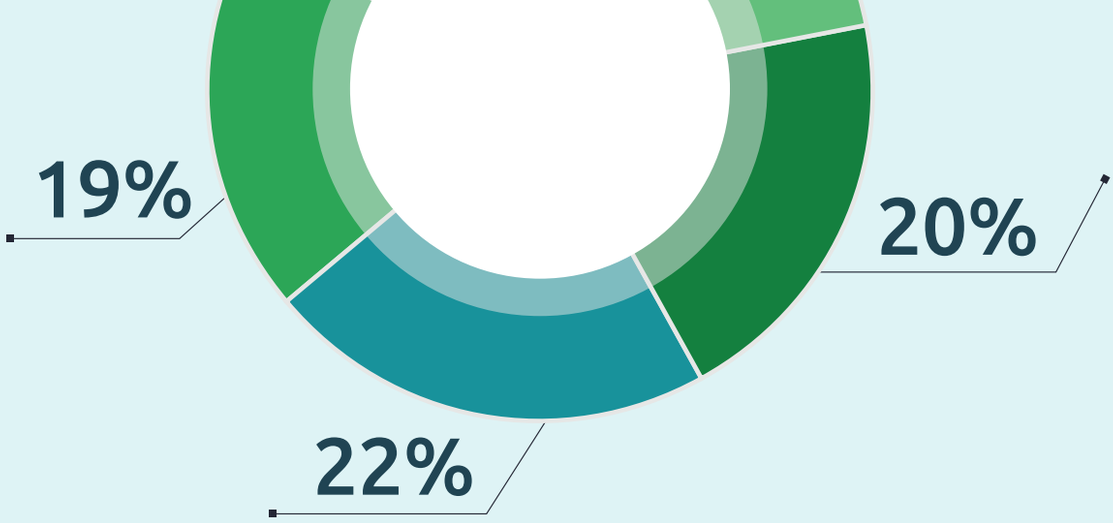
Capgemini

Enterprise Automation Fabric

Automation holds vast potential to revolutionize business…

Current level of automation deployment among organizations experimenting with or implementing automation

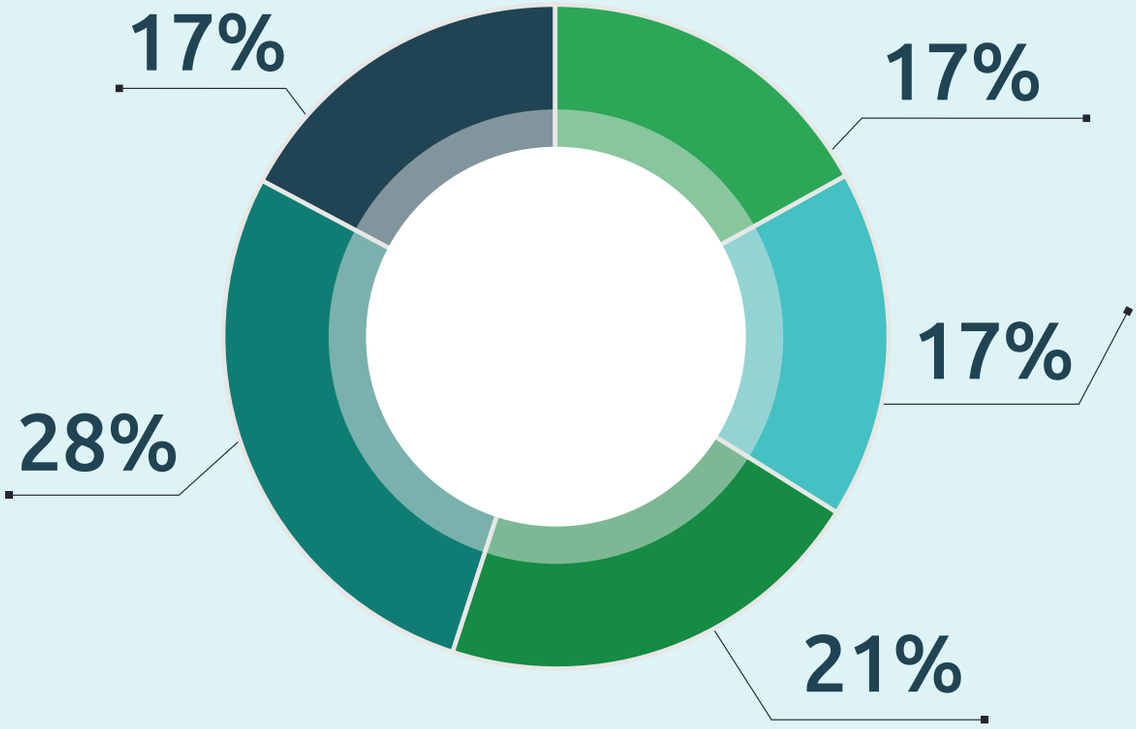
Deployment for automation engagements according to robot licenses



