



Capgemini Intelligent Automation Platform

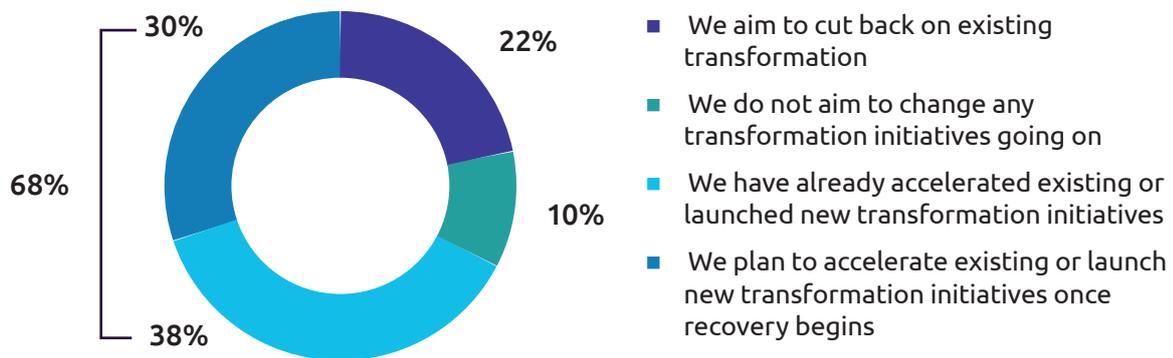
Take the brakes off change.

An unprecedented opportunity for transformation

As the world faces an unexpected crossroads, business leaders are rapidly re-assessing strategy, priorities and focus. Some will elect to take a cautious approach to the next few years, others will see these extraordinary economic pressures as an unplanned but unique opportunity to drive positive change across their business. Today, there is an unprecedented chance to redefine enterprise; to embed new and more agile ways of working, boost innovation, and enhance customer experiences while, simultaneously, realizing new revenue opportunities, reducing costs and – perhaps for the first time - doing so at scale.

In fact, most businesses believe that the commercial ambiguity created by the global pandemic has served as a catalyst for transformation in their organizations. A recent Capgemini Research Institute study¹ shows that 68% of businesses surveyed had either already accelerated or launched new transformation initiatives or were planning to do so once recovery begins. The same research notes that three trends will dominate the reshaping of the enterprise world. They are: – remote working will be part and parcel of our working lives; organizations will rethink production and supplier networks and that these and more changes will be driven by a digitization and automation boom.

Action taken with respect to digital/business transformation



Intelligent automation drives business benefits

Intelligent automation isn't just about technologies. For Capgemini and our clients, it's much more. We believe that true success is measured by the ability to navigate change while orchestrating new and innovative ways of working – in other words, by bringing people and technology together to drive business results.

Capgemini Intelligent Automation Platform – Enabling success at scale

Capgemini Intelligent Automation Platform (CIAP) is a purpose-built, plug and play platform enabling effective IT, applications services and business operations delivery to provide intelligent automation at its full potential for businesses to reap maximum value across the entire operation, seamlessly, and at scale. CIAP enables businesses to move from operations focused, limited value, isolated deployment of automation to an enterprise wide, automation-first approach, for integrated end-to-end service management. It means that our clients can accelerate their automation-first journey and unlock business value across the IT department and core business operations.

Using the latest methods and tools, our clients benefit from:

- **More efficiency:** Operational excellence that improves time to results and cost reductions to drive your digital agenda
- **More agility:** A collaborative ecosystem approach with an efficient, multi-speed delivery model, and flexible landscape
- **More innovation:** We consistently drive innovation with modern application solutions and improved time to markets for your business capabilities
- **More relevance to your business:** Aligned to your business priorities and market dynamics – bringing you actionable insights through experience
- **More intuition and ease-of-use:** Easily consumable, scalable, and built on business-relevant commercial models



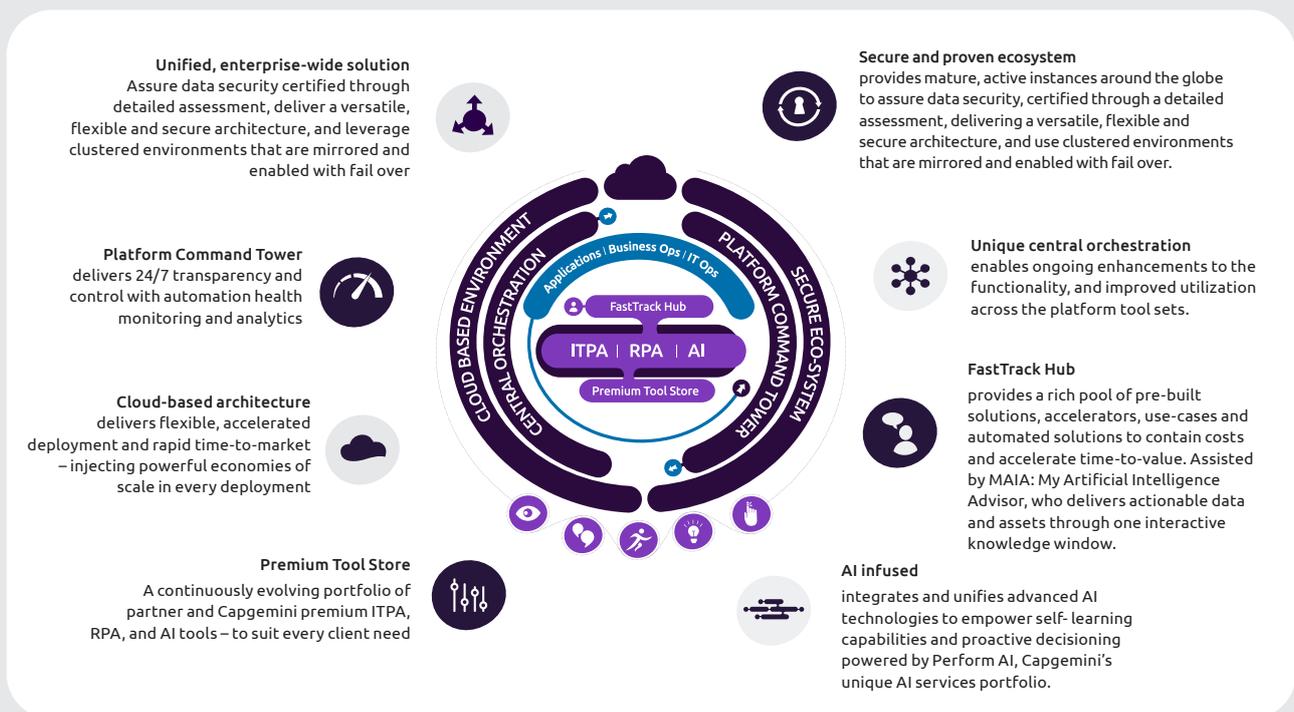
Artificial intelligence, analytics, and automation, while offering transformative potential business value, need an integrated approach across data, processes, and technologies. When deployed in isolated use cases at task-automation levels, they do not scale and provide their expected transformational impact on end-to-end process outcomes.”²

