



GenAI in ESM

Unlock limitless potential and drive productivity with *GenAI-powered ESM*



Insight, *meet* action.

Elevate your operations with GENAI

In today's fast-paced business environment, embracing innovation is no longer optional—it's essential for staying competitive. Generative AI (GenAI) is at the forefront of this transformation, offering businesses the tools to automate complex processes, enhance decision-making, and provide personalized experiences at scale.

As companies increasingly invest in AI technologies, expectations are rising for GenAI to deliver significant improvements in efficiency and cost-effectiveness.

In the context of Enterprise Service Management (ESM), GenAI revolutionizes how organizations manage their IT services and operations. It automates routine tasks like incident logging, root cause analysis, and knowledge management, freeing up valuable human resources to focus on more strategic initiatives. By integrating GenAI into ESM, businesses can optimize service delivery, reduce response times, and ensure a more consistent and reliable service experience.



Increased Adoption

By 2026, over **80%** of enterprises will use generative artificial intelligence (GenAI) application programming interfaces (APIs) or models, and/or deployed GenAI-enabled applications in production environments, up from less than **5%** in 2023.*



Increased Investments

71% of executives say they plan to increase tech investments in 2024 - an 11-point jump from 2023 - and even more (**85%**) plan to increase their spending on AI and GenAI.**



Increased Expectations

In 2024, **54%** of leaders expect AI to deliver cost savings. Of those, roughly half anticipate cost savings in excess of **10%**, primarily through productivity gains in operations, customer service, and IT. ***



Driving agility, innovation, and leadership in a dynamic digital landscape

The potential of GenAI in ESM goes beyond automation. It promotes shift left, enables predictive analytics to foresee and address issues before they escalate, minimizing downtime and enhancing service reliability. GenAI also facilitates seamless integration across various IT platforms, ensuring that data flows smoothly and processes are synchronized. This level of integration not only improves operational efficiency but also provides a unified view of service management, enabling better decision-making and resource allocation.

In a market where agility and innovation are key, organizations that leverage GenAI within their ESM frameworks are better equipped to anticipate trends, adapt to changes, and maintain a competitive edge. By integrating GenAI into ESM, businesses not only drive operational excellence but also position themselves as leaders in an ever-evolving digital landscape, ready to meet the demands of tomorrow with confidence.



Waiting it out is not the sensible option this time

In the current digital landscape, businesses face a multitude of obstacles, including rising operational costs, inefficiencies, and the challenge of integrating new technologies. Generative AI (GenAI) offers a powerful solution by turning these hurdles into opportunities.

With GenAI integrated into Enterprise Service Management (ESM), organizations can streamline operations, reduce costs, and seamlessly adopt new technologies, driving productivity and competitiveness.

DO NOTHING

ACT

Operational inefficiencies

- Manual processes
- Outdated workflows
- Delayed decision-making



Increased efficiency

- Automated manual processes
- Accelerated decision-making
- Enhanced productivity
- Reduced number of errors

Rigid and outdated systems

- Inflexible Technology
- Integration Challenges



Modernized systems

- Flexible and Adaptable Technology (easily scalable, customizable)
- Seamless Integration
- improved collaboration, efficiency

Increased costs and wasted resources

- High Operational Costs
- Loss of Market Position



Cost efficiency and competitive strength

- Cost Efficiency
- Competitive Strength

Poor customer and employee experience:

- Generic Support
- Limited Availability

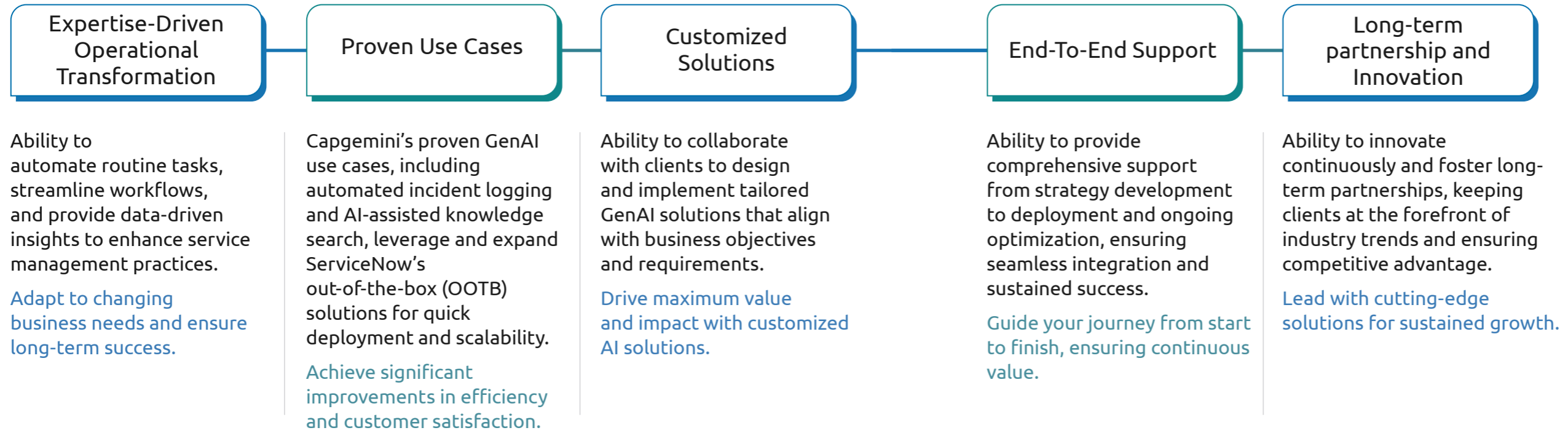


Personalization

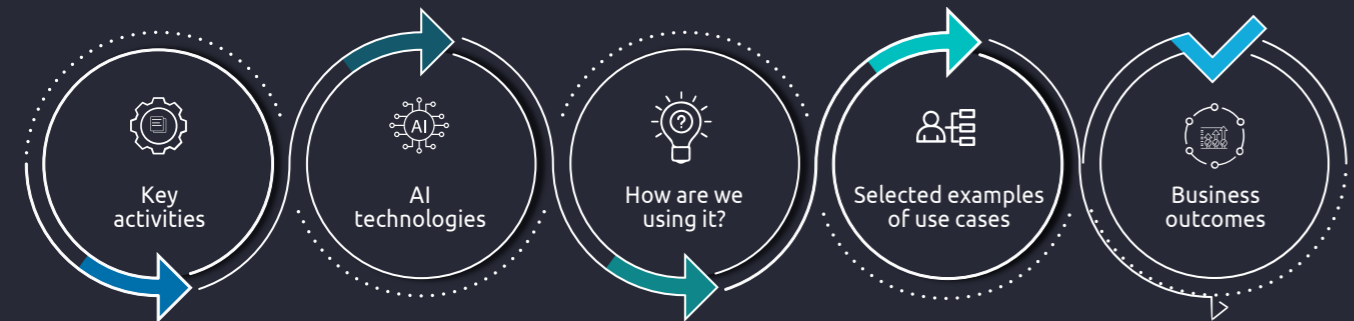
- AI-Powered Interactions
- Round-the-Clock Assistance
- Improved user and employee satisfaction and responsiveness

Embracing the Future of ESM with GenAI

How capgemini helps clients create impact and value



Solve real problems with the right tools, approach and skillset



- Ideation Workshops
- Case Gathering
- Hackathon
- Pilot
- Scale and Finalise
- Implement



- Task Management
- Security
- Content Management
- Customization
- Communication
- Data Analysis

Incident Management

- Automated Incident Logging from Calls/Emails (contact handler)
- Multiple Reassignment identification
- RMI Identification

Problem Management

- Root Cause Analysis Input & Document Creation

Knowledge Management

- AI Assisted Knowledge Search
- Knowledge Gaps Identification
- Automated Knowledge Creation

Major Incident Management

- MIM Communication & Whiteboard

Change Management

- CAB Agenda Creation & CAB Management

- Competitive Advantage
- Improved data sets
- Increased Operational Efficiency

01 Discover

02 Devise

03 Deploy

04 Sustain



Why Caggemini?

Caggemini is your trusted partner for transforming Enterprise Service Management (ESM) with Generative AI (GenAI). We combine deep expertise and proven solutions to deliver impactful results tailored to your business needs. To transition to GenAI-driven ESM, expert guidance is crucial.

Our team helps you harness GenAI to streamline workflows, reduce costs, and enhance service delivery. Caggemini's GenAI solution, built on the robust ServiceNow platform and integrated with Microsoft Copilot and other AI technologies offers a comprehensive approach to transform ESM, seamlessly fitting into your existing IT systems.



About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided every day by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of nearly 350,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering, and platforms. The Group reported in 2022 global revenues of €22 billion.

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