Number of robot licenses

<10 | 10-25 | 26-50 | 51-100 | >100

Deployment for automation engagements according to process areas



Number of process areas

<10 | 10-25 | 26-50 | 51-100 | >100

Source: Everest Group - December, 2023

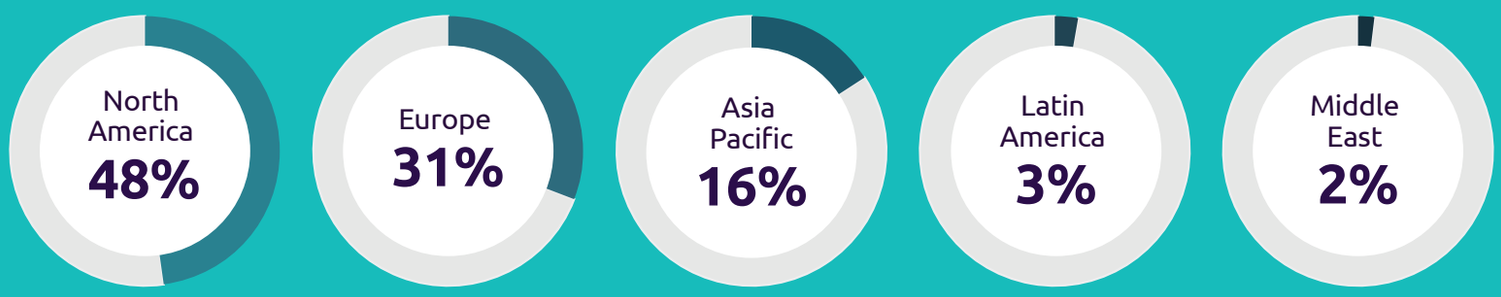
> Enterprise Automation Fabric seamlessly brings together innovation, agility, and business outcomes. It transcends mere technology; it orchestrates change, empowering organizations to leap from successful automation pilots to widespread deployment at scale. We at Capgemini work together to bring exceptional experiences by aligning with a common industrialization vision to bring customer value.
>
> **Bertrand Combaluzier**
> Executive Vice-President
> Head of Group Industrialization

...But, in the current dynamic landscape, organizations are beginning to tap its true potential.

Automation maturity: A sector perspective at scale

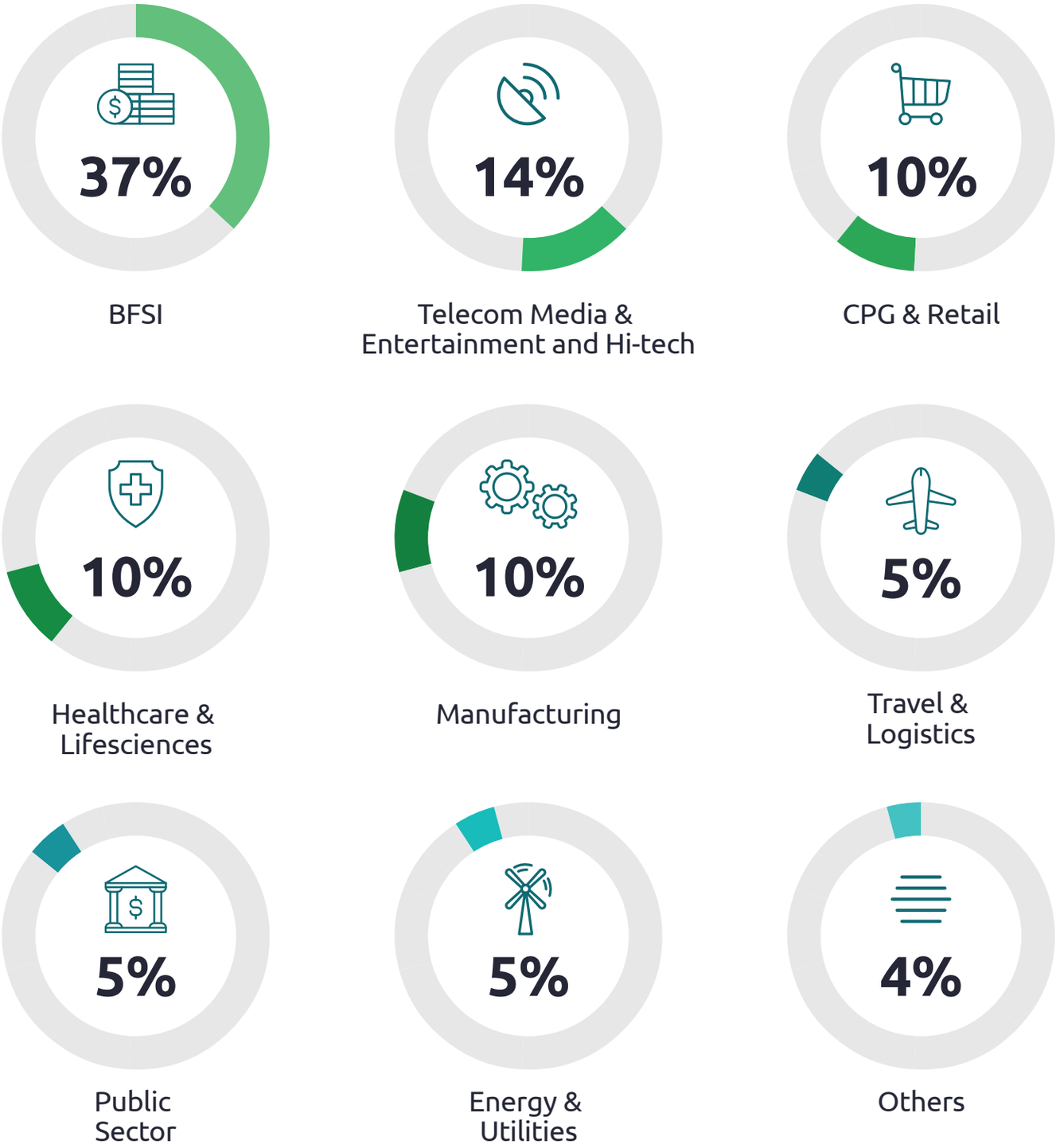
Proportion of organizations implementing automation at scale by country

(as a % of organizations experimenting with or implementing automation)



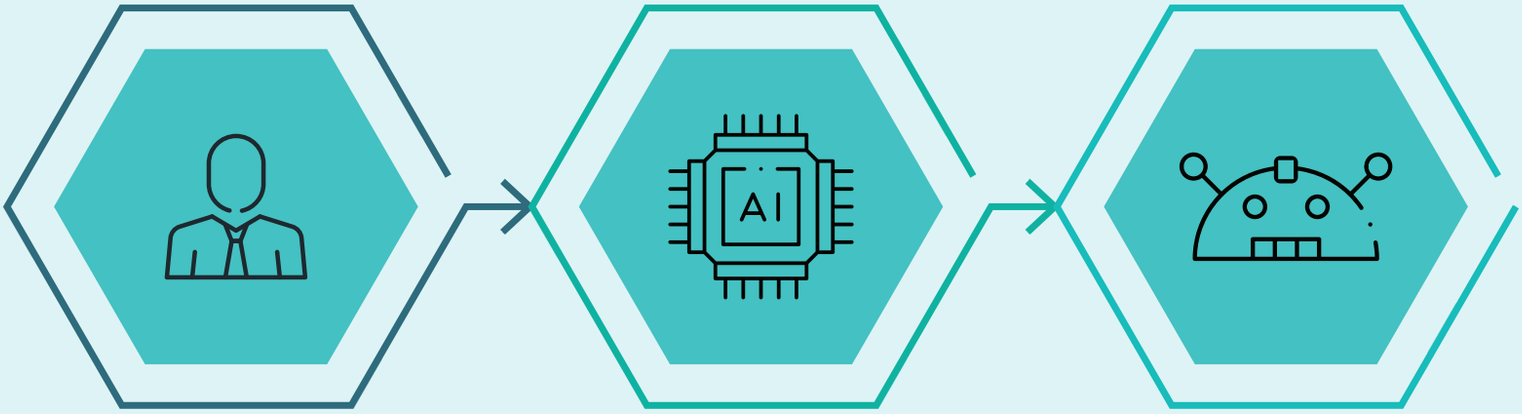
Proportion of organizations implementing automation at scale- by industry

(as a % of organizations experimenting with or implementing automation)



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

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



Humans **Ai** **Robots**

To deliver on their digital transformation objectives, enterprises will need to step up a gear in their automation efforts. They will need to support automation with more advanced orchestration technologies and knowledge management strategies.

By developing models and frameworks that re-engineer processes for the digital age, we can deliver business outcomes that are superior than could be achieved by either machines or humans on their own.

> Research confirms that business often struggle to make a leap from automation pilot to widespread & cost effective deployment at scale. Enterprise Automation Fabric enables this leap with it's integration and orchestration capabilities to weave different technologies and solutions. Using EAF, in effect, means that the groundwork is done.
>
> **Ashish Joshi**
> Product Owner
> Enterprise Automation Fabric

80% of Organizations are

embracing *generative AI* with increased investments in 2024

Increased maturity and investment

The increase in generative AI adoption since 2023 spans all sectors. For example, in retail, implementation increased to 40%, more than doubling from 17% in 2023

Pervasive integration across functions

Generative AI adoption has increased across all organizational domains, including sales, marketing, IT, operations, R&D, finance, and logistics. Most organizations allow its use, with only 3% enforcing a complete ban on public generative AI tools in the workplace

Tangible benefits and strategic shifts

Early adopters of generative AI have seen a 7.8% improvement in productivity and a 6.7% improvement in customer engagement and satisfaction over the past year.

Evolution of AI agents

AI agents are enhancing automation and productivity across sectors, business processes, and the entire value chain. These agents have evolved from supportive roles to transformative forces.

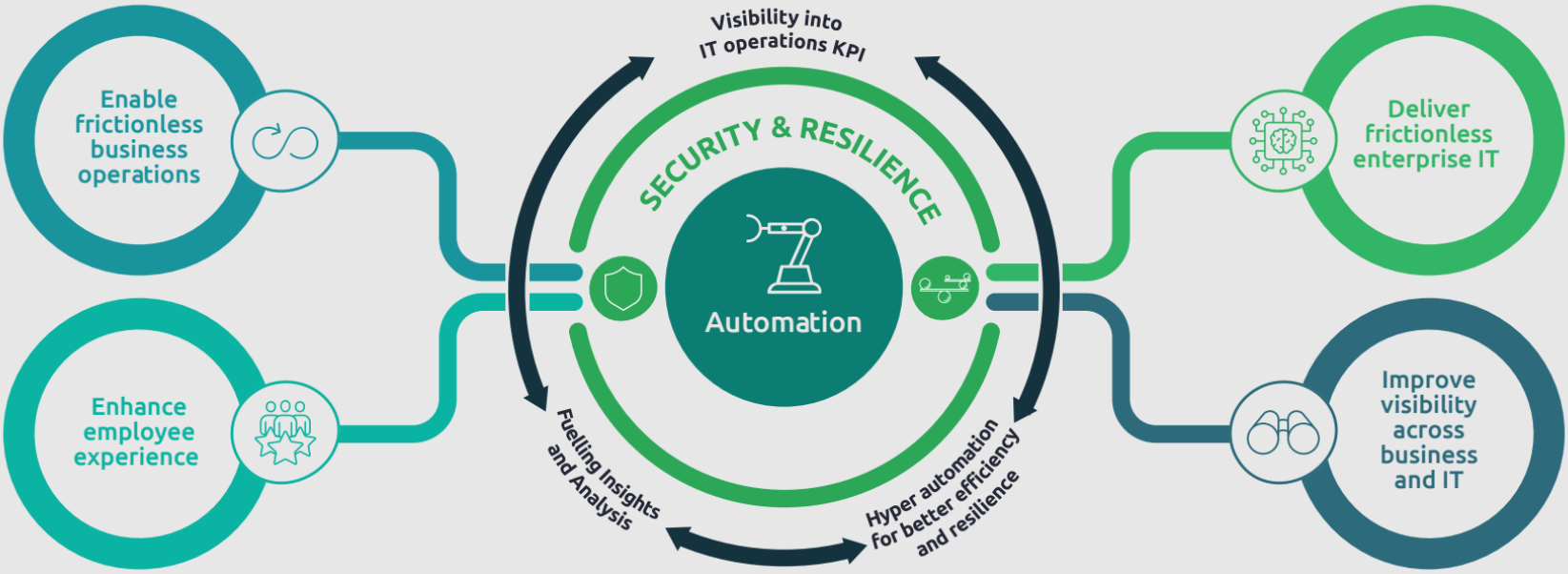
Source: Capgemini Research Institute, "Harnessing the value of generative AI 2nd edition: Top use cases across sector" – July 2024

> Capgemini's comprehensive suite of intelligent automation services focuses on low-code automation, AI/NLP integration, and domain-specific automation led by its Enterprise Automation Fabric platform. Capgemini's proprietary intelligent automation platforms and accelerators, complemented by its low-code automation expertise and investments in GenAI, have positioned it as a leader in Avasant's Intelligent Automation Services 2023–2024 RadarView..