– HFS Research

A comprehensive platform of automated services, orchestration and governance.

Capgemini Intelligent Automation Platform is powered by cloud, and supported by a rich hub of pre-built, configurable, intelligent automation capabilities and sector-specific bots – combining RPA, ITPA and AI with deep corporate knowledge and continuous learning – to deliver powerful economies of scale in every deployment.

Leveraging a continually evolving portfolio of Capgemini and partner premium tools, the platform injects peak performance into, and across your applications, IT and business operations.



Perform AI - Artificial intelligence. Real world solutions.

CIAP underpins a full portfolio of Capgemini services.

Outcome-led and driven by priority business challenges, Perform AI is Capgemini's unique, holistic AI service portfolio. Perform AI delivers AI at scale for maximum impact.

CIAP underpins this portfolio providing service management services to support cloud infrastructure, applications development and maintenance and business operations with a platform that goes beyond radical process efficiencies drive business and IT excellence.

What difference will Capgemini Intelligent Automation Platform make to your business?

Firstly, the platform acts as a catalyst for rapid adoption. Powered by Cloud, it provides a unified three-in-one, enterprise-wide platform, that takes you from limited deployments to intelligent automation at scale.

Capgemini is a renowned and trustworthy transformation partner; a service provider with a reputation for amplifying innovation, standardization, and industrialization while navigating change.

We have a talent pool of more than thirty thousand next-generation intelligent automation experts with an automation-first mindset.

We offer a variety of commercial options with CIAP to fit the differing requirements of clients based on basic, intermediate and full-feature sets.



We are business aligned: digital-ready, innovation focused, and insights driven... and we've done it before.

CIAP is already delivering results for clients globally and in many industry sectors.

<p>Putting the fizz in the operations of a global beverage retailer:</p>	<p>Constructing better business outcomes for an engineering and consulting company:</p>	<p>Growing productivity at an agricultural biotechnology business:</p>
<p>We helped our client to significantly improve operational efficiency and increase the robustness of their production and bottling system.</p> <p>The deployment and hosting of an intelligent monitoring solution, encompassing more than 80 robots, through the Capgemini Intelligent Automation Platform - has led to improved quality, speed, and efficiency in an agile, secure, and scalable manner across our client's operations.</p> <ul style="list-style-type: none"> ■ 95% Reduction in turnaround time (TAT) for addressing dispute cases ■ 100% Schedule adherence ■ 70% High impact activities automated 	<p>We helped to automate their helpdesk processes, eliminate repetitive tasks and automatically handle high volumes of tickets to significantly improve the performance and availability of business-critical processes.</p> <ul style="list-style-type: none"> ■ 95% Improvement in TAT accelerating overall resolution time ■ 5400 Hours annually saved 	<p>We transformed our client's SAP processes to significantly improve efficiency and their customers' experience. By mapping out multiple configurations to address challenges on data maintenance, assessing processes to redefine handoffs and required approvals, and by securing ISO approval to enable process changes in their process, Capgemini Intelligent Automation Platform eliminated SAP process inefficiencies.</p> <ul style="list-style-type: none"> ■ 80% Reduction in cycle time for approval and handoffs ■ 59% Improvement in TAT ■ \$7m Averted risk of delay in sign-on bonus
<p>Key outcome: High system availability and optimized utilization of specialists resulting in reduced productivity leakage and a significant increase in customer satisfaction</p>	<p>Key outcome: Improved compliance, agility and productivity leading to better decision making across the business</p>	<p>Key outcome: Restored productivity and infused efficiency in the processes improving the overall customer experience</p>

 *Capgemini has been a key partner for Coke One (CONA) in transforming our operations through intelligent automation. Capgemini's cloud based intelligent automation platform has led to significant improvements in the stability of operations. The alerting has allowed the team to effectively resolve issues before bottler impact."* **Francesco Quinterno**, Chief Technology Officer, CONA Services

1. Capgemini Research Institute, Fast-Forward to the Future. Defining and winning the post-COVID new normal, July 2020
2. HFS Research, Solve the Automation Scale Challenge with Integrated Automation, Fersht, Snowdon, Gupta, Christopher, Bandopadhyay

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 almost 220,000 team members in more than 40 countries. The Group reported 2019 global revenues of EUR 14.1 billion.

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People matter, results count.

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