### Building a digitally augmented workforce through intelligent automation at scale


<table>
<thead>
<tr>
<th>Country</th>
<th>Proportion of organizations implementing automation at scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>95%</td>
</tr>
<tr>
<td>France</td>
<td>15%</td>
</tr>
<tr>
<td>Germany</td>
<td>15%</td>
</tr>
<tr>
<td>Netherlands</td>
<td>17%</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>15%</td>
</tr>
<tr>
<td>Japan</td>
<td>10%</td>
</tr>
<tr>
<td>India</td>
<td>5%</td>
</tr>
<tr>
<td>Brazil</td>
<td>3%</td>
</tr>
<tr>
<td>Australia</td>
<td>3%</td>
</tr>
<tr>
<td>China</td>
<td>2%</td>
</tr>
<tr>
<td>Other Asia-Pacific</td>
<td>2%</td>
</tr>
</tbody>
</table>

### The six pillars of Intelligent Process Automation

1. Organizational learning
2. IPA Deliver
3. IPA Advise
4. IPA Transform
5. IPA Optimize
6. IPA Advise

### Capgemini's ESOAR methodology

**IPA Advise**
- Definition
- Identify problem
- Analyze problem
- Develop solution
- Plan solution

**IPA Deliver**
- Design solution
- Build solution
- Deploy solution

**IPA Optimize**
- Improve solution
- Scale solution
- Operate solution

**IPA Transform**
- Change management
- Organizational setup and design
- Business model and strategy

### 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.

#### Robotic process automation (RPA)

- Enables automating routine tasks to improve efficiency

#### Intelligent process automation (IPA)

- Empowers workers with tools to speed up, simplify, and automate their work
- Boosts skills and productivity

#### Organizational learning

- Enhancing skills, knowledge, and abilities of employees

### Case Studies

- We helped an international medical device, pharmaceutical, and consumer packaged goods company enable matching in a credit control management system, resulting in:
  - 40% reduction in cost
  - 20% improvement in processing time sectors

- 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:
    - 56% reduction in cost
    - 30% improvement in processing time sectors

### Capgemini’s approach to developing an automation solution is called ESOAR.

**ESOAR**
- Envision
- Strategize
- Operationalize
- Assess
- Reinforce

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

- 95% of organizations have experimented with or implementing automation initiatives.

### Source: