



CONNECTED EMPLOYEE EXPERIENCE HUB

Your Hybrid Digital Workplace. Empowered



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HYBRID WORK TRENDS

Time to leverage hybrid work era.

The way we work changed forever. Pandemic and hybrid work scenarios impacted the way we communicate, our approach to work/life balance, office space usage and the tools we need to be effective. Despite the challenges, hybrid work and new normal provide opportunities to take employee

experience to the next level, improve office safety, lower real estate cost and reduce environmental footprint. To address these needs and achieve benefits more and more organizations are looking to introduce technologies and solutions that will support hybrid work model.

Hybrid Workplace Challenges and Opportunities

50% of office spaces will be reduced by 2022

83% of HR leaders see the employee experience as a key factor in organizational success

75% of organizations expect more than 30% to work remotely

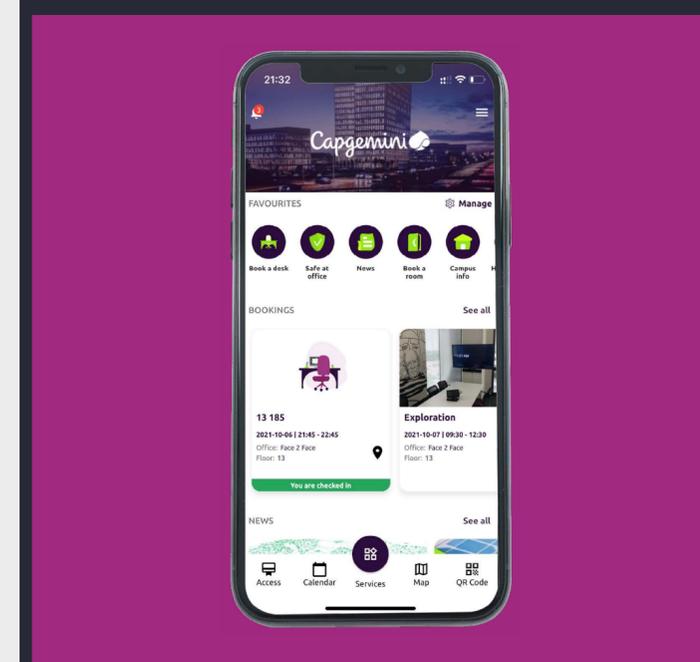
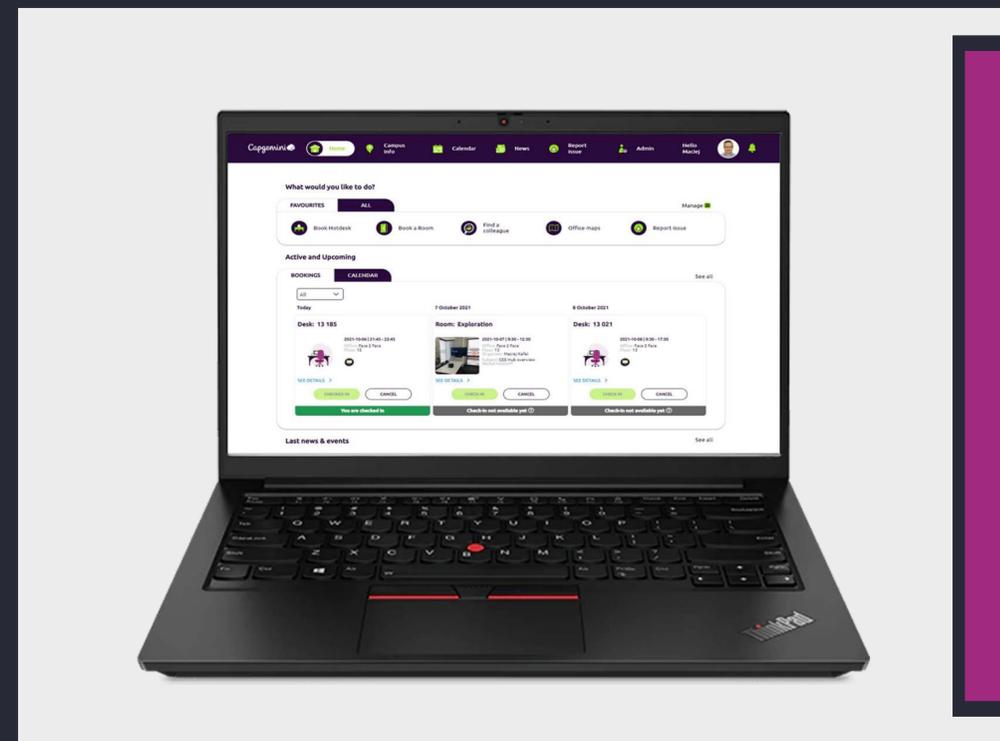
76% of millennials consider company's social and environmental commitments while selecting employer





INTRODUCING CONNECTED EMPLOYEE EXPERIENCE HUB

Connected Employee Experience Hub platform provides mobile and web applications for employees and delivers truly unified digital workplace experience.



Connected Employee Experience Hub integrates a variety of modules including services that support flexible work (booking a desk / room / parking / day in the office), communication (company news, office status & safety measures) and corporate services (incident reporting, service catalog, virtual assistant, authentication, building access). The Hub also connects employees to the office in a social dimension – especially for those who work from home ensuring they are informed about important events, supporting collaboration and communication at a distance and provide home office best practices. Platform is modular and is combining a set of standard (unified) modules and custom-made ones developed according to customer requirements. That approach is giving the flexibility customers want combined with delivery automation and industrialization for standardized elements. Customers can also extend the functionalities of the platform at any moment.

Connected Employee Experience Hub platform delivers unified digital workplace experience by providing seamless access to facilities/real estate/IT/HR services and more.

