

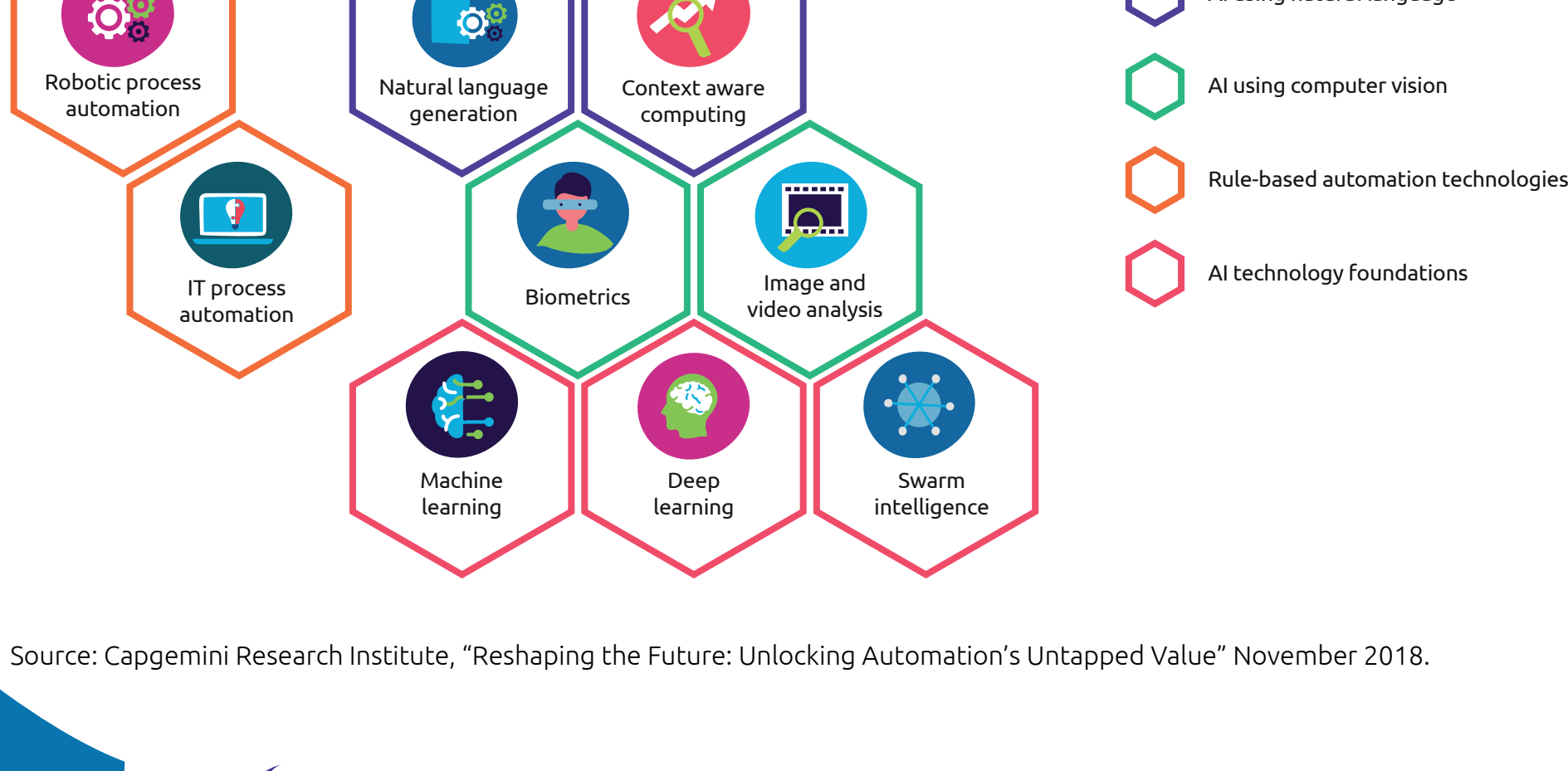


# Intelligent Process Automation

## Building an augmented workforce through intelligent automation at scale

### Automation promises much...

The plethora of intelligent automation technologies that contribute to the augmented workforce