Chandrika Dutt -
Associate Research Director, Avasant

Introducing…
Enterprise Automation Fabric

Enterprise Automation Fabric is an insights-driven, purpose-built, plug and play system to unlock a seamless digital IT-management ecosystem. It enables effective infrastructure & applications services delivery to provide data-insights-driven automation at its full potential for businesses to reap maximum value across the entire operation, and at scale.



> Enterprise Automation Fabric, built on scalable cloud native Enterprise Architecture will enable proactive and preventive service delivery. It will enhance the SLA performance and reduce costs through automation, elimination, and improved productivity. The cloud platform bundled with AIOps will help with predictive analytics and improved end-to-end delivery performance. This is a win-win for both Bayer and Capgemini.
>
> **Madhavi Chattarki**
> Delivery Lead for Bayer
> Head of Group Industrialization

Underpinning value across the business enterprise…

Frictionless Business Operations	• Enhanced Business process efficiency: cost reduction, removal of workarounds, etc • Increased Business Process Availability & Stability
Visibility	• Faster Decision making underpinned by Predictive insights • Reduced business impact through Preventative maintenance of IT estate

Standardized IT operations

- Reduced IT Cost to Service
- Improved velocity through IT support and development processes

Employee Experience

- Increased Employee NPS score
- Improved adoption of IT initiatives

Automation

- Reduced TCO for IT service delivery with wider use of automation
- Seamless consumer grade experience

Enterprise Automation Fabric is already delivering results for global enterprises

EAF AI enabled services & framework enable monitoring of IT infrastructure & applications for efficiency and performance, providing actionable insights to drive positive business outcomes

Enable Frictionless Business Operations

Multinational electricity transmission & distribution service provider

Driving process efficiency and continuous improvement with 85% improved asset availability

Luxury retailer

End-to-end observability increased control and visibility across the Digital Order Management value chain that resulted in 100% Monitoring of service In scope

Multinational communications & IT company

Automated order processing with <2% exceptions leading to up to 30% efficiency gain for business users

Deliver Frictionless Enterprise IT

Luxury retailer

Enterprise Automation Fabric's AIOPS IMPLEMENTATION results in services improvement that helped 96% of Reduction in number of alerts

Pharmaceutical company

Automation solutions leading to improved TAT, optimized process efficiency and enhanced business processes with 0% of SLA breaches

Major mass media and entertainment provider

27% ticket reduction was achieved using intelligent and proactive Problem Management, thereby helping in productivity gains

Improve visibility across Business & IT

International cruise operator and travel leisure company

66% reduction in system-generated incidents through Intelligent Event Management

Supplier of educational materials

80% reduction in their data center footprint

30%+ IT operational cost savings total over five years in transformed state

Leading USA-based technology company

30% reduction in number of outages was achieved via Predictive and proactive End to End Monitoring

Enhance Employee Experience

Agricultural biotechnology company

Achieved 59% improvement in Turnaround time to secure ISO approval to enable business process changes

Automobile manufacturer

Plug and play model to drive economic and operational efficiencies with 99% of Accuracy through ticket dispatcher tool

Engineering & Consultancy firm

95% Improvement in TAT accelerating overall resolution time

5400 Hours annually saved

Secured and Resilient Automation

A leading bank in Europe

148 MD's/month productivity saving, ~30% saving from project CR/SR invoices due to decreased in unitary tasks workload

Leading international airport

Standardized automation scripts and self-heal capabilities to achieve 30-50% auto-resolution on incidents

Large European car manufacturer

Touchless autonomous resolution on upwards of 70% Tickets

> Major IT companies like Capgemini are able to realize scale effects and have an innovative power that we want to benefit from.
>
> **Daniel Hartert**
> Chief Information Officer at Bayer

Additional benefits....

- Faster adoption
- Reduced cost of ownership
- Rich repository of reusable assets
- Central support team ensuring platform availability and upgrades

Enterprise Automation Fabric is supported by above 30,000 Automation experts worldwide

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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1. The quote from Daniel Hartert, CIO at Bayer, is extracted from a Capgemini press release marking the agreement of a partnership between Bayer and Capgemini to transform Bayer's IT landscape and to further accelerate the digitalization of the organization.