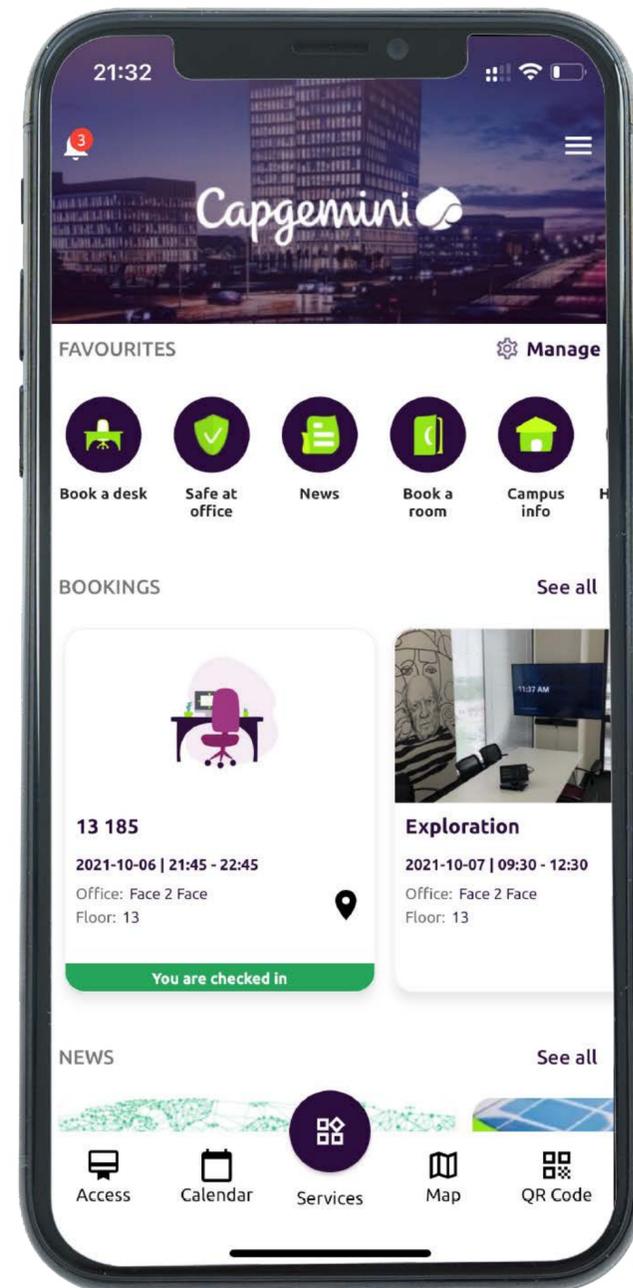


-  **Engage** employees and **drive** collaboration
-  Ensure **health** and **safety** regulations are met
-  **Lower** real estate **costs**
-  **Attract** and **retain** top **talent**
-  **Reduce** the environmental **footprint**
-  **Improve** business **results**
-  **Improve** office **safety**
-  Radically **improve** the experience in any **office environment**, including **home offices**



FEATURES





Interfaces

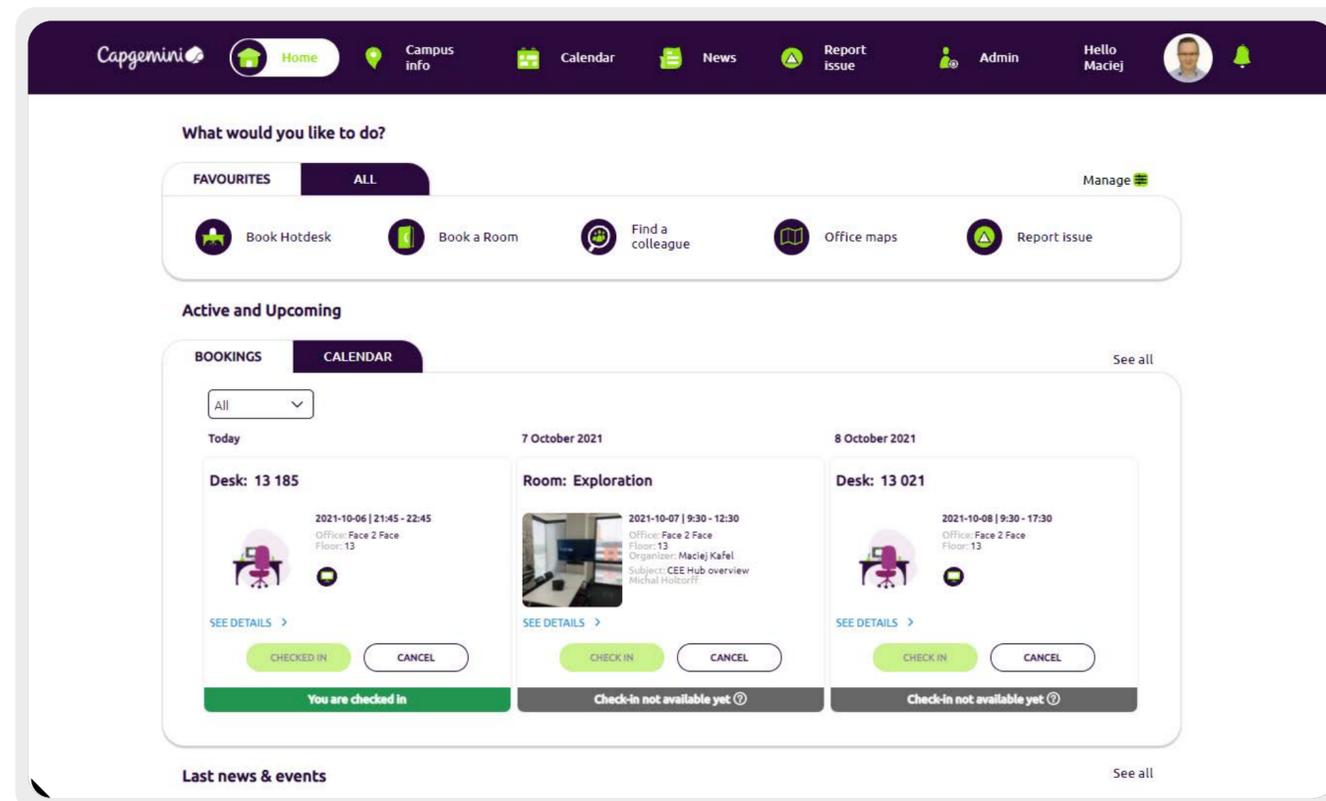
Mobile

Connected Employee Experience Hub comes with both Android and iOS native applications so that the users can use their device of choice without any limitations. Both platforms cover the same set of features and functionalities, providing the same kind of user experience. Mobile application users have access to all the functionalities the CEE Hub platform provides at their fingertips starting from resource booking, through the office maps, indoor navigation, campus information, news or even home office guides. Employees can also configure widgets and favorites on home screens to adjust interface to their preferences.

Interfaces

Web

Despite the fact the current market trends show an increase in mobile application uses, we have made a great effort to provide responsive web access so that the users while sitting in front of the computer do not need to switch between the devices to get access to services offered within Connected Employee Experience Hub. Web front is a replica of the functionalities and experience that mobile applications provide. It can also be extended with extra features and functionalities for stationary use cases or for employees preferring to work from laptop.



Capgemini [Visit Home](#) Hello Maciej  

- Dashboard
- Organizations 
- Organizations
- Buildings
- Floors
- Resources 
- Services 
- Users 
- Module management 
- Booking policies

Buildings / Basic info

Organization

Name

Description

Street Name **Building Number**

Country **State**

City **Postcode**

Map Id



UPLOAD

Active

CANCEL

UPDATE

Interfaces

Admin panel

Connected Employee Experience Hub offers also administration panel where designated users can manage buildings, floors, resources, define policies, control services, configure integrations and access live dashboards & reports. Panel is also used to configure branding preferences which is automatically applied to both mobile and web applications.