Source: Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

**“Automation needn't be a threat; it can be a promise, especially when it's intelligent automation.”<sup>1</sup>**

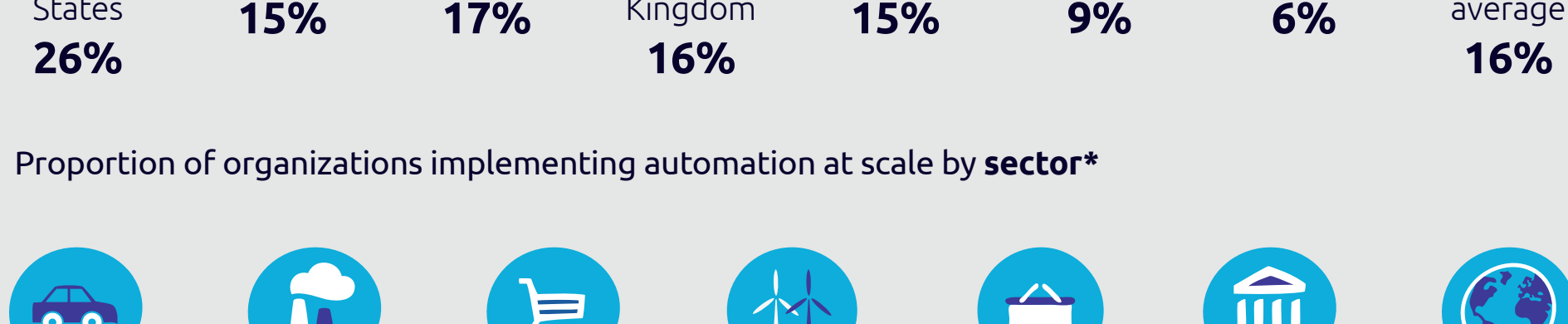
**Lee Beardmore**  
Vice President and Chief Innovation Officer,  
Capgemini's Business Services

<sup>1</sup> Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

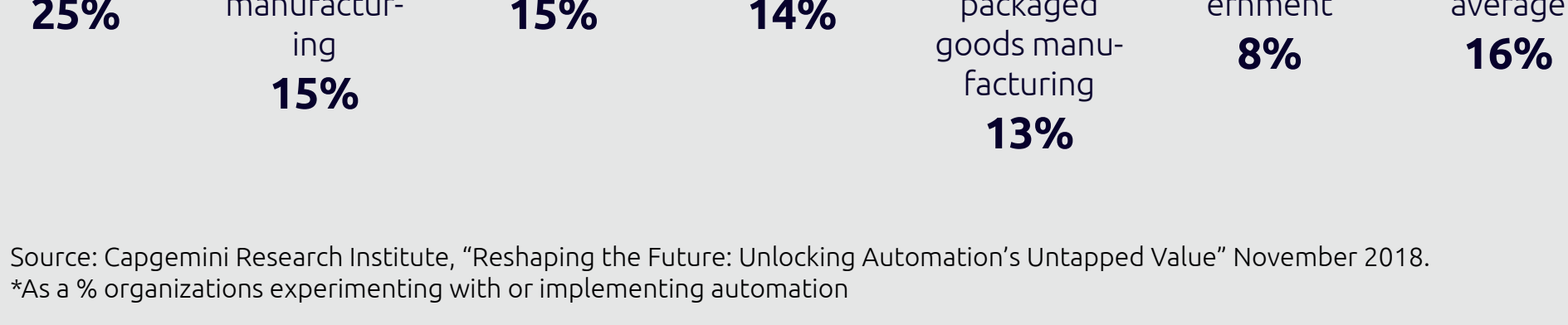
### ... but, today, organizations are only scratching the surface of its potential and scaled adoption is rare

