

# Digital Intelligence Operations

**Boost your financial control with enhanced compliance and performance**

**Trusted Ethical Company**

**High Performing BUs**

**Happy Investors**

## Frequently Asked Questions

To help address some of the questions you might have about Capgemini's Digital Intelligence Operations (Record-to-Act) offering, here are some of the most frequently asked questions and our responses.

**What is different about Capgemini's Digital Intelligence Operations offering?**

Capgemini's Digital Intelligence Operations is a record-to-act (R2A) service that meets the requirements of your business, regulators and investors through a single, end-to-end, digital function.

Our Digital Intelligence Operations offering transforms your R2A processes to deliver faster close at lower cost, better controls and compliance, lower audit fees, stronger relationships, and valued information and insights – all of which combine to deliver tangible business outcomes to your business.

**What are some of the benefits Digital Intelligence Operations has achieved for your clients?**

We have achieved significant benefits for an impressive list of Fortune 500 companies across a wide range of industry sectors.

Digital Intelligence Operations boasts successes that include:

- 75% reduction in workload of intercompany processes.
- 95% standardization of R2A processes.
- 1.8–1.5% reduction in the cost of finance operations.
- 24% reduction in balance sheet ageing items.
- An unprecedented 99.98% performance in the quality of accounting records.

**People matter, results count.**

**What software and systems do you use to deliver Digital Intelligence Operations's R2A capability?**

We combine our business know-how, integration and service delivery capability with a powerful ecosystem of world-leading technology partners. Our Digital Intelligence Operations offering is based on a number of different Capgemini assets and technical partnerships, including SAP, NetSuite, Trintech and Tableau.

**How can Digital Intelligence Operations help drive revenue and improve customer satisfaction?**

Promising faster close at lower cost, better controls and compliance, lower audit fees, stronger relationships, and valued information and insights, Digital Intelligence Operations delivers tangible business outcomes that include:

- **High performing business units** – Digital Intelligence Operations enables you to implement an increased number of innovative ideas across your business each year, as well as delivering greater adoption of standard reports and a higher Net Promoter Score (NPS).
- **Enhanced compliance** – Digital Intelligence Operations delivers increased compliance to your business at reduced cost, enhancing the strength of your brand and market reputation.
- **Reduced cost** – Digital Intelligence Operations delivers a high relative stock performance, less days to close and lower cost of capital, reducing your business's total cost of ownership (TCO).

**Why should I choose Digital Intelligence Operations to deliver R2A?**

Capgemini has a well-established and well-earned reputation as experts in finance transformation and F&A outsourcing. Serving over 160 clients across the globe, our 3,700 dedicated R2A professionals, 500 qualified accountants and 400 tax specialists at our Analytics Center of Excellence take full accountability for all your R2A processes to deliver superior services with insight and analytics to your company 24/7/365 in 38 languages.

**Please explain your end-to-end risk management controls. In particular, how do you ensure continuation of service in the event of a natural disaster?**

Capgemini Business Services' delivery organization has comprehensive and tested contingency plans and relies on external independent assessment of its management against global standards. Capgemini Business Services has an Integrated Management System (IMS) that is certified globally against ISO 27001, ISO 9001 and ISO 22301. Where clients require it, PCI DSS accreditation and/or ISAE 3402/SSAE 16 attestations can be given.

Business Continuity Management at Capgemini Business Services is based on ISO22301:2012 standards and on the PDCA cycle to establish, implement, operate, monitor, exercise, maintain and improve the effectiveness of IMS.

The strategies for Business Continuity and Disaster Recovery Management at Capgemini Business Services are: prevention and reduction; response; business continuity (time sensitive processes); and recovery or resumption (back to normal).

**Could you describe Capgemini's position on artificial intelligence/machine learning and the value they can bring?**

Capgemini is developing a reputation amongst industry analysts for being a thought leader in the world of Intelligent Automation. We understand that staying at the forefront of artificial automation and machine learning enables us to deliver even more benefits to our clients.

Robotics and process automation allow business users to quickly and accurately automate simple and rule-based processes in order to drive efficiency and minimize errors associated with manual data entry. To this end, we have established partnerships with leading automation innovators such as UiPath and Celaton that enable our clients to focus on strategic activities while lowering cost and improving efficiency and productivity.

**What should I expect from Capgemini's data analytics and insights services?**

Capgemini's CFO Analytics leverages our long history of interpreting massive volumes of apparently disparate data to yield insights into the performance and profitability of a business.

Our analytical approach achieves outcomes that assist with your business strategy, exploiting our well-established analytics accelerators to deliver benefits to your business in real time or near real time. This enables swift decision-making and implementation of action for driving improvements.

We work with leading big data and analytics technologies to provide services that support business analytics – from a high-level strategy to managed outsourced services. We recognize that each individual industry sector faces a different challenge. Our collaborative methodologies and tools enable us to adjust to the specific need of your business and sector, to focus on measurable business results.

**How does Odigo improve the efficiency of your clients?**

Odigo delivers outstanding business value through its comprehensive, one-stop contact center solution, which provides a Cloud contact center solution and carrier, telephony and integration services.

The value that Odigo brings to your business reaches beyond direct cost reduction to include:

- Decreased overall TCO by moving to a simplified operational cost model that delivers productivity gains.
- Improved sales and marketing decision-making via comprehensive, real-time analytics and a 360° customer view.
- Reduced client retention costs through an improved NPS.
- Improved customer satisfaction and loyalty, and enhanced brand reputation.

Additional value can be derived from three key components:

- Proven voice technology expertise with the ability to deliver an unmatched user experience.
- The performance and reliability of a telecom operator and carrier.
- Capgemini's global footprint to deliver global contact center solutions around the world.

**What considerations should I take into account before undertaking a major finance transformation program?**

First and foremost, it is important to consider whether your business is ready to take on the transformational challenge as an organization.

It is also critical to look for a partner capable of re-evaluating your process design to propose improvements and best practice ideas. A good sourcing partner will also be willing and able to move up the value chain beyond just transactional activities in terms of scope.

It is important to find a vendor you can trust to work successfully in your organizational environment, delivering from a social and legislative setting that you might not be familiar with. The vendor needs sufficient support and hands-on management involvement to enable them to take on processes and activities smoothly and successfully, as well as sufficient trust to nurture a partnership in which both parties feel responsible for the success of the outsourcing relationship.

**How is your continuous improvement program culturally embedded and consistently applied across all of your clients?**

Our client relationship management process – On Time and Above Client Expectation (OTACE) – underpins all our client engagements. Early on in the engagement, clients are asked to indicate their main expectations from our services. These expectations are based on a set of relevant indicators related to the type of service provided, the nature of the working relationship, knowledge sharing and qualitative factors.

OTACE ensures that we understand your aims and objectives, as well as providing feedback on areas in which we are doing well and, just as importantly, those areas where we need to apply improvements.

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Scan here to find out more about Capgemini's Digital Intelligence Operations offering and our R2A services



## About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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