Unified Resource Booking Engine

Hybrid workplace require new approach to management and usage tracking of office resources. To provide maximum flexibility we developed a Unified Resource Booking engine that allows defining types of bookable resources (such as desks, rooms, day in the office slots, parking spots, etc.) with corresponding amenities. Adding and configuring new type of resource does not require coding or application changes and is available directly from admin panel.

The screenshot displays the 'Book Hotdesk' interface. At the top, there is a navigation bar with the Capgemini logo and links for Home, Campus info, Calendar, News, Report issue, Admin, and a user profile for Maciej. The main content area is titled 'Book Hotdesk' and contains several filter sections:

- Location:** Poland | Katowice | Face 2 Face | 13 (with a 'CHANGE LOCATION' dropdown)
- Date & Time:** 2021-10-07 | 09:00 - 10:00 (with a 'CHANGE DATE & TIME' dropdown)
- Space preferences:** Equipment: Dual Monitor (with a 'CHANGE SPACE PREFERENCES' dropdown)

Below the filters is a 'Choose Hotdesk' section with a 'SWITCH TO MAP VIEW' button. It contains a table of available hotdesks:

NAME	BUILDING	FLOOR	EQUIPMENT	
13 021 Your preferences are fully matched SEE DETAILS >	Face 2 Face	13		<input type="radio"/> CHOOSE THIS SPACE
13 031 Your preferences are fully matched SEE DETAILS >	Face 2 Face	13		<input type="radio"/> CHOOSE THIS SPACE
13 105				

At the bottom right, there are two buttons: 'CONFIRM BOOKING' and 'CANCEL'.

Unified Resource booking incorporates rules engine that allows to apply business rules for resource types to control, monitor or prevent usage. Rules allows to define how many resources certain employees can book within the defined period, what are the allowed booking slots and how far in advance resource can be booked. It also provide the ability for selected users (for example managers) to book a resource on behalf of someone else and establish reservation confirmation and cancelation policies with check-in options.

Based on Unified Resource Booking engine set of standard modules covering most common types of resources have been created. Solution can be extended with additional types at any moment. Unified Resource Booking engine is also providing inputs to analytics, reporting and combined with user's profile enables find a colleague feature.



Desk booking

Provides the ability to find and book a desk based on specified criteria. Users can review available desks from the list or on the map. Bookings are available for the hour or per defined periods.

The customizable space optimization function is asking the user for arrival confirmations and will cancel unconfirmed reservations. Robust administration panel allows defining Groups and Zones dedicated to specific personnel or business unit.



Book a day in the office

This module is allowing employees to reserve office slot for specific day or days. This is great option for locations in which organization do not want to manage desks but want to control / limit number of people in the building.



Room booking

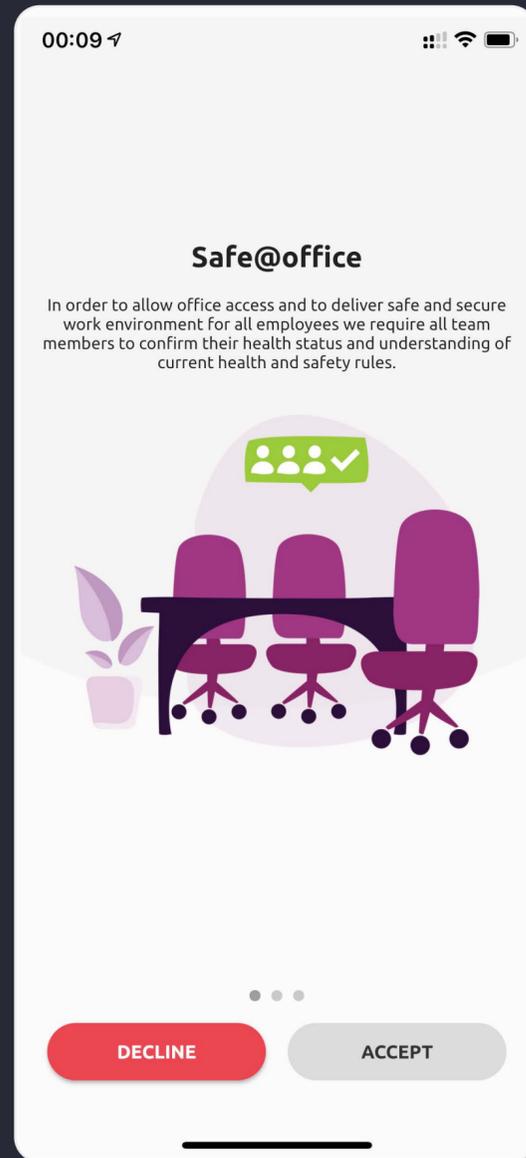
This module is leveraging integration with M365/Exchange environment and allows to maintain regular room booking via Microsoft Outlook and at the same time enables possibility to book, search, and display exchange resources such as rooms via user-friendly CEE Hub mobile or web applications. Exchange Rooms details can be easily extended with additional data like room capacity, available screen types, conferencing device, photo, etc.



Find a colleague

The hybrid work and hot-desking introduced additional challenges. It is no longer obvious whether colleagues are working from home or the office or even which office they are working from today. Find a colleague feature helps employees to localize their peers quickly and easily. Because we care about privacy, location-sharing is optional, configurable through the user's profile.