#### Automation maturity – a national and sector perspective of scale

##### Proportion of organizations implementing automation at scale by country\*



##### Proportion of organizations implementing automation at scale by sector\*

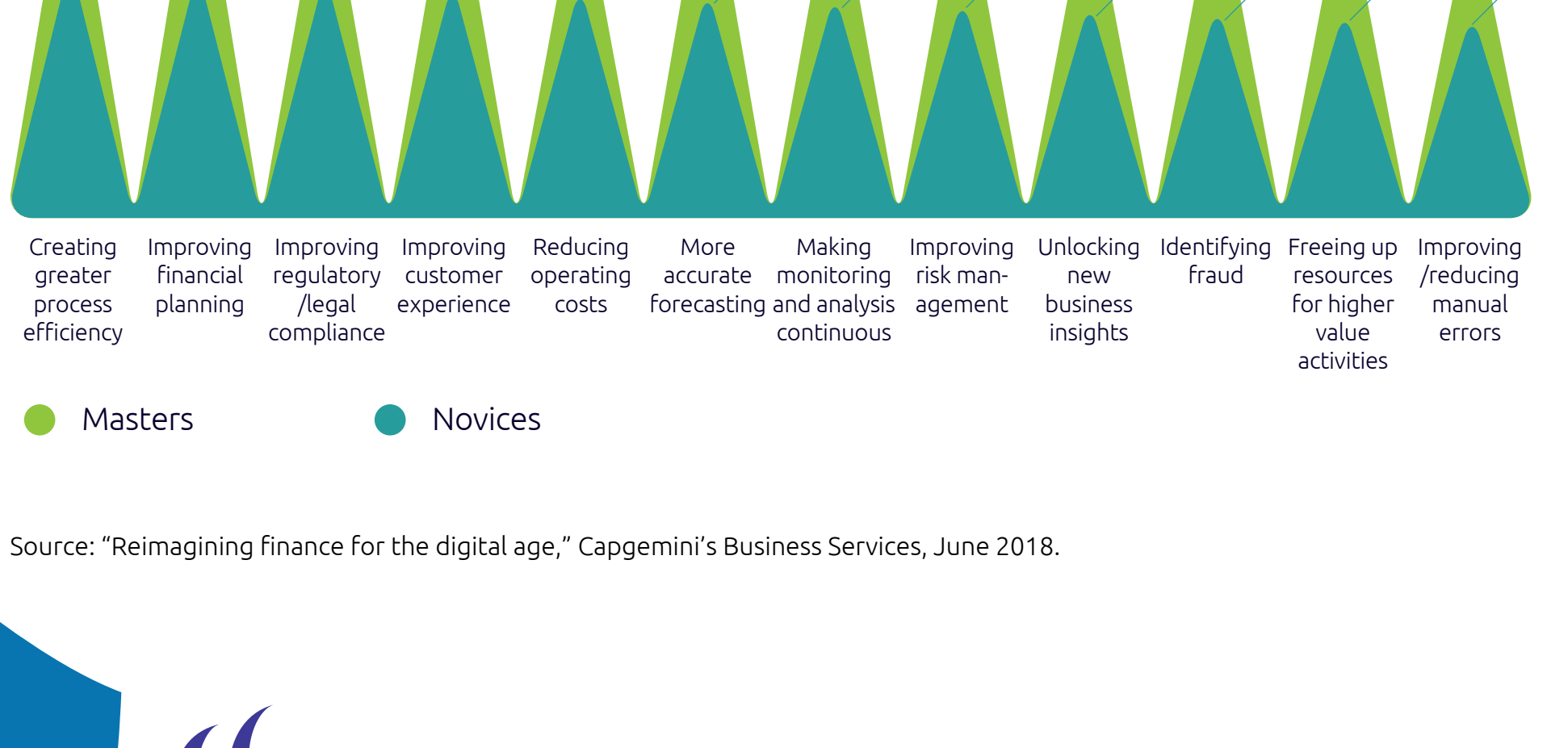


Source: Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

\*As a % organizations experimenting with or implementing automation

### And although deployment at scale is not yet commonplace, the expectations are great...

The benefits of automation expected to be fully realized by the finance and accounting department within three years



