



# Secure access to their apps, data, and services—their way.

For years, the promise of a seamless, personalized, digital employee workspace has been just that—a promise. An “emerging opportunity.” A “potentially transformative capability.” A “visionary objective.”

It’s time to transform the untapped possibilities into tangible business value and competitive advantages. Capgemini is uniquely capable of delivering a comprehensive array of strategy, assessment, and deployment services that can make the digital workspace a reality right now.

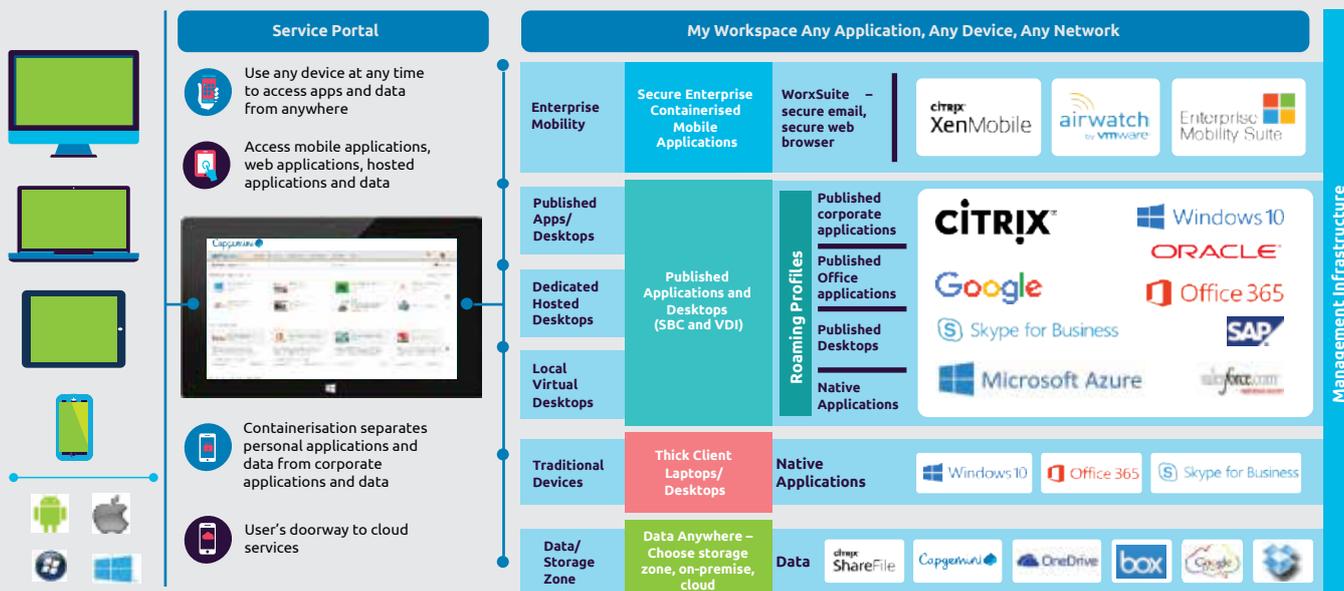
provisioning processes, and improve its reputation as an innovation partner to the business. At the same time, the enterprise can dramatically improve its ability to attract and retain top talent, quantify productivity gains, and achieve the aggressive performance goals of its digital transformation roadmap.

## Freedom of choice via a single self-service portal

The Connected Workspace integrates multiple capabilities through a common connection point. Now employees have fast, convenient access to the resources and services they need, when and how they need them, including:

- **The ability to choose among enterprise-ready,**

### My Workspace: Apps & data from any device, anywhere, any time



**Figure 1:** Connected Workspace brings a wealth of services to a single point of contact.

Capgemini’s Connected Workspace services give employees what they want to be more productive, more satisfied in their work, and more loyal to the company: secure access to all their applications and data –and all IT services—from any device, anywhere, at any time.