Communication

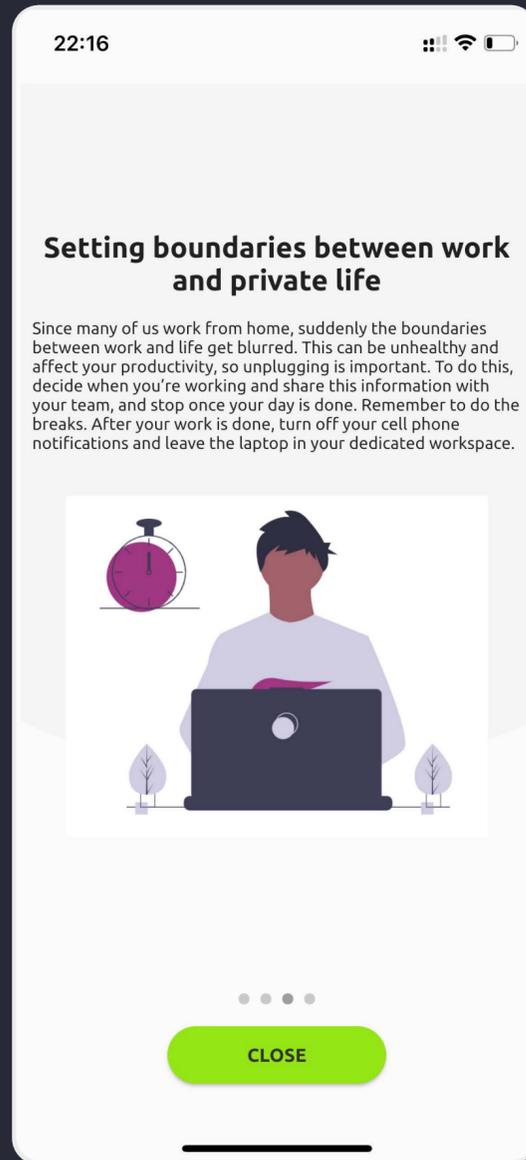


Safe@Office

Provides a convenient way to ensure that frequently changing rules and regulations (especially from the perspective of new normal) are delivered to employees and acknowledged before requesting a day in the office or booking a desk or room. This feature also provides self-health check surveys and the latest information about health and safety measures imposed in office environment. It simply helps the employee to safely return to the office.



Communication

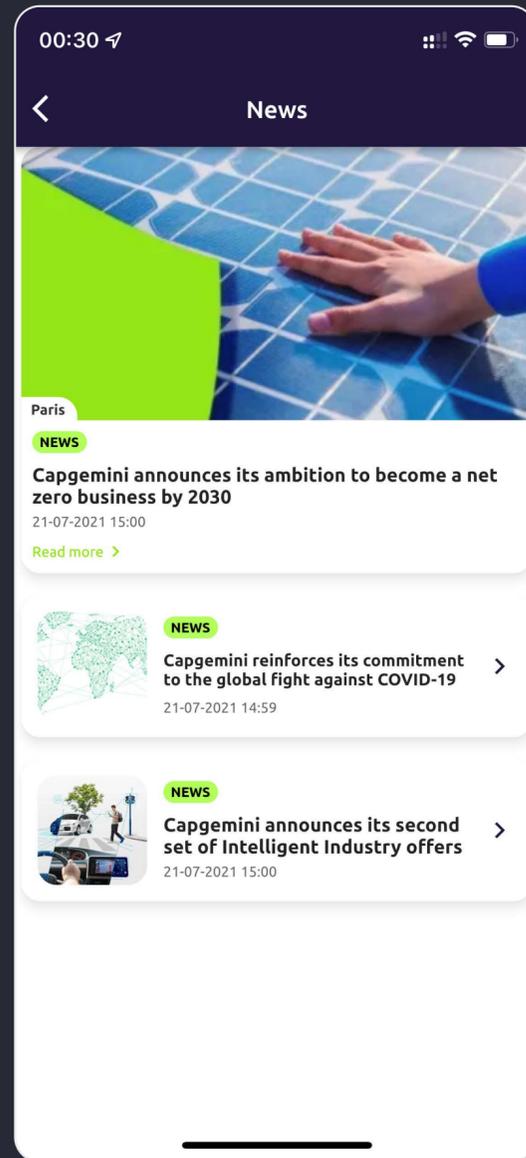


Home Office guides

Provide relevant information on how to effectively work from home. Tips and tricks about the effective home office as well as rules that must be followed while working from home. All those are configurable items to match your company regulations and best practices.



Communication

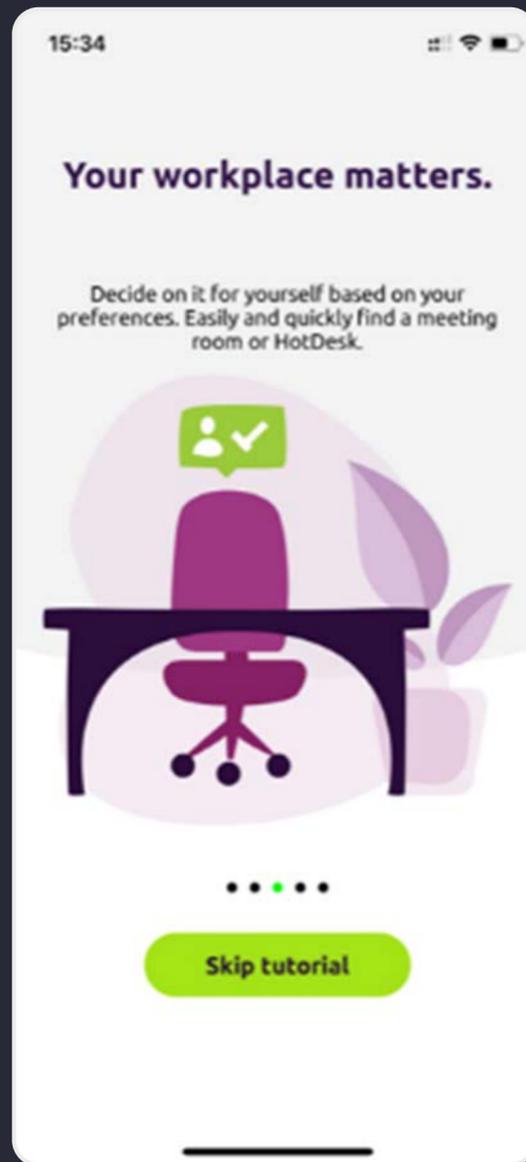


Company News

Company News module is providing employees with the latest news. Those can include company-related information including but not limited to events, financial results, an employee of the month awards, corporate social responsibility agenda. There is also the possibility to deliver non-company-related data like stocks, weather, theater schedule, or others from any desired data source. A robust content management system and rich text editor provide the ability to develop articles within the portal as well as import objects from other sources to keep the data consistent between different solutions that may already be in place.



Communication



Application onboarding

Carefully designed onboarding guides for application modules ensure fast-paced adoption. Guides are walk-thru information on what and how users can do in the given module. New or infrequent users can always find and re-launch the guide from the intuitive menu when in doubt about how to advance.