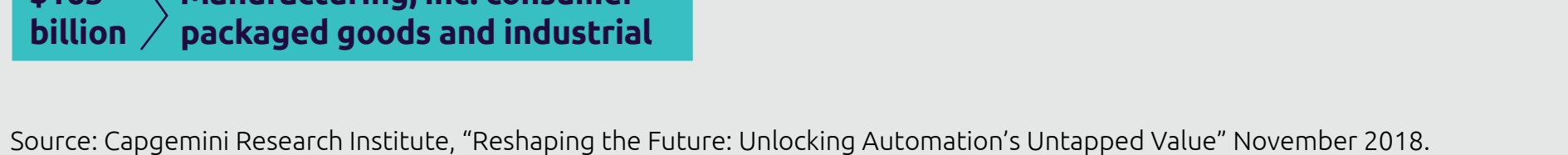
Source: "Reimagining finance for the digital age," Capgemini's Business Services, June 2018.

**“Enterprises are looking beyond RPA to true intelligent automation by thinking in terms of business outcomes.”<sup>2</sup>**

<sup>2</sup> HFS Research, "Enterprises, Escape your RPA pigeonhole today to achieve end-to-end automation", Elena Christopher, May 31, 2019.

### ... and in all industries, boardrooms expect to see the benefits of automation

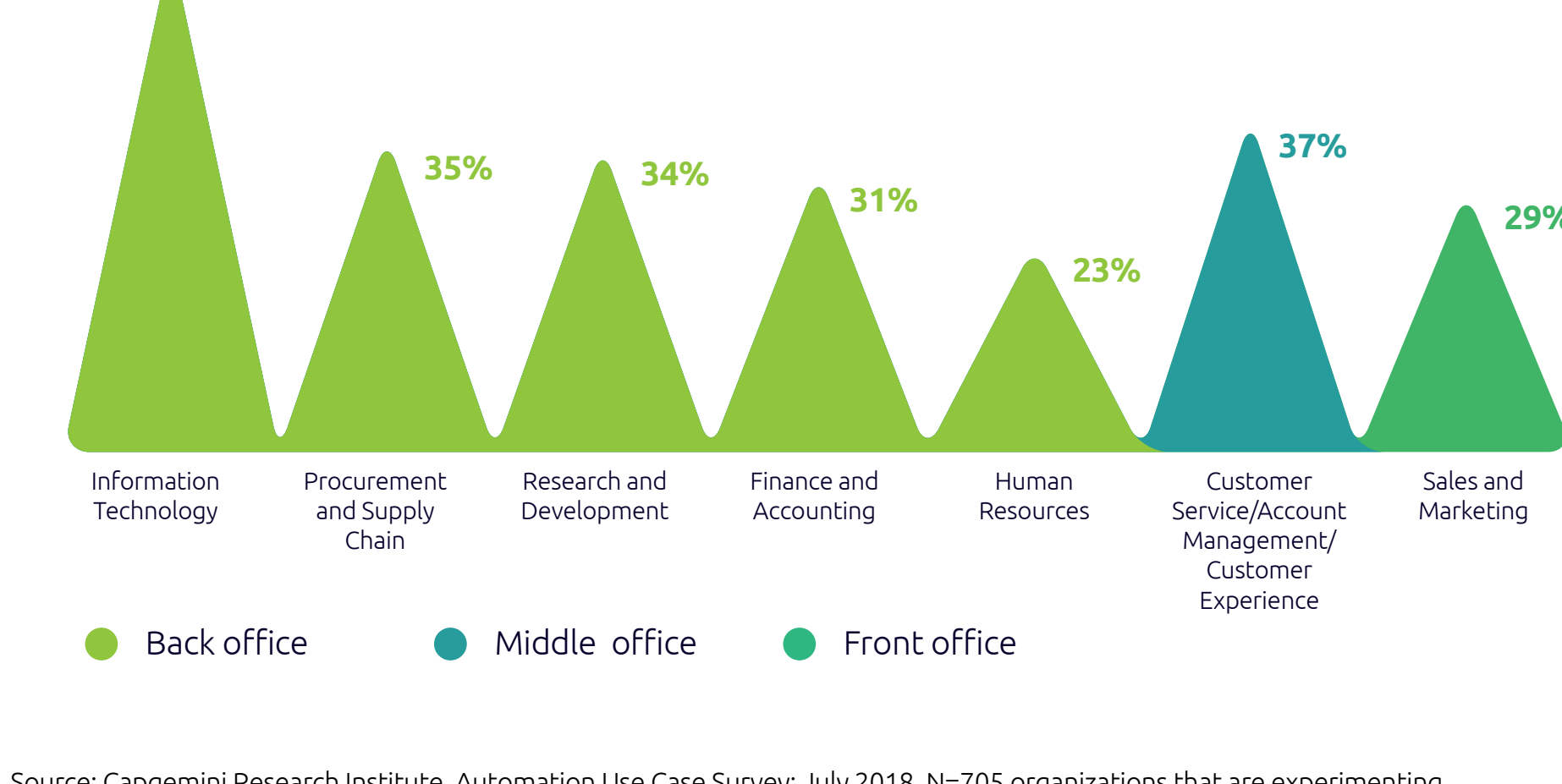
The potential cost savings across sectors by 2022 through wide-scale adoption of automation



Source: Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

### But where and how to start can be confusing

Overall<sup>3</sup> automation implementation by function among organizations experimenting with or implementing automation



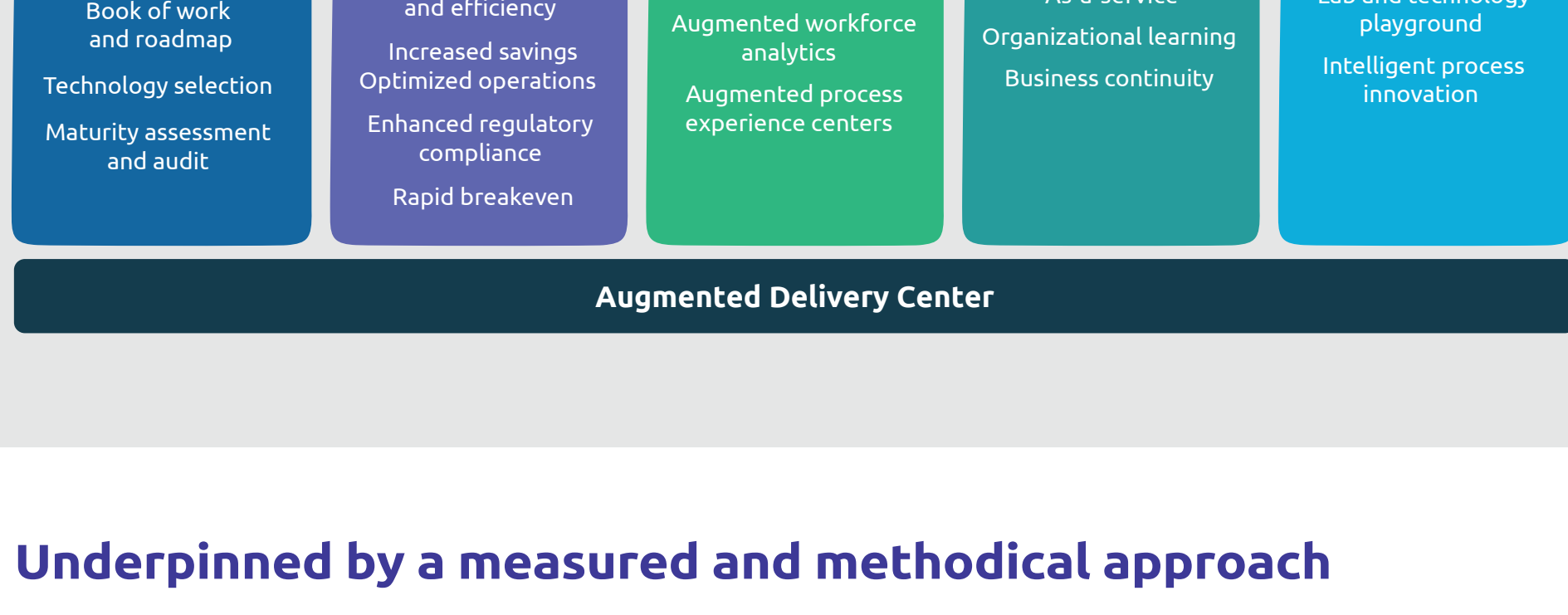
Source: Capgemini Research Institute, Automation Use Case Survey, July 2018, N=705 organizations that are experimenting with or implementing automation initiatives.

