

Digital Employee Operations

An end-to-end HR engagement platform that focuses on your individual employee



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Today's workforce is becoming more global, mobile, social and flexible. Concurrently, workforce expectations for consumer-grade experiences are rising. Meeting the expectations of this modern workforce requires HR and IT leaders to take a fresh look at HR service delivery technologies and models.

Gartner

Modernizing HR Service Delivery for the Digital Workforce, Melanie Lougee, Ron Hanscome, June 1, 2016

The consumer challenge facing your HR function

Human resource (HR) management is changing rapidly. Alongside the traditional pressures around justifying the value of HR, there is an increasing expectation on HR departments to interact with employees digitally across a variety of channels and at a time convenient to them. Failing to meet these demands can place the employer on the back foot when it comes to attracting, growing and retaining the talent needed to fuel business strategy – particularly in a world of fast changing skills sets and competing global demand.

Moreover, the speed of business, diversity of talent requirements and self-service approach of new Human Capital Management (HCM) products mean that line managers are expected to be the new frontier of HR, and require the right systems and processes to support that expectation.

To overcome these challenges, HR leaders are faced with some difficult choices:

- Replace the existing HR platform for one that delivers transparent, tangible value.
- Boost employee experience and engagement on existing platforms to enhance satisfaction, productivity and retention.
- Optimize HR operations to release HR resources to address the talent agenda to fulfil business requirement.

People matter, results count.

What is “right-touch”?

Right-touch leverages the principles of customer segmentation to HR interactions. Deploying the most appropriate response channel (chat, email, FAQs, telephone, face-to-face, etc.) and response level to match the requirement of individual employees enables an organization to optimize operational costs and resources.

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

Your organization could benefit from an integrated HRO services platform that aligns your business strategy across multiple HR towers to enable you to build a talent pool that is happy, driven and intent on achieving your business goals.

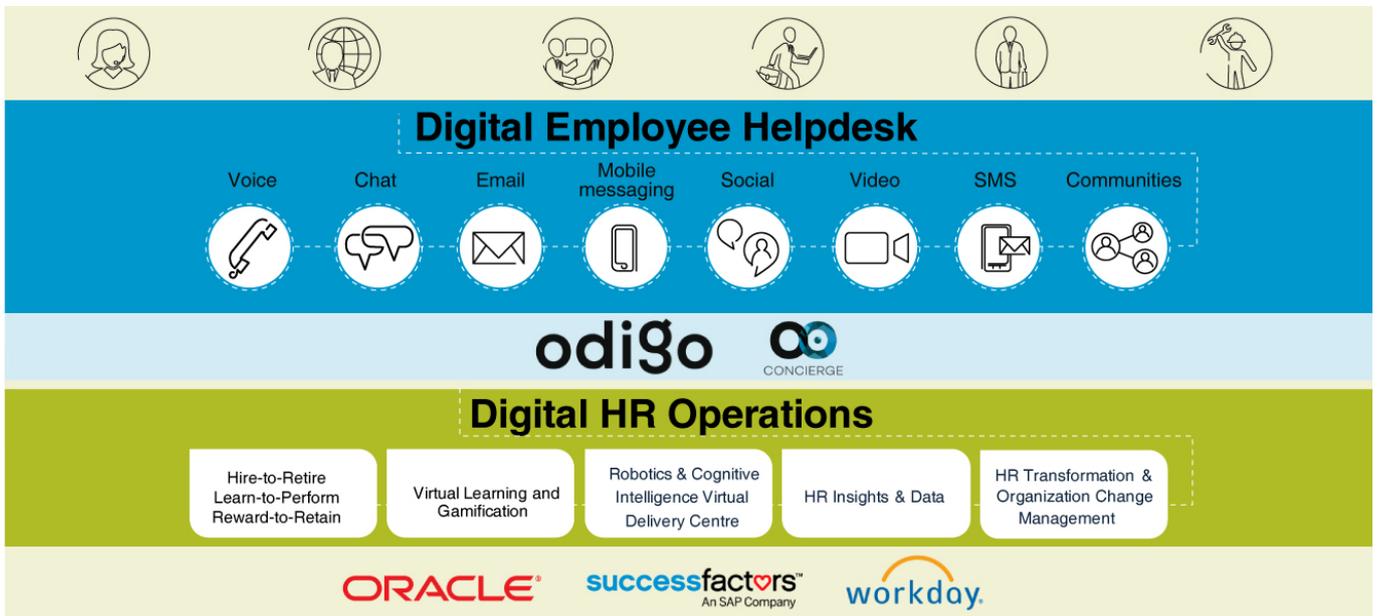
Our Digital Employee Operations offering uses the right-touch approach to put your individual employee at the heart of the solution – across your talent acquisition, HR administration, payroll and HR analytics functions to deliver strong and sustainable value to your business, including:

- **Increased profits** – engaged employees, satisfied customers, lower recruitment costs and a 25–30% reduction in HR service-desk costs all serve to improve your profitability.
- **Enhanced employee satisfaction** – ready and appropriate access to HR information, including a significant boost in Net Promoter Score (NPS), can help retain and reward your most talented people, supporting business growth.
- **Increased productivity** – easier, less time-consuming access to information that results in a more effective workforce.
- **Optimized use of your human capital** – a superior employee experience across your business units and geographies enables mobility and increases the strength of your employer brand.
- **Minimized risk to your company’s reputation** – legislative and corporate policy compliance and social media monitoring avoid potential damage to your brand.

Best-in-class outcomes with industry knowledge and assets

Digital Employee Operations puts your individual employee at the center of your HR value proposition. By moving away from a typically process-centric approach to one that is very much about the employee experience, your organization can transform the way you address your talent and workforce challenges. This is achieved through two key building blocks:

- **Digital Employee Helpdesk** – as a single HR point of contact for all your employees, managers and HR professionals, the Digital Employee Helpdesk engages at all levels through an omnichannel interface ranging from traditional email and phone channels to a more modern chatbot, virtual agent, real time connections. Powered by Odigo – our Cloud contact center solution that delivers carrier, telephony and integration services – the Digital Employee Helpdesk goes beyond traditional first contact resolution, enabling the cultural shift of HR to the front line.
- **Digital HR Operations** – built upon our renowned Global Enterprise Model® (GEM) methodology, Digital HR Operations utilizes bespoke process models for all major HCM platforms including Success Factors, Workday and Oracle, based on our deep knowledge of these systems. We integrate HR operations bringing together your HR Target Operating Model, HCM functionality, best-in-class products and the appropriate use of robotics, which is all underpinned by our EOAR methodology.



Why Capgemini?

Our long history and strong reputation in providing HR services has already made a significant and positive impact on many of our client's bottom line and profitability. From a Swiss-based, world-leading agribusiness to an Australian flat product steel producer; from a North American utility company to a privately-held Brazilian conglomerate – 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.

We are proud of the value we continue to deliver to our clients and the results speak for themselves. Our Digital Employee Operations offering has delivered the following outcomes and benefits to our clients:



EOAR is our unique methodology of continuously improving the efficiency and effectiveness of HR operations. This is done through a combination of process, technology and user experience.

Eliminate – all unnecessary processing activities by addressing the root cause for waste and barriers to a standard service.

Optimize – the processes and limit customization, and optimize the existing HR IT landscape to maximize its capabilities.

Automate – using easily configured best of breed tools that work alongside your HR IT platform after standardizing processes.

Robotics – deployed to drive efficiency in any remaining manual activities, simulating the activities of a human operator.

- 15% reduction in the cost of HR provisioning.
- 5% increase in productivity.
- Improved the efficiency of admissions and terminations running at about 1000 per month.
- Taken on and improved the benefits administration for more than 75,000 individuals.
- Delivered significant cost reduction, improvement in efficiency and acceleration in processes.
- Increased employee self-service levels.
- Standardized HR services and processes across the globe.
- Conducted payroll processing for thousands of employees.

These benefits demonstrate our commitment to making a real and valuable difference for our clients, boosting employee performance, improving employee satisfactions and reducing the cost of HR.



In my experience, businesses that can meet and even exceed the expectations of digitally-aware employees are set to succeed and rapidly become desirable places to work.

Erwan Le Duff
Head of Prosodie-Capgemini



About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 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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