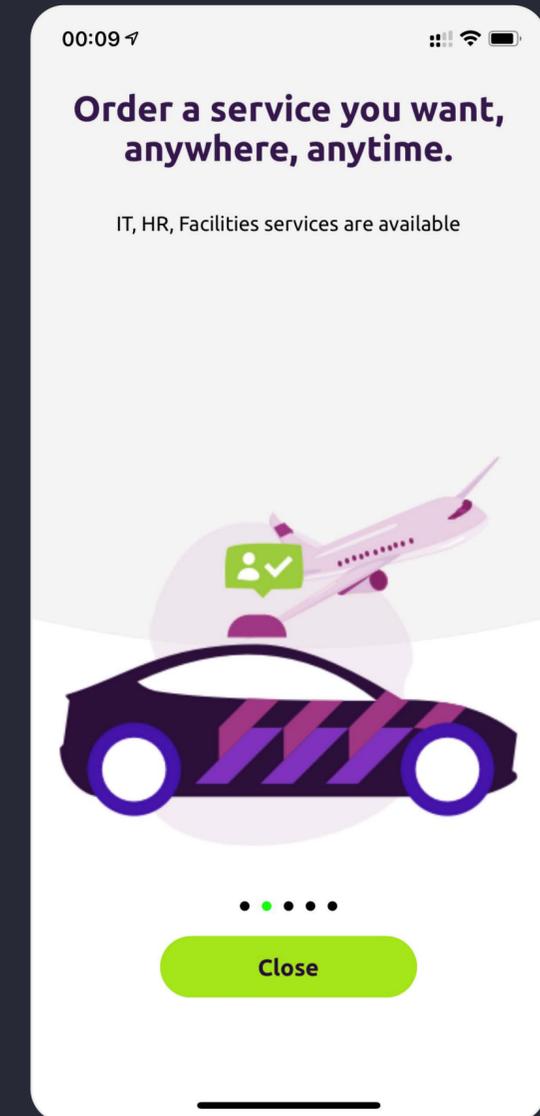


Additional modules and services



Digital Adoption

New services, technologies, and capabilities can only deliver value if they're used. A key differentiator for Capgemini is our ability to accelerate adoption by driving user engagement. We combine user experience management, marketing, and organizational change management techniques to drive the adoption of digital tools, assets, and processes, so employees will fully leverage them. And our gamification methods have proven to be highly successful in changing behaviors in a target audience to achieve business outcomes.

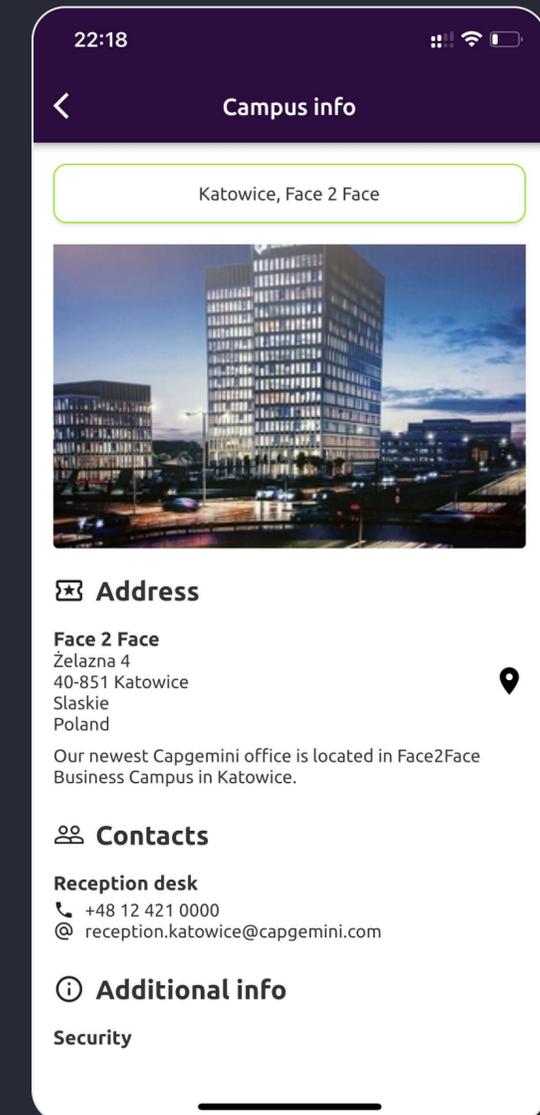


Additional modules and services



Campus info

This module gives access to general campus / office information, contact details to reception desk, security and health & safety guide. Employees can quickly find all the required details in one place. Combined with built-in search capabilities searching locations or contact details to appropriate departments in remote offices is fast and easy.

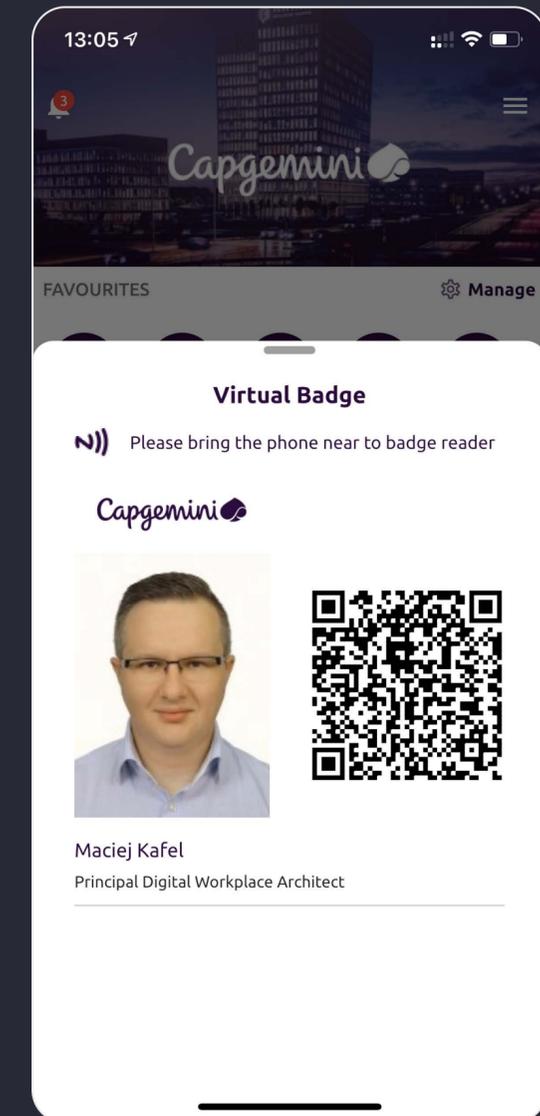


Additional modules and services



Secure building access

Virtual badge Integration with access management systems allows improving experience related to building access for employees. Once the integration is in place, the mobile application can be extended with a virtual badge that allows building and/or space access based on QR codes temporarily or permanently. This functionality can be extended by NFC technology.



Additional modules and services



Maps and campus navigation

Interactive floor maps available on mobile and web applications allow employees to easily understand office layout but also check availability and book resources directly from the map. Maps with Point of Interests (desk, rooms, kitchen, rest rooms etc.) are enriched with interactive layers that display statuses for selected resources. Maps also incorporate static and dynamic wayfinding that lets employees to set the starting point and destination to receive turn-by-turn instructions including journeys between floors or even buildings. Special routes can also be mapped e.g. for wheelchair access.



