

DIGITAL EMPLOYEE OPERATIONS

Drive a frictionless employee experience through delivering next-generation HR operations





A **frictionless**
employee
experience



Up to **40%**
increase in
productivity



Over **95%**
first contact
resolution

A consumer-grade employee experience is driving expectations

Alongside the traditional pressures around justifying the value of HR, there is an increasing expectation on HR departments to interact seamlessly with employees to deliver a consumer-grade, digital customer experience across a variety of channels, 24/7.

To create digital HR excellence in a world of fast changing skills sets and competing global demand, HR leaders need to deliver:

- An enhanced employee experience
- New ways of working
- Actionable analytics
- Improved digital literacy
- Re/up skilling of the organization.

To overcome these challenges, HR leaders are faced with a difficult choice: replace the existing HR platform for one that delivers transparent, tangible value; or boost employee experience and engagement on existing platforms to enhance satisfaction, productivity, and retention.

An integrated, frictionless HR services platform for a talented, motivated, and well-managed team

Cappgemini's Digital Employee Operations (DEO) offer puts your people at the center of your HR value proposition. By moving away from a process-centric approach to one that deploys digital platforms, DEO helps you deliver a frictionless experience for your employees, while transforming the way you address your talent and workforce challenges.

Our offer puts your individual employee at the heart of the solution, across your talent acquisition, HR administration, payroll, and HR analytics functions to deliver strong and sustainable value to your business, including:

- A frictionless, "consumer-grade" employee experience
- Up to 40% increase in productivity across five years
- Over 95% first contact resolution and 30% less queries
- Enhanced optimization of resources and human capital
- Increased flexibility to scale operations
- Increased adoption of digital skills
- Insights-led decision-making
- Reduced risk in delivery via robust operation

In turn, this helps you to transition to – what we call – [the Frictionless Enterprise](#).





The Frictionless Enterprise

The Frictionless Enterprise seamlessly connects processes and people, intelligently, as and when needed. It dynamically adapts to your organization's circumstances to address each and every point of friction in your business operations.

At Capgemini, we have applied the Frictionless Enterprise to enhance cohesion across our entire suite of products and services. This enables us to respond rapidly to your changing requirements and deliver your specific business outcomes in a value-focused way.

We implement ways to detect, prevent, and overcome frictions – leveraging our latest thinking, organizational design, and intelligent solutions to achieve our goal of effortless operations.

Drive frictionless outcomes with industry knowledge and assets

Your employees are people and not just employees. They expect a personal and meaningful HR experience that requires frictionless interactions with your HR function.

Our vision of frictionless HR is one which:

- Provides a seamless and intelligent flow of information and collaboration between your employees, suppliers, partners, and customers
- Detects, prevents, and overcomes friction in your HR operations
- Creates best-in-class HR processes and services that deliver increased efficiency, faster time to market, and an enhanced user experience.

We achieve this through implementing a robust methodology and delivery capability for digital solutions delivered via Capgemini's [Digital Global Enterprise Model \(D-GEM\)](#) platform across four main areas of domain expertise: HR advisory and digital services, digital employee helpdesk, frictionless operations, and digital knowledge services.

Delivering digital excellence in HR

Digital Employee Operations delivers on the vision of digital HR excellence through delivering frictionless outcomes across five areas:

A superior employee experience

- Implement a persona-centric employee experience leveraging a design-thinking approach
- Deploy an omnichannel approach that leverages phone, email, chatbots, enhanced self-service platforms, and employee portal to support various employee segments

New ways of working for HR

- Implement frictionless, integrated HR services including Capgemini, outsourced, and retained teams and vendors
- Leverage a flexible, collaborative approach that can scale up to demanding sector challenges
- Ramp up additional languages and centers in a short span of time, shifting services to a lower cost location where feasible
- Provide flexible commercial arrangements on a per employee per month model

Actionable analytics

- Implement "measures that matter" via customer and process metrics
- Deploy service delivery driven by operations metrics

Improved digital literacy

- Drive innovation in delivery through a dedicated digital automaton center of excellence
- Leverage robust assets that combine HR knowledge, technology, and best-in-class practices – D-GEM, design, transition methodology – to optimize your existing technology investments, i.e., SAP HCM, chatbots, payroll systems
- Refresh our service offering every 12–18 months to bring in industry-leading practices

Reskilling the organization

- Deliver an end-to-end learning experience from design, content services, platform integration, and process automation, leveraging intelligent automation and learning operations



Hire-to-retain HR services – consulting, platforms, design, and delivery



End-to-end learning services – consulting, platforms, design, and delivery



Realign your target operating model to optimize opportunities for automation

Capgemini's renowned [D-GEM platform](#) encompasses the tools and techniques for reshaping and streamlining your business processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, user experience.

By dynamically adapting to your organization's circumstances to address each and every point of friction in your business operations, D-GEM enables your organization to augment its technology and processes, as well as changing the culture and mindset to reduce inefficiencies to a minimum.

In short, D-GEM provides a complete overview of your processes, guiding the right digital operating model for your organization and accelerating the transition to frictionless, future-proof processes in a systematic and structured way. This enables you to remain competitive in a rapidly changing, digital business context.

Why Capgemini?

Capgemini's long history and strong reputation in providing HR services has already made a significant and positive impact on many of our clients' bottom line and profitability.

