

# Bringing Digital Employee Operations to Life The Capgemini/Enate Partnership



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*Capgemini and Enate are working together to provide a 21st century digital employee experience, with automation and service orchestration driving the re-invention of shared services.*

**Kit Cox**, Enate CEO.

B2C consumer experiences are rapidly becoming the norm in Human Resources (HR). Employees expect to interact with HR as consumers of innovative services, which mirrors the interaction they have in the ‘real world’ as consumers. However, to date, the HR function has been represented as a passive support function deployed to aid a limited range of services such as recruitment, performance management and payroll administration. The focus for HR has largely been on driving process and technology efficiency rather than everyday employee experience.

Capgemini and Enate have been working in partnership to innovate HR services through intuitive and innovative automation transforming human capital management from an essential corporate overhead to a valuable tool in the delivery of business performance.

**People matter, results count.**

## The power of the Capgemini/Enate partnership

**EOAR is Capgemini's unique methodology of optimizing efficiency during and after transition to a robot-led, outcome focused service:**

**Eliminate** – all unnecessary activities by addressing the cause and all excuses for waste and barriers to the services.

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

**Automate** – using easily configured best of breed tools after standardizing processes.

**Robotics** – deployed to the remaining manual activities, simulating the activities of a human operator.

The partnership between Capgemini and Enate combines Capgemini's global presence and deep experience in HR outsourcing with Enate's simplified service automation customized to HR. Together, we enable companies to re-imagine HR and deliver a new customer grade digital employee experience while driving operational efficiency.

Enate's unique orchestration platform allows you to standardize services while also tailoring them for individual employee needs. This breaks the typical 'transition, stabilize, and transform' cycle and moves to a transform in flight approach. Enate enables companies to:

- Increase service consistency by enforcing standards whilst supporting justified, local or regional variants of services.
- Automate and avoid the risks and administrative burden of spreadsheets.
- Increase operational flexibility with location independent processing accessed through a simple and intuitive user interface and optimized automation.
- Provide gains of:
  - 40% to 70% reduction in errors
  - 20%+ reduction in costs (over manual processing)
  - Faster response times



## How do we do it?

Capgemini's Digital Employee Operations transforms employee engagement by facilitating an intuitive, role specific, right touch interaction with HR, proactive query and event management and omni-channel access to appropriate information.

We simultaneously focus on process and employee experience to supercharge the way your employees and managers interact with your organization thereby transforming the way you approach workforce interaction.

Capgemini uses Enate as the service automation tool to integrate the front end Digital Employee Helpdesk with transactional service delivery through an orchestration of people, robots and artificial intelligence. This combination drives an upstream change in end user behaviors while maintaining command and control in the HR operations.

Of course, automation without orchestration can mean you are just doing the wrong things faster. To optimize the efficiency of an automation program, Capgemini deploys our EOAR framework – a unique methodology that optimizes efficiency during and after transition to a robot-led, outcome focused service.



*Capgemini and Enate innovate in an agile manner to deliver Digital Employee Operations which are intuitive yet efficient enabling client to leapfrog the service evolution cycle.*

**Anjali Pendlebury-Green, Head of Digital Employee Operations**

## The value of Enate

Enate is Capgemini's partner in HR service management because of its strength in improving levels of engagement with company's employees. Together, we do this by providing:

**Visibility:** Enate tracks and manages everything that is happening across your HR operations, providing complete visibility of real-time issues and past performance.

**Control:** With the Enate toolset, team leaders can become more proactive managers rather than fire-fighters. Service Directors can make impactful and permanent improvements using Enate data analytics through the implementation of Lean and Six Sigma.

**Standardization:** Enate enables companies standardize HR services and choose purposeful variations where employees need them. Enate allows you to deploy new services to your new employees in an agile manner in hours.

**Automation:** Enate comes with built in robotics and AI. Robotic process control seamlessly co-ordinates activity across your other systems and automates many manual activities to drive efficiency and error reduction.

**Responsiveness:** Enate takes control of all inbound and outbound communications, giving you a single view of your interactions and enabling your HR team to deliver instant responses to employees.





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:

- 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.

### About Enate

Enate is a UK-based company with a global outlook that provides a SaaS based technology platform to the BPO and Shared Service Centre global marketplace.

Enate's platform orchestrates the delivery and management of services across the digital and human workforce. It creates a strong foundation for transformation to digital services, regardless of both the maturity of automation within the business or the RPA, AI or Cognitive technologies in play.

The system enables delivery of services from multiple locations to local standards whilst maintaining visibility and control, including the automation of Key Performance Indicators (KPI's) and Service Level Agreements (SLA's), aligned to a detailed cost and productivity reporting capability.



## 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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