Additional modules and services



Facility faults reporting

This module integrated with ServiceNow platform provides a quick and easy way to report an incident related to the facilities like spilled water on the floor or broken equipment of any form being a desk, table, chair or even screen or laptop. Users no longer need to fill lengthy forms with lots of information it's enough to scan a tag and write one sentence in the description. They can also check status of the incidents their created at any moment.

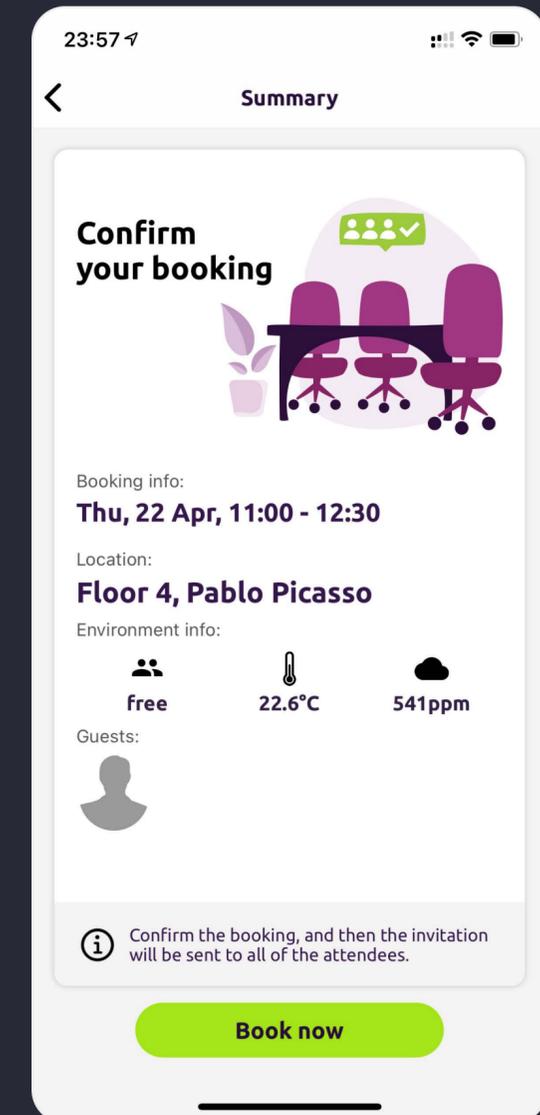
A screenshot of a mobile application interface for reporting an issue. The app has a dark purple header with the time '00:01' and status icons. Below the header is a navigation bar with a back arrow, the text 'Report an issue', and 'My issues'. The main form area has three input fields: 'Poland, Krakow, Quattro A, Floor 4', '4.03', and 'Hardware, Monitor'. Below these is a 'Description:' section with a text area containing 'Desk monitor is broken'. There is an 'Add attachment' option with a paperclip icon. At the bottom is a green 'SUBMIT NOW' button.

Additional modules and services



Sensors

Battery-powered, long-lasting and easily deployable LoRaWAN office sensors, in conjunction with CEE Hub, provide a comprehensive platform with real-time utilization data and extended analytics. Also, give the ability to make data-driven decisions regarding the rightsizing and forecasting facility usage. Desk, presence and comfort sensors enable further opportunities for automation and control.

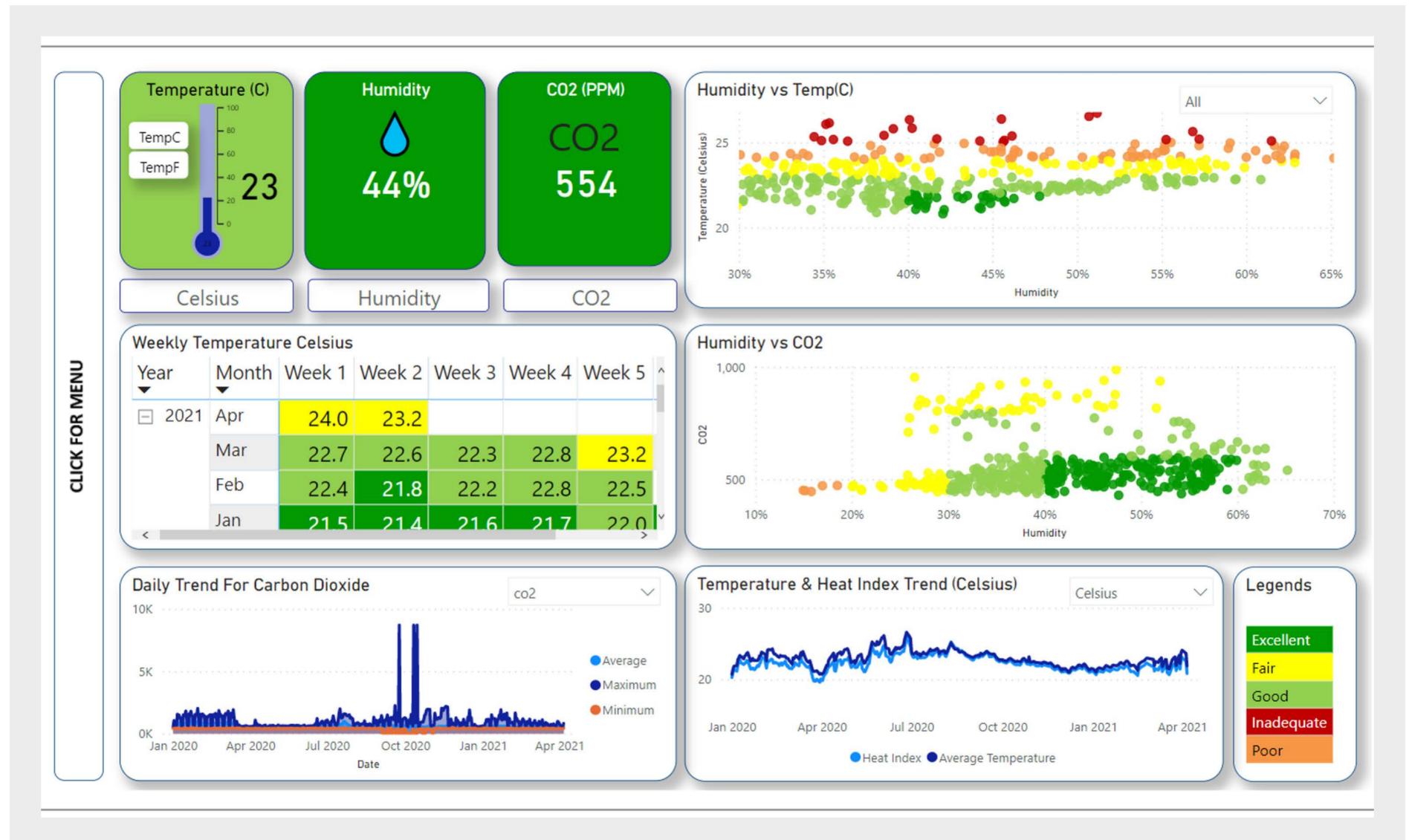




Facility Analytics

Platform delivers access to data and analytics on office utilization and usage patterns allowing to continuously monitor and optimize the usage of facilities and all the resources within them. Data, reports and dashboards help to right size real estate enabling significant reduction in cost and environmental footprint.

Facility usage analytics and reporting





Space utilization reports

Facility Managers can adjust space setup leveraging utilization reports based on real data. Thanks to such an approach, you can optimize floorplans and better understand how employees are using office space.

Facility usage analytics and reporting

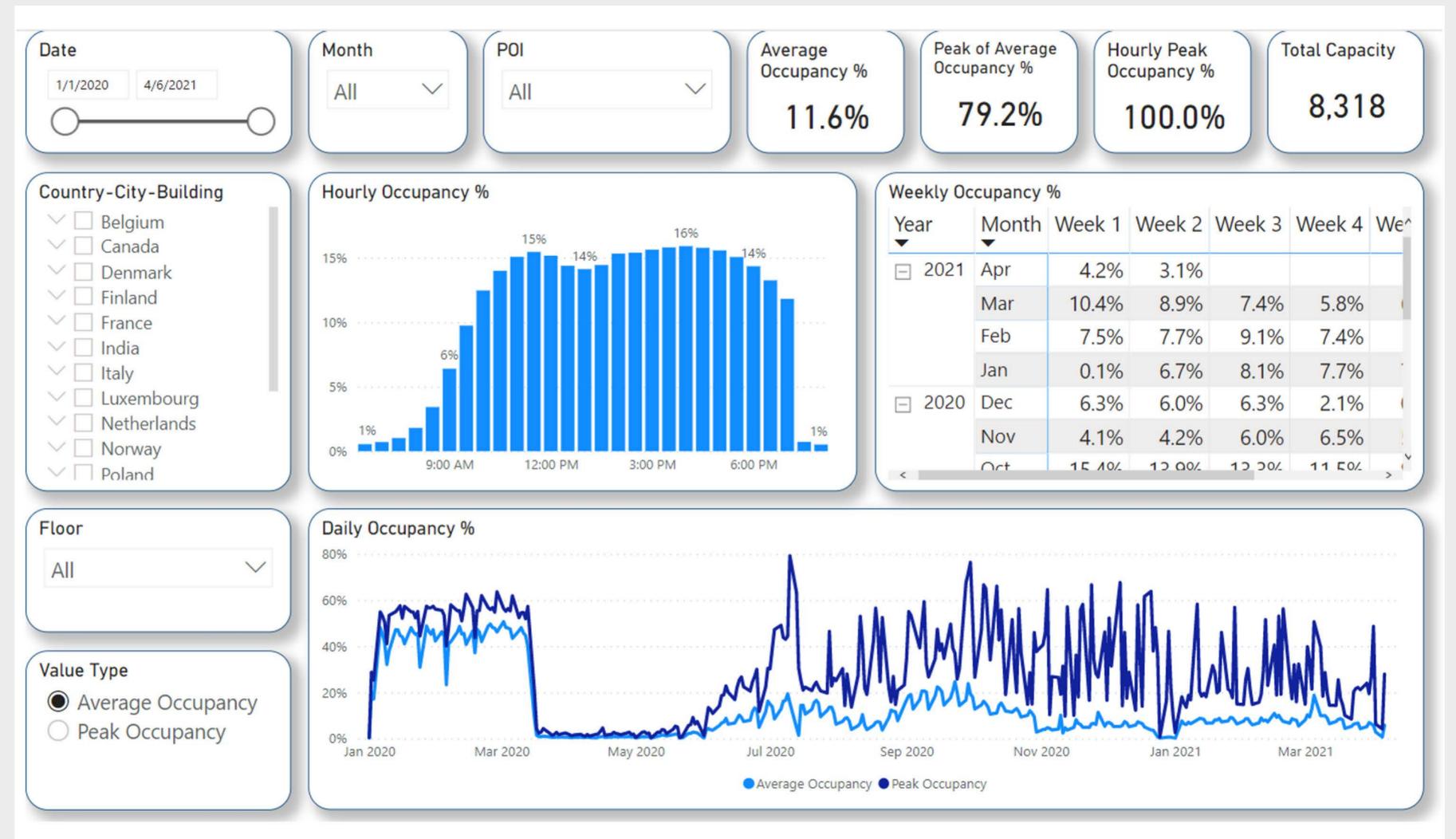




Data-Driven Facility Management

Take your facility management to the next level taking data-driven decisions. Our solution is combining booking data, office occupancy and present it in a friendly Dashboard format for your benefit. Organizations can understand how different utilities or resources are used and be prepared to respond to the market conditions and employee needs more quickly.

Facility usage analytics and reporting



Architecture

Modularity and flexibility. Key to endless integrations



Modular architecture

We have developed a set of standard modules based on the most common customer requests. Each one of them can be turned on or off to provide the employees only required feature-set. Modules define what CEE Hub is or what it can be when you turn the feature on.



Custom modules

Booking policies, filtering options, optional features available in standard modules can be configured per customer needs. Beyond the standard modules. Capgemini can perform the development of custom modules that will either integrate with specific IT/HR/Facilities systems or build those capabilities from the ground-up so that it offers the end-to-end experience to employees.



