

D-GEM on a page

Digital Global Enterprise Model (D-GEM) is unique. It is a market-leading architecture that brings together decades of operational expertise, deep intelligent automation knowledge and our experience across many clients and sectors. Here is your step-by-step guide to delivering the future.

Grade mix – Can I increase span of control because managers have greater insight?



- What is the impact of the automation on the grade mix? How can we use technology to increase manager’s span of control? How can we use knowledge to increase capability at different grades?

Location mix – How much can I move straight to the Virtual Delivery Center?



- How does the increased role of automation impact the current location mix? How much work can I transition to the Virtual Delivery Center?

Competencies – What competencies do both managers and practitioners need to have?



- How should the competencies of the roles/grades evolve in the automation age? How do I ensure that my workforce knows how automation can enrich and automate their capabilities?

Best-in-class processes – Have I got processes that are lean and efficient?



- Do I have best-practice processes powered by automation with integrated controls and performance measures? Could automation help me to deliver better outcomes for my customers?

Automation tools and enablers – Do I have the optimal technology strategy?



- What tools are best at doing what? Are we leveraging the full potential of tools and automation? What technologies should we own and what should we buy as-a-service? How do I future-proof my technology choices?

Pricing and cost allocations – Does my pricing support achieving the business outcomes?






- Does my pricing strategy/cost allocation approach drive the right behavior? How does automation change pricing? How do I use pricing to increase adoption? How much do I share with my customers?

Governance model – Does the governance model ensure proper interaction and decision-making?



- Do I have the right business partnership with my vendors? What KPIs should I use to drive performance? Should I expect roles in the governance model to change? Will automation and efficiency change the span of control?

How has our Global Enterprise Model[®] evolved?

	 Traditional BPO	 GEM/BPO	 D-GEM
Approach	Classic lift & shift	Transformation & Transition	Digital Transformation & Transition
Overview	Classic lift & shift	Transformation & Transition	Digital Transformation & Transition
Transformation Focus	Capturing existing knowledge	Improving end-to-end process & eliminating exceptions	Moving to an automated solution & making technology easier to adopt
Levers with Most Impact	Location mix Grade mix Limited focus on technology	Pricing & cost allocation Governance model Location mix Competencies Best-in-class processes	Automation tools and enablers Pricing & cost allocation Governance model Location mix Competencies Best-in-class processes
Exceptions	High	Medium	Very Low, aiming for straight through processing
Productivity	3% per annum	10% upfront 4% per annum	Up to 40% - 60% upfront, depending on speed of adoption
Pros	Simple Perceived as low risk	Optimised operations Realise ROI	Innovative approach Exceed ROI Technology enabled best-in-class operations
Cons	Low ROI & productivity gains Substandard operations	Moderate change management required for adoption	High change management required for adoption

D-GEM enables you to:

Influence sales - 3 in 4 organisations implementing AI increase sales of new products and services by more than 10%

Engage your customer - 75% of organisations using AI enhance customer satisfaction by more than 10%

Boost operations - 78% of organisations implementing AI increase operational efficiency by more than 10%

Generate insights - 79% of companies implementing AI generate new insights and better analysis

Source: Capgemini DTI survey – Turning AI into concrete value

Did you know Capgemini has:

- Deployed an automation task force of more than 120 experts across our client base to assess optimum automation strategies.
- Evaluated more than 75 automation, RPA, cognitive computing and artificial intelligence vendor products
- Trained, hired and developed more than 6300 automation experts in RPA, cognitive technologies and AI
- Deployed more than 2500 robots – and that number grows every day
- Founded the Automation Academy – an inhouse training curriculum to create, maintain and accredit deep automation expertise.

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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 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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People matter, results count.

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