Experience is built on three foundational pillars that align user requirements with IT and business priorities:



### 1: End-to-end value chain.

My Experience combines integrated, end-to-end solutions that address every aspect of the user experience—from the accessibility of apps and services on their devices to the responsiveness of the agents manning the service desk.



### 3: Personalized, user-centric services, aligned to business priorities.

My Experience allows IT to tailor service to the needs of individual users. At the same time, it allows the organization to create services tailored to its business processes and business objectives.



### 2: Tight integration.

My Experience integrates with foundational technologies, lowering the TCO of existing infrastructure. And it supports, complements, and adds value to existing IT transformation strategies.

## End-User Services: My Experience portfolio



## My Workspace: Bringing Order to the Chaos of IT Service Delivery

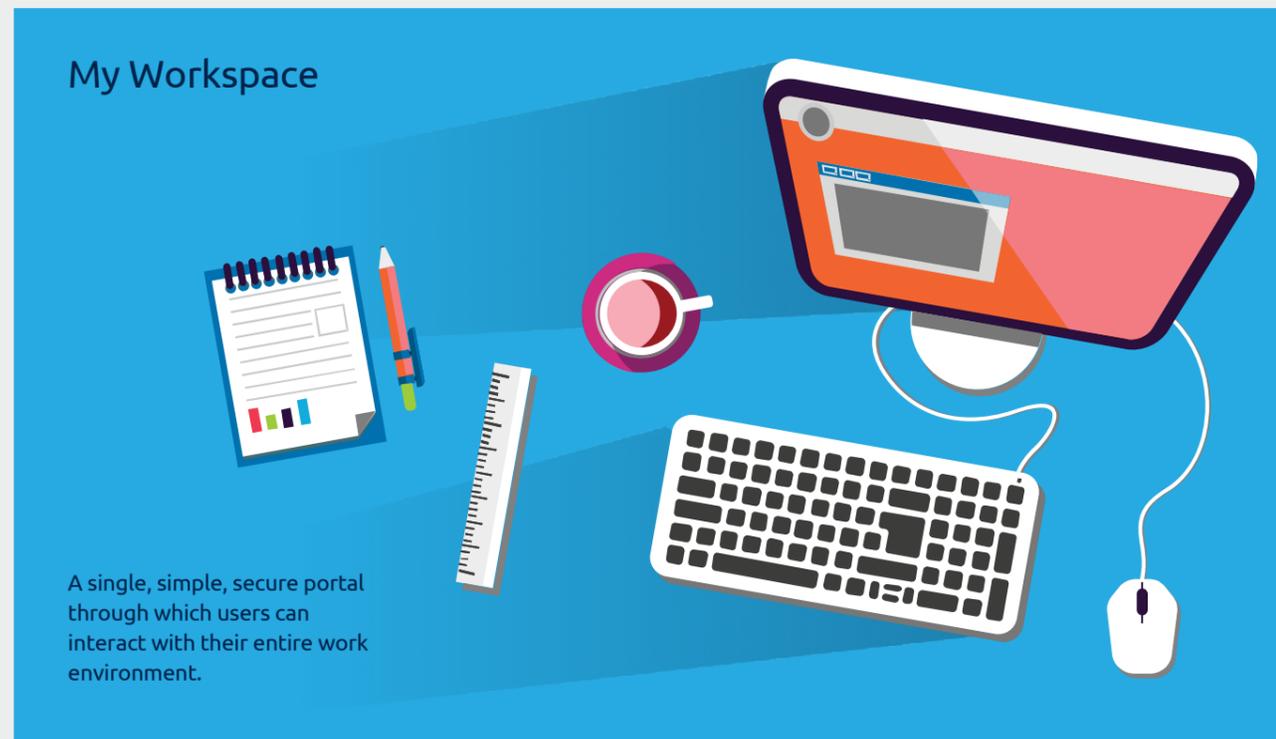
My Workspace combines the convenience of a single portal for accessing IT services with the flexibility to choose among many service and support delivery options. Now users can access all their applications and data, using virtually any device, at any time—and get the support they need across multiple channels, including voice, text, chat, email, and biometrics.

My Workspace makes it easier and more convenient for users to work the way they want, but within the framework of corporate policies and compliance requirements. Using their own personal devices or IT-supplied devices, they simply log

in and gain secure access to published desktops, published applications, email, web browsing, data storage, file sharing, and more—any time, from anywhere. Security is strong because the entire environment is containerized, meaning it is insulated and protected in a way that does not inconvenience users.

My Workspace also makes life easier for IT because it simplifies the environment they must control and maintain. For example, it provides a single administration portal for users to request new applications; it automates and accelerates the process of onboarding new employees and granting their access rights; it supports Enterprise Mobility Management (MDM) on any mobile device; and it allows for much better use of desktop real estate, enabling IT to cut both desktop and support costs.

In addition, My Workspace is a pre-defined platform, which greatly expedites deployment and time to value. It is offered as a managed service, and Capgemini's flexible subscription-based pricing model and modular architecture reduces CapEx at setup and eliminates unnecessary OpEx.



My Workspace delivers the integrated, end-to-end functionality most current workplace platforms do not.