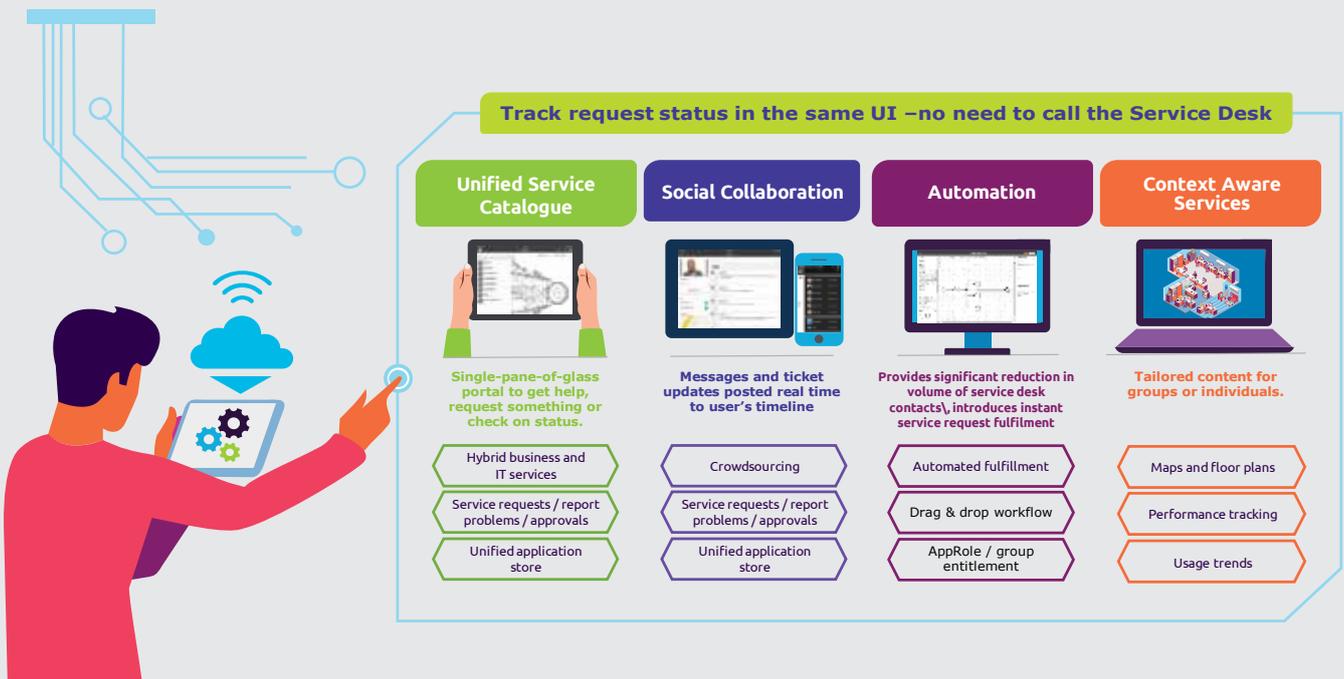
In the process, the Connected Workspace delivers tangible value to the business. It enables IT to provide better service and stronger security, cut costs, streamline

**connected devices.** The Connected Workspace enables employees to use virtually any device for work—company-issued or personal—with enterprise-grade security. Employees have fast, easy access to mobile apps, web apps, hosted apps and data. Security, privacy, and confidentiality are strong because the entire environment is containerized, ensuring segregation of the user’s corporate resources from their personal apps and data.

- **A self-service portal for IT services and support.**

Capgemini can provide an all-in-one catalog of IT services and a single gateway to corporate applications such as SAP, Salesforce, BMC, Citrix, and Box; cloud services; self-help support services; reporting; social collaboration capabilities, and more.

- **Personalized, predictive experiences via cognitive computing.** With extensive use of automation, AI, machine learning and other cognitive computing capabilities, the self-service portal creates context-aware experiences that get employees the information and support they need— instantly and from any device. They can access IT support or other business services, report problems, download apps, see maps and floor plans, receive notifications or alerts about actions they need to take, and more.



**Figure 2:** The self-service portal puts personalized, context-aware IT services at employees' fingertips.

## A fantastic employee experience translates to fantastic business results

When you give employees what they really want, they're more productive, satisfied, and loyal—and that's good for business. So what do employees really want?

