



# Digital Learning Operations

Personalized learning that drives value across your business



*Learning is the new frontier of the war for talent. Automation offers unprecedented opportunities to transform corporate learning environments, enabling both employers and employees to benefit from boosted skills and a more agile business."*

**Anjali Pendlebury-Green,  
Global Practice Lead, Digital HR,  
Capgemini Business Services**



*Education is the kindling of a flame, not the filling of a vessel."*

**Socrates**

## Transform the way you address your talent and workforce challenges

Automation makes reskilling and the war for talent front and center to business success. Organizations recognize the need for a workforce that can reskill at a pace in order to adapt to rapidly shifting market forces.

To take full advantage of these opportunities, intelligent, focused and flexible training and re-training is essential to maintain a workforce in sync with new business paradigms. In addition, to identify where to focus their learning effort and budget, organizations require enhanced qualitative insight into what, where and how to re-skill.

It is also paramount that learning and education reaches beyond just employees to an entire ecosystem that includes suppliers, vendors, contractors and contingent workers. This ensures that an organization's vision and product thinking percolates through its ecosystem to provide a unified market effort.

The learning value proposition should be directed by the principles of your HR and talent value proposition, combining a process first approach with design thinking to deliver an engaged learner experience and business outcomes.

## How Digital Learning Operations and next-generation technology drive value

Capgemini's Digital Learning Operations (DLO) is part of our Digital Employee Operations portfolio—a set of services that provides a consumer grade employee experience for attracting, growing and retaining the talent you need to fuel business strategy in a world of fast-changing skills sets and competing global demand.

Our Digital Learning Operations offering is a comprehensive learning suite of small, quick-to-activate learning platforms and integrated service management that delivers four key value propositions:

- **Digital content factory**—an industrialized model that designs, builds, curates and delivers multi-modal content to your learners.
- **Digital Learning Operations**—Capgemini's next-generation Business Process-as-a-Service (BPaaS) HR operations offering that delivers services to your learners and learning business partners.

- **Next-generation learning platforms**—Capgemini partners with leading edge providers to bring best-in-class solutions for quick to activate learning platforms that support operations, content library and curation, and learner access.

- **Learning supply chain management**—focused on optimizing your learning vendor value chain to deliver enhanced value.

Digital Learning Operations delivers extraordinary value to your business, including:

- Up to 50% efficiencies in learning operations.
- Up to 40% savings in your cost to serve.
- Up to 40% costs savings through implementing an optimized learning vendor provider strategy.
- An improved employer brand reputation that attracts, engages and retains talented employees through learning investments.
- A more competitive, reskilled business workforce that can rapidly respond to shifting market forces.

## World-leading global partners

Digital Learning Operations is underpinned by strong relationships with world-leading HR specialist technology partners, including innovative automation and robotics platforms, leading human capital management (HCM) systems providers and established global software leaders.

## Deliver tailored learning through leveraging intelligent automation

Digital Learning Operations places a stronger focus on your talent by delivering a tailored design-to-deliver process model. This consists of a continuous learning ecosystem that develops talent in a way that is adapted to the individual needs required to meet and exceed your corporate goals.

DLO provides a next-generation learning platform that delivers multimodal learning based on the principle of "Read, Watch, Listen, Do." Intelligent, cognitive automation delivered from Capgemini's Virtual Delivery Center and partners empowers your individual learners to take ownership of their own learning journey—with content delivered in bite-sized components for optimal consumption and enhanced business agility and organizational capability.

DLO also leverages big data analytics and machine learning that tailor push-and-pull learning content to the requirements and expectations of your individual, multi-generational employees.

Our Digital Learning Factory delivers a wide range of content including virtual classroom, e-learning, gamification, classroom, podcasts and blended learning, which can be provided either as-a-service or on demand.

### Digital Employee Helpdesk — Helps you

#### Right touch

Right touch HR Service: Omni channel with query resolution path through Chatbots, Virtual Agents, Knowledge bases to a Live Agent and Concierge service.

#### One size does not fit all

Segregation of HR services as per employee role. Bronze, Silver and Platinum levels of service.

#### Service analytics to improve helpdesk

- HR specific service/case mgt. toolset
- End to end service desk design
- Employee segmentation and channel strategy (Email, Phone, Virtual agent, Live chat and Voice bots)
- HR portal design & knowledge management

### Digital HR Operations — Helps you

#### HCM tailored

HCM Tailored Global Process Models: Capgemini GPM tailored to Workday, Success Factors, Oracle Fusion. Maps new roles, benefits aligned to HR technology.

#### Robots and tools

Supplementary robotics, tools.

#### Virtual delivery centre

HR Virtual Delivery Centre: HR processes moved to VDC at transition. No touch processing. 20-30% transaction eliminated.

#### Predictive workforce analytics

Enhances HCM analytics to move to predictive.

- Next generation HR Global Enterprise Model (GEM) built for Workday, Success Factors and Oracle Fusion
- HR automation toolset to complement next gen HCM platforms
- Drives up to 50% productivity in 3 years
- Optimizes HR ecosystem and drives unrealized savings

### Digital Learning — Helps you

#### One size fits one

Learners drive their own learning supported by artificial intelligence.

#### Curate learner "ecosystem" experience

Digital multi-modal learning: "Read, Watch, Listen, Do."

#### Next generation learning platform and service

Right sized learning platforms, end to end service optimization, content curation, vendor and supply chain management that drive: productivity, business agility, networks, and organization capability

#### New metrics for machine learning

Use of big data analytics to deliver push and pull learning.

- Integrated service management
- Digital Learning Content Factory
- Small, Quick to build learning platforms
- Learning Supply Chain mgt. growing space
- Focus on Non Employee ecosystem
- Cognitive is established

## Why Capgemini?

As a leader in the provision of innovative, comprehensive learning services to businesses of all sizes, we have worked with leading technology companies to develop scalable, on-demand content creation that ensures your organization maintains the optimum skills profile to remain competitive and agile. Most importantly, many of our clients are already reaping the benefits of our learning services.

For example, Capgemini designed and delivered a centralized learning service for a global agri-business that boosted productivity by 44% through:

- Establishing centralized and robotized front- and back-office standards and processes.
- Implementing a standardized set of processes across the company's key regions.
- Transitioning to a more intuitive learning management system.

Capgemini also implemented a cloud-based learning management system for a world-leading health, wellness and beauty retailer that transformed the delivery of content to their employees and vendors to deliver:

- Over \$2 million in cost savings.
- 40% reduction in the overall duration of training.
- Standardized and trackable learning content with comprehensive reporting.
- Enhanced compliance to legislative training requirements.
- Reinforced brand and value system.

## About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group 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. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion.

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