## My Support: Flexible, Personalized, User-Centric Support Offerings

The Capgemini My Support portfolio delivers the responsive, flexible support users require—while providing key metrics and analysis that bring a business context to support. It includes three distinct yet related service offerings: the Digital Service Centre, the Intelligent Service Centre, and Distributed Smart Services.

### Digital Service Centre

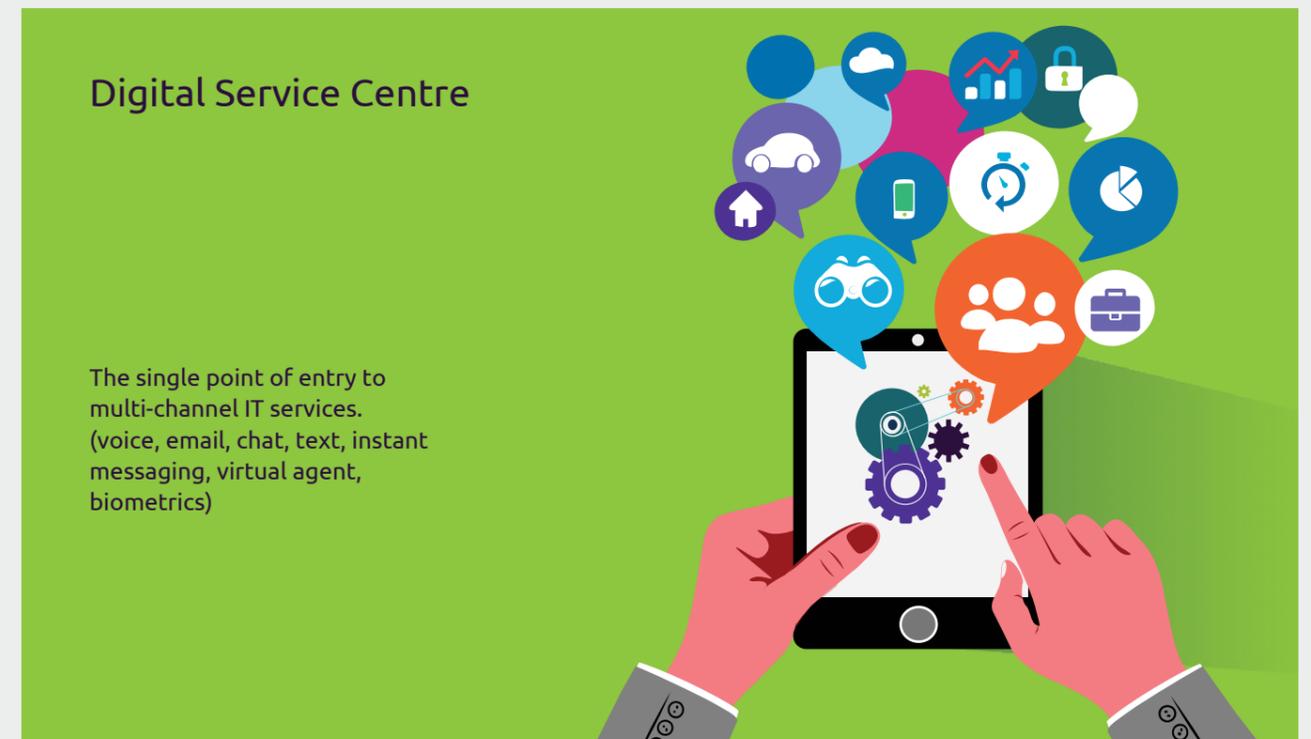
Capgemini's price-competitive management offering provides service desk capabilities and a single point of entry

to all IT services. It focuses on a variety of digital communication channels for IT Incidents and automates service request fulfillment.

Digital Service Centre is available through multiple channels, from any device, based on user preferences.

The Digital Service Centre is an excellent solution for enterprises that need to embrace modern digital communications to cater to the needs of Generation X, Y, and Z employees. It is a way to provide support beyond normal business hours, and it improves user productivity by automating and accelerating service requests and fulfillment.

Digital Service Centre is also an ideal offering for enterprises facing strong cost pressures on their support operations. Clients benefit from reduced per-user transactional costs due to more productive support channels and automation, and they receive meaningful performance reporting, which helps optimize support operations and cut the TCO of the service desk function.



The Digital Service Centre offering harnesses multiple channels to personalize and expedite support services.

## Intelligent Service Centre

This unique service offering adds a business process focus to the capabilities of the Digital Service Centre, giving clients the ability to use powerful, sophisticated analytics to drive continuous improvement of both the service desk operational model and the entire IT ecosystem. It complements the functionality of the Digital Service Centre, but it can also be implemented separately, integrating with current service desk processes.

Specifically, the Intelligent Service Centre captures business intelligence data on how user tickets impact business processes and key business activities. It analyzes end-to-end IT process performance against this data, identifying gaps in IT performance and providing recommendations for improvement.

This sophisticated analysis provides tangible, quantifiable metrics and reporting that can be used to improve not only the way users work but also helps users work more effectively, but it also the performance of the business value chain.