<sup>3</sup> Overall automation includes testing, proofs of concept, pilots, few deployments at scale and multiple deployments at scale.

### Introducing ... Intelligent Process Automation

#### The six pillars of Intelligent Process Automation

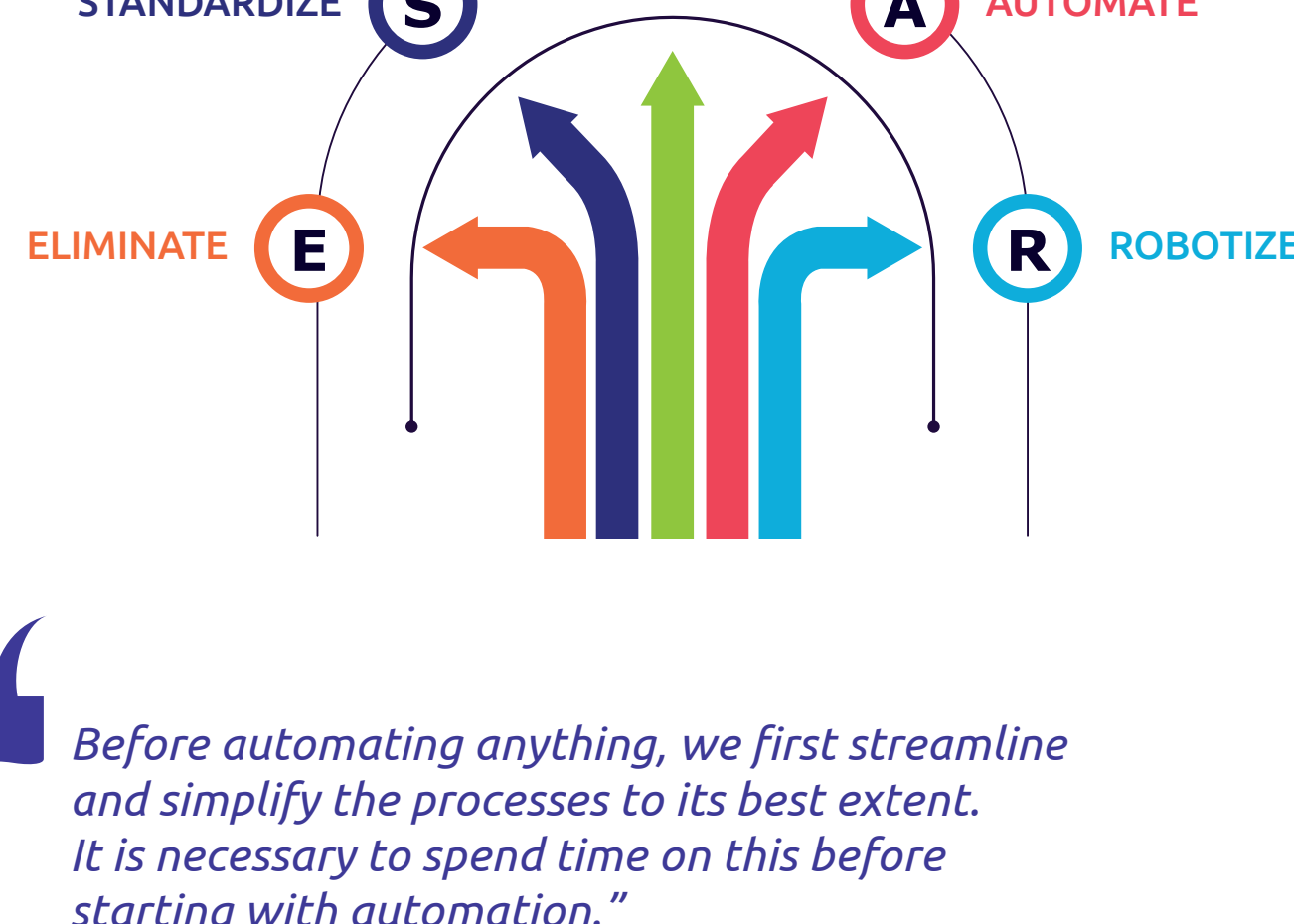
Capgemini's unique and differentiating approach encompasses an end-to-end perspective from ideation to production. Intelligent Process Automation enables you to seek guidance on starting an automation journey, scale up operations, enjoy sustainable automation benefits, and pursue capability growth and innovation.