- Easy access to internal services such as IT support through a self-service portal
- Safe access to all their data, all the time
- The ability to use any app on any device, any time, from anywhere
- Personalized service bundles that predict service needs
- Strong security—without inconvenience
- Flexible, intelligent office space, adjusted to individual needs
- Smarter, more convenient ways to collaborate with colleagues

**75%** of the workforce will be Millennials by 2025

**42%** of Millennials likely to quit a job if the employer has substandard technology

**70%** of the current workforce is "not engaged" or "disengaged" with their work

**83%** Of Chief HR Officers (CHROs) say the employee experience has become critical to their organization's success

**66%** of CHROs say a superior employee experience drives quantifiable productivity gains across the business

**Realities of the modern digital workplace**

Employees want flexibility and a seamless, personalized experience - every time, everywhere - and employers benefit greatly from giving it to them.\*

## Start anywhere, move ahead at your own pace

One of the key advantages of the Connected Workspace is the breadth of Capgemini's offerings. We have considerable expertise with strategy, assessment, and deployment of every facet of end user transformation, we offer both project-based consulting and managed services, and you can start anywhere and progress at your own pace.

For example, if you're planning a migration to Windows 10 or Windows 365, we can help you with that initiative either separately or in conjunction with a larger employee experience transformation strategy. Or if you're interested in a complete transformation roadmap, we can provide services covering any and all elements of that initiative. You tell us the starting point and the destination, we'll help you accomplish your goals.

### Strategy offerings:

Capgemini can provide a consulting engagement to define each of the following core elements of your Connected Workspace, including definition of the strategy, desired user experience, technology and partner roadmaps, and more.

- **Workplace**
- **Mobility**

### Assessment offerings:

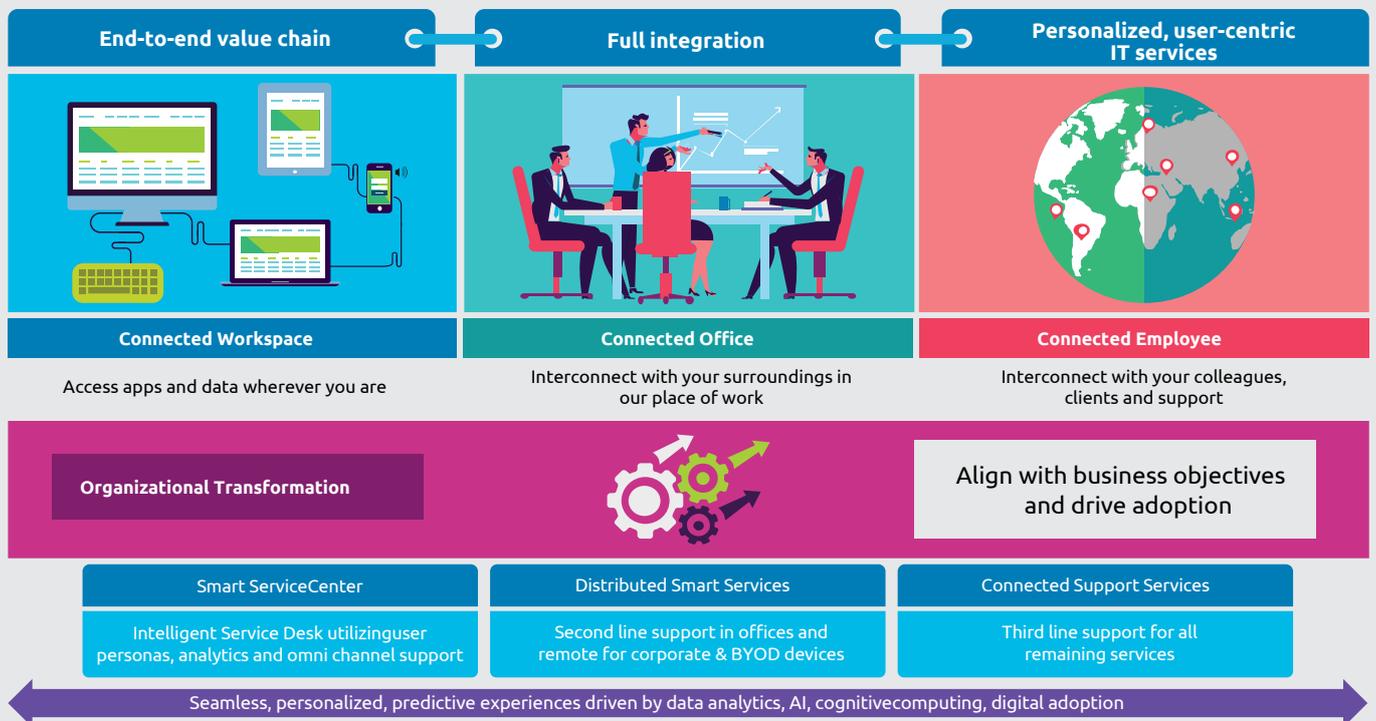
We will help you assess your current maturity levels and the readiness of your application estate for various digital workspace capabilities, including:

- **My Workspace**
- **Mobility**
- **Services Portal**
- **Device as a Service**
- **Windows 10 and Office 365 Migration**

### Deployment offerings:

We will assist you with the deployment and roll-out of Connected Workspace deliverables, including:

- **My Workspace**
- **My Services portal**
- **Mobile App Deployment**
- **Application Transformation**
- **Enterprise Mobility**
- **Windows 10 and Office 365 Migration**
- **Device as a Service**



**Figure 3:** The Connected Employee Experience brings together comprehensive capabilities so employees can experience it all—and the business can improve performance on multiple levels.

## Integral part of the Connected Employee Experience

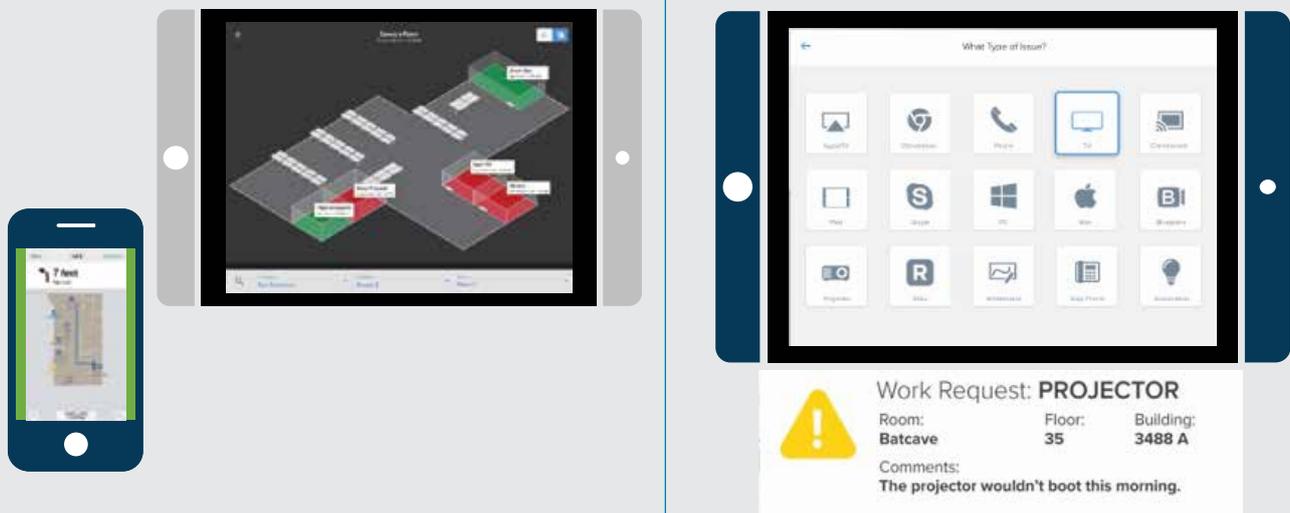
The Connected Workspace offerings are just one element of Capgemini’s Connected Employee Experience portfolio, a comprehensive array of services that bring a new level of choice and flexibility to employee support, engagement, and interactions.

Connected Workspace offerings can be delivered individually or integrated together with Connected Office and Connected Employee services. Each offering complements and adds value to the other, creating an end-to-end value chain bringing advantages to users, IT, and the business.

## Connected Office: Use your facilities efficiently.

One of the most overlooked aspects of the employee experience is the interaction with physical spaces and office facilities. Capgemini’s Connected Office services deliver dramatic improvements to the employee experience and more. For example:

- **Smart conference room solutions** recognize attendees, start Skype conference calls based on the presence of the people, adjust the lighting and temperature if needed, report on room utilization, facilitate easy access to multimedia equipment, share the meeting recording and allow easy booking and cancellation of meeting rooms.
- **Smart facilities solutions** let employees check availability of desks and meeting rooms at any time and in any office location, automatically check in, view seat maps, locate colleagues who are late, and efficiently manage utilization and capacity of office space.