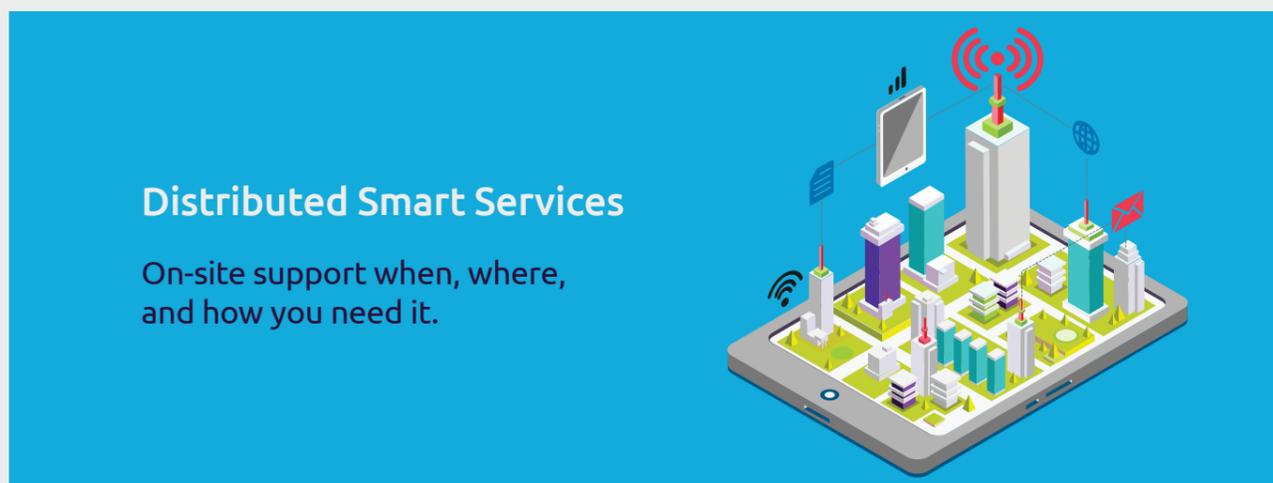
The Intelligent Service Centre brings analytics and a business process focus to service desk operations.

## Distributed Smart Services

Capgemini provides on-site support when and where it's needed, via knowledgeable staff using globally consistent processes, tools, and methodologies to support IT services at

virtually any location around the globe.

While many vendors offer on-site services, what sets Capgemini apart is breadth of its capabilities and the quality of its people.



The Distributed Smart Services offering personalizes on-site support at the organization level through a wide array of options.

Capgemini can provide on-site technical support to virtually any campus, almost anywhere in the world. The support representative can be dedicated to that location, and VIP support is available at most locations. Capgemini can also provide dispatch field service; hub-and-spoke on-site support from any designated hub, and depot-based repair services.

In addition to providing superior service based on deep expertise, Capgemini service personnel also serve as your on-site eyes and ears. They get to know your company, your processes, and your people, so they can be proactive in their recommendations and business process support.

## Distinct Advantages for the User, IT, and the Business

Through the groundbreaking portfolio of service offerings under the My Experience umbrella, Capgemini is uniquely capable of empowering users while delivering value to IT and the business.

- **Consistency**
  - Consistently fast, responsive service and support
  - Same quality of service regardless of user's location or device type
- **Flexibility**
  - Work with preferred devices and applications
  - Get the support needed when and how they want it
- **Personalization**
  - Support offerings tailored to roles, geographies, and priority levels
  - User issues and requests prioritized by business impact
- **Higher satisfaction**
  - Users can finally work *their way*, the most effective way
  - Users can be untethered from a traditional desktop environment
- **Higher workforce productivity**
  - Users spend less time reporting incidents and waiting for resolution
  - Unified access to all applications and data
- **Meaningful performance reporting**
  - Metrics and analytics identify and promote best practices across the organization
  - IT consumption is linked to business outcomes
- **Alignment with digital transformation strategies**
  - Quick win on the road to IT transformation
  - Build support for the digitization strategy among employees, IT management, and business leaders
- **Lower costs, higher TCO reduction**
  - My Experience offerings integrate with existing IT assets
  - Increased adoption of automation and self-service, reduction in user incidents
- **More agility/flexibility**
  - IT can select among hybrid, private, or public clouds
  - Minimal capital investment required to improve the quality of IT services and support
- **Stronger security**
  - Containerized environment separates corporate and personal data
  - Works with lifecycle security technology to tighten defenses
- **Simple to deploy and use**
  - Deployed quickly using proven methodologies
  - Customizable to meet the specific requirements of multiple personas
- **Transparency**
  - Provide a high level of visibility into IT consumption patterns and user behavior
  - Constant relevant reporting on public, hosted, and private cloud resources
- **Enhanced reputation**
  - Faster service provisioning
  - Faster resolution of requests and incident reports

### Explore the Possibilities

Contact your local Capgemini representative today and get the details about the My Experience portfolio of service offerings. Or visit [www.capgemini.com](http://www.capgemini.com) for additional information about the full spectrum of Capgemini services.



## 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 2016 global revenues of EUR 12.5 billion.

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