### Underpinned by a measured and methodical approach

Capgemini's approach to developing an automation solution is called ESOAR. This unique and straightforward transformation methodology addresses the underlying causes of inefficiency in your business operations, before working on the actual symptoms.

#### Capgemini's ESOAR methodology



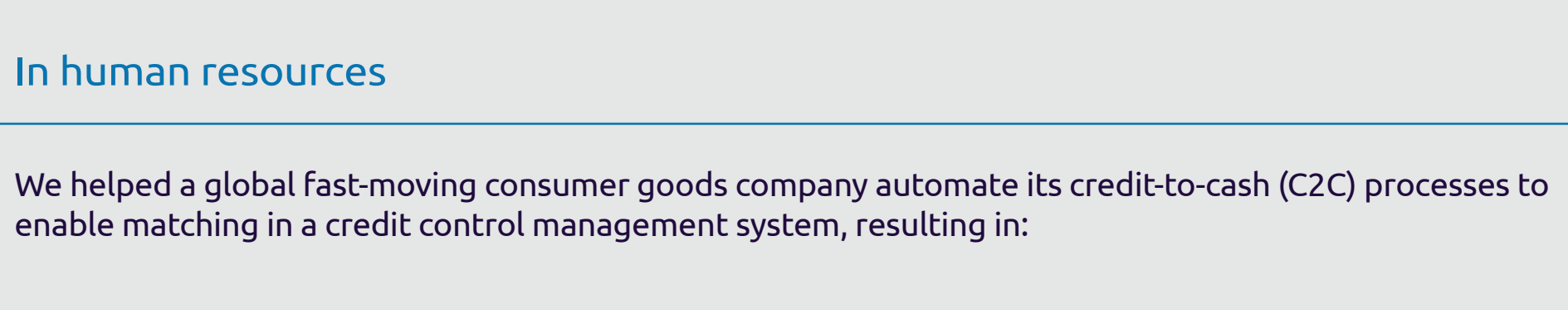
**“Before automating anything, we first streamline and simplify the processes to its best extent. It is necessary to spend time on this before starting with automation.”**