Custom integrations

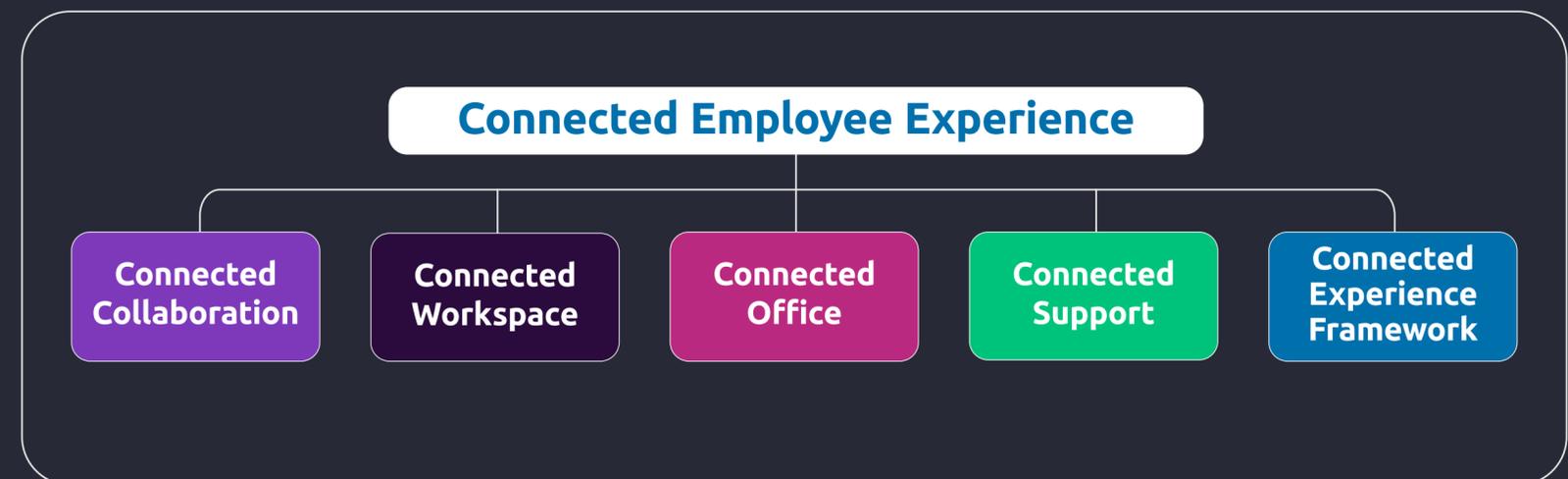
We understand there is no one-fits-all product however CEE Hub platform was architected with the custom integration possibilities in mind, therefore, our expert team can expand the capabilities almost endlessly by developing an additional connector for any system that allows communicating with.



CEE PORTFOLIO

A part of Connected Employee Experience portfolio

Connected Employee Experience Hub is element of Capgemini's Connected Office and Connected Employee Experience portfolio, a comprehensive array of digital workplace services that bring a new level of choice, quality, and consistency to employee engagement, interactions, and support.



CONNECT WITH US AND SEE FOR YOURSELF

Capgemini has proven its expertise in end user transformation at thousands of successful client engagements worldwide, and we are uniquely qualified to help your enterprise chart its own course to the Connected Employee Experience. In the meantime, you can download the following brochures to learn more about our CEE portfolio:

[Connected Employee Experience overview](#)

[Connected Workspace](#)

[Connected Collaboration](#)

[Connected Office](#)

[Connected Support](#)

[Connected Experience Framework](#)



Analyst Recognitions



Recent analyst reports affirm both the current strengths of Capgemini's Connected Employee Experience portfolio and its steady evolution over the past few years.

Gartner

Named a **Leader in Gartner's Magic Quadrant for Managed Workplace Services, Europe** for 2019 and 2020.



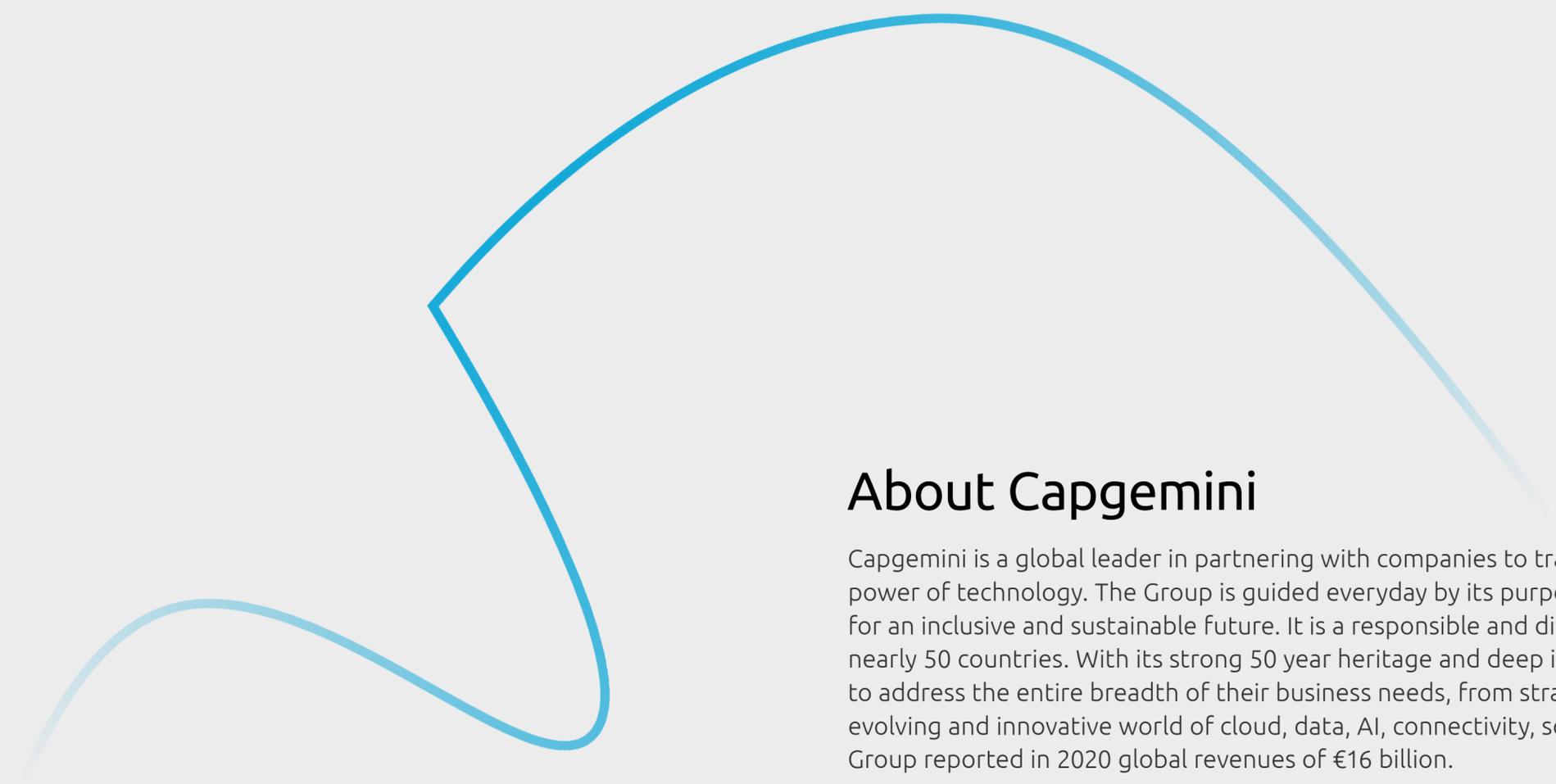
Positioned as a **Leader in NelsonHall's NEAT evaluation for Advanced Digital Workplace Services** for 2019 and 2020.

500+
Clients supported

2,324,594
users supported through service desk support

1,388,133
end-user devices managed

18,722,594
desktop support incidents managed through remote resolution



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 290,000 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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