Our clients come from a range of industry segments, all with their own unique commercial and trading landscapes, as well as a broad variety of challenges that require innovative and expert solutions. In addition, our hands-on operational experience and best practice, integrated value chain, digital channel shift for HR operations, and operational analytics makes us uniquely positioned to help you reimagine your HR function for the digital agenda.

More importantly, we're done it before.

Capgemini transformed a multinational US engineering company's HR service delivery model to deliver:

- A comprehensive multi-channel employee helpdesk that delivers an enhanced employee experience
- Integrated and standardized service flows between Capgemini and the retained HR teams
- An employee and manager portal including a knowledge base and one-click access to HR technology and vendors.

Capgemini modernized HR processes for a leading Canadian electricity transmission and distribution company to deliver:

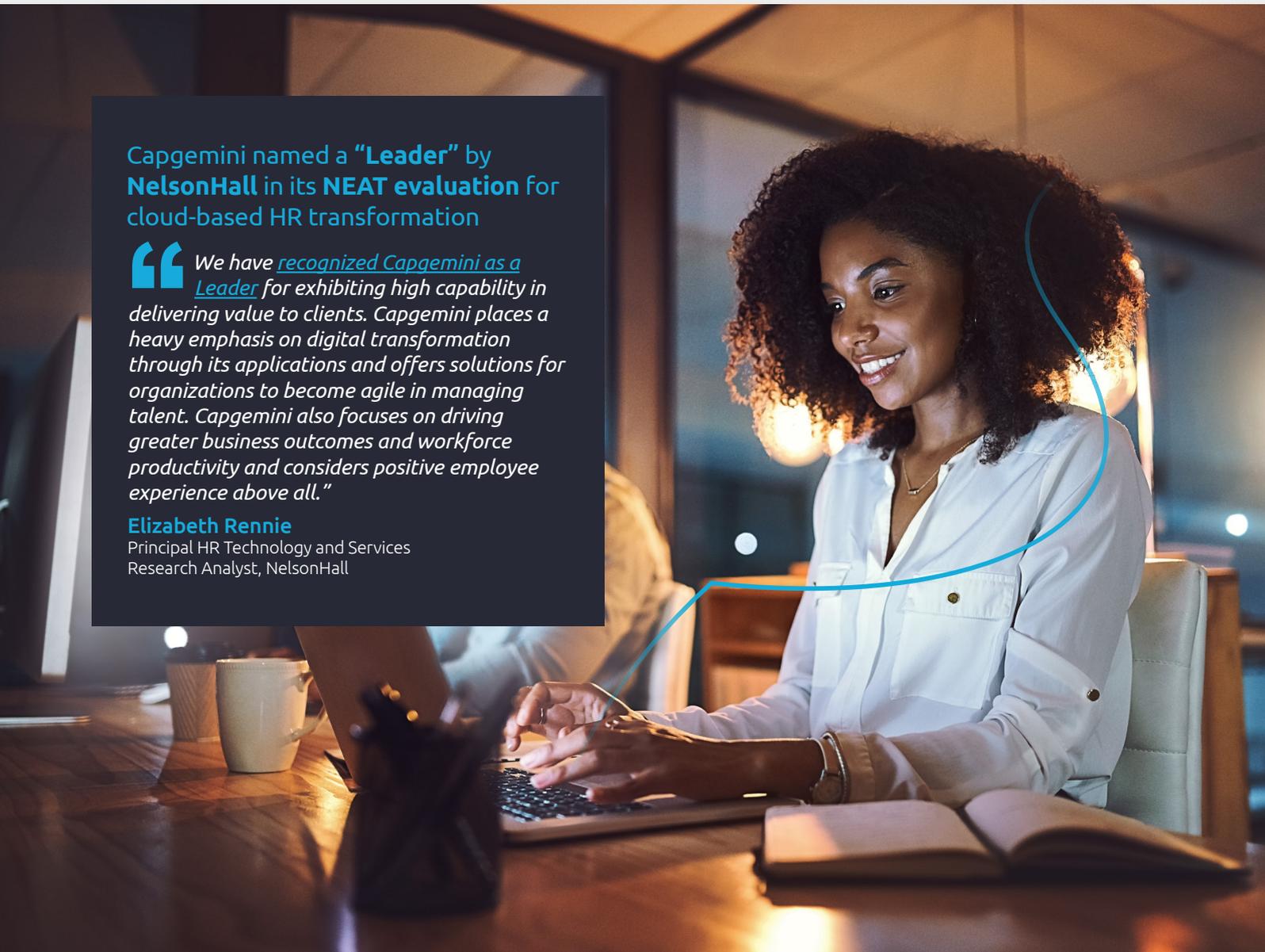
- Reduced costs of implementation and upgrades
- Enhanced user experience for employees, external candidates, and HR managers
- Improved security for confidential cases.

Capgemini named a "Leader" by NelsonHall in its NEAT evaluation for cloud-based HR transformation

“ We have [recognized Capgemini as a Leader](#) for exhibiting high capability in delivering value to clients. Capgemini places a heavy emphasis on digital transformation through its applications and offers solutions for organizations to become agile in managing talent. Capgemini also focuses on driving greater business outcomes and workforce productivity and considers positive employee experience above all.”

Elizabeth Rennie

Principal HR Technology and Services
Research Analyst, NelsonHall



About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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