**Figure 4:** Connected Office makes it simple to navigate the office (left) or make work-related requests.

- **Connected Office App** integrates multiple capabilities, adding more value to the solution and providing seamless access to the services/features above, significantly improving the employee experience.

## Connected Employee: Use intelligence to collaborate more effectively.

Capgemini's Connected Employee services transform your employees' service experience, remote and local support services, and collaboration capabilities. The services cover multiple elements including the service desk, onsite support services, and social & collaboration solutions. They make extensive use of intelligence, analytics, machine learning, cognitive computing, chat bots, voice bots, and gamification to predict and respond to employee needs. This significantly improves the end user experience and encourages more and better collaboration across teams.

## Capgemini: Our advantage is our experience.

Capgemini has proven its expertise in end user transformation at hundreds of successful client engagements worldwide, and we are uniquely qualified to help your enterprise chart its own course to the Connected Workspace. Our advantages include:

- **Comprehensive capabilities, flexible engagements.** We have considerable expertise with strategy, assessment, and deployment of every facet of end user transformation, we offer both project-based consulting and managed services, and you can start anywhere and move ahead at your own pace.
- **Industrialized approach.** Our methodologies are structured, consistent, based on industry best practices, and proven at many of the largest enterprises on the planet. This level of rigor enables you to address multiple aspects of optimizing not only your employee experience but also your business processes and even your sourcing strategies. We can help you consolidate infrastructure, vendors, and workstreams to cut costs and eliminate waste.
- **Transformation without mind-bending complexity.** Creating an amazing employee experience can be an overwhelmingly complex task. Capgemini has the experience, expertise, tools, technologies, and industry best practices to get you to your destination quickly and efficiently. We've done this before—and we want you to benefit from our experience and deploy with confidence.
- **Sector-specific expertise.** We have served enterprises of all types and sizes in virtually every industry, including financial services, healthcare, energy & utilities, manufacturing, retail, government, technology, education, transportation, and more—and we will gladly show you references from your industry.
- **Business and strategic perspective.** Creating an exceptional employee experience is more than a project or a task for your company—it's a critical strategic initiative. That's why we bring a business perspective and

strategic, “digital-first” approach to Connected Workspace engagements. We focus on business value, not just technical acumen.

- **Strong, independent partners.** Capgemini is a global, diverse enterprise and we have forged strong alliances with many of the leaders in digital innovations that impact the employee experience—including Microsoft, HPE, Oracle, ServiceNow, Citrix, Flexera, BMC, Aruba, Condeco, Robin, Envoy, Losant, Lakeside, NSC, and many more.
- **Constant stream of innovation.** Connected Workspace services give you access to the Applied Innovation Exchange (AIE), a global platform that enables clients to discover, experiment, contextualize and apply the most relevant innovations. The Exchanges offer deep sector expertise to enable you to apply these innovations to your specific business context. They provide exposure and access to the portfolio companies of selected venture

capital and private equity partners, while enabling the immersion in and application of the vast sources of innovation Capgemini has access to.

## See it, experience it yourself.

The best way to understand and appreciate the capabilities of the Connected Workspace is to see it for yourself. Request a demo today and get new insights into how you can transform the employee experience—and business performance. And [visit our website](#) to learn more.



**Figure 5:** The Applied Innovation Exchange is Capgemini’s global platform designed to enable you to discover relevant innovations and to experiment with them within your specific industry.

**\*Sources for statistics:**

- 75% of the workforce will be Millennials by 2025: Gallup poll 2016.
- 42% of Millennials are likely to quit a job if the employer has substandard technology: Penn Schoen Berland, “Future Workplace Study,” 2016.
- 83% of HR leaders cite “employee experience” as a major factor in organizational success: Workplace Trends, April 2016.
- 70% of the current workforce is “not engaged” or “disengaged” with their work: Brandon Gaille, “19 Employee Statistics and Trends,” May 2017.
- 66% of CHROs say a superior employee experience drives quantifiable productivity gains across the business: ServiceNow, “The New CHRO Agenda: Employee Experience Drives Business Value,” April 2018.
- 82% of Millennials would be more loyal to employers if they had flexible work options: FlexJob Report, published in Forbes, Sept. 2016.



## About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini 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. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.

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### People matter, results count.

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For further information please contact:  
[infra.global@capgemini.com](mailto:infra.global@capgemini.com)