**Katja Hinojosa**  
Finance Transformation Director, Tetra Pak

### Intelligent Process Automation can positively impact your business operations

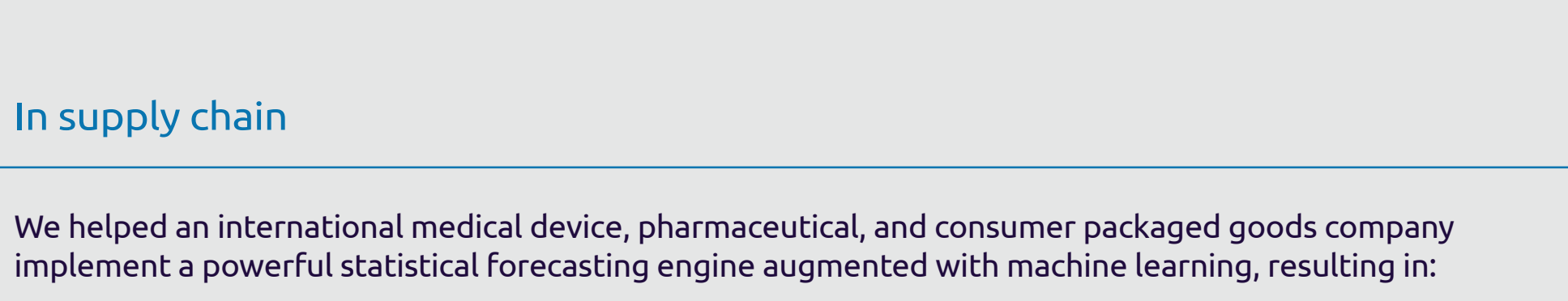
#### In finance and accounting

We helped a global fast-moving consumer goods company automate its credit-to-cash (C2C) processes to enable matching in a credit control management system, resulting in:



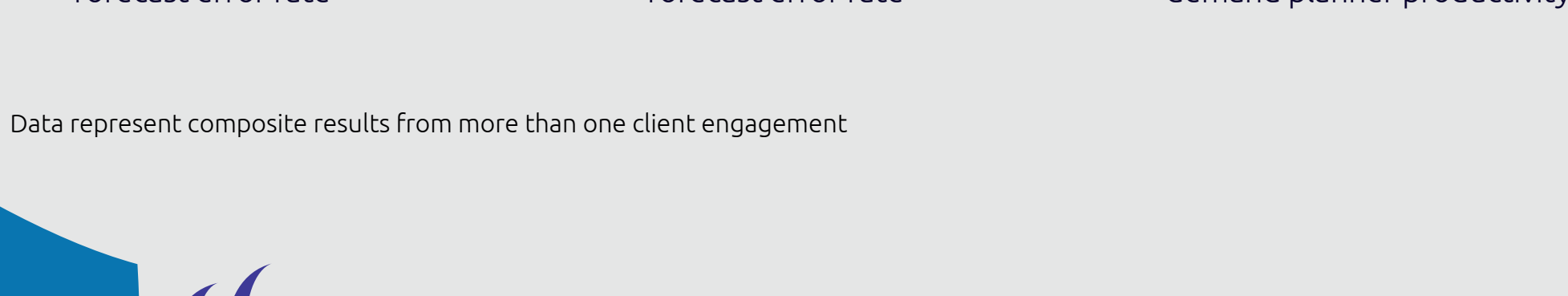
#### In human resources

We helped a global fast-moving consumer goods company automate its credit-to-cash (C2C) processes to enable matching in a credit control management system, resulting in:



#### In supply chain

We helped an international medical device, pharmaceutical, and consumer packaged goods company implement a powerful statistical forecasting engine augmented with machine learning, resulting in:



Data represent composite results from more than one client engagement

**“Implementing an augmented workforce at scale is about driving intelligent automation with the right talent ready to embrace the future.”**

**Adam Bujak**  
Global Head of the Intelligent Automation Offer, Capgemini