

The future of *AI-driven* ERP



AI-first two-tier enterprise core by Capgemini

Global enterprises are embracing agile business process orchestration to stay competitive in the fast-evolving local markets. AI integration in business operations is a key factor to stay future-ready.

25% of employee interactions will be AI-assisted, as future businesses integrate AI workers to collaborate with staff, customers, and real-world systems.

- By Microsoft CEO, Satya Nadella
[Reference](#)

75% of global businesses will begin Decoupling Monolithic Enterprise App using the “Strangler Pattern” by 2027 to future-proof their operations.

- [From IDC](#)

25% of enterprise software interactions will be conducted through Gen AI digital assistants by 2027, making them a primary user interface.

- [From IDC](#)

60% of customers replacing ERP systems by 2027 will prioritize platforms with strong business process orchestration capabilities over traditional transactional planning features.

- [From Gartner](#)

Through the AI-first two-tier enterprise core by Capgemini , organizations can achieve a single, intelligent platform that empowers businesses to move faster, operate smarter, and scale with confidence.



Rethinking ERP for the modern enterprise

As organizations grow and diversify, the traditional one-size-fits-all ERP model is no longer enough. Today's businesses need agility, scalability, and localized control without sacrificing the benefits of centralized operations.

That's why many forward-thinking companies are shifting to a two-tier ERP strategy.

Instead of forcing every business unit into a single, monolithic ERP system, a two-tier approach deploys one ERP at

the corporate level and another tailored system at the business unit level. This allows each unit to innovate at its own pace, meet local compliance needs, and manage unique processes without being constrained by a centralized system.

The result? **Lower costs, reduced complexity, and greater flexibility.**

Key drivers of two-tier ERP adoption:

1. Mergers, Acquisitions & Divestitures

Accelerated deployment of ERP and CX applications is essential to support rapid organizational restructuring and integration.

2. Evolving Business Models

Businesses are adapting to new operational requirements such as entering new markets or reducing operational costs without the need to overhaul legacy ERP systems.

3. Competitive Pressure & Customer Expectations

Competitors are leveraging AI and automation to streamline core operations, reduce costs, and introduce innovative business models raising the bar for customer experience and efficiency.

4. Secondary ERP Consolidation

Organizations are aiming to reduce total cost of ownership (TCO) by unifying and replacing redundant ERP systems across subsidiaries and business units.

AI-first meets two-tier ERP: *the future of enterprise core*



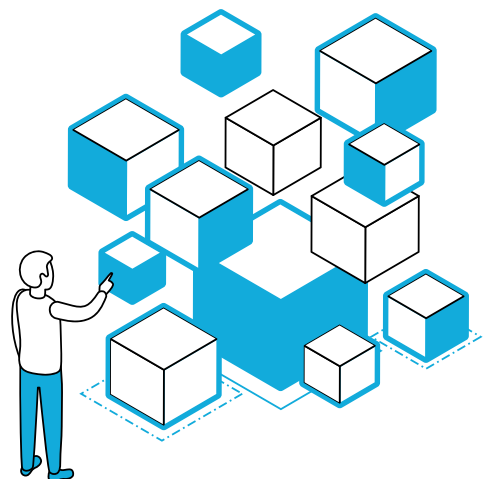
This comprehensive offering from Capgemini and Microsoft provides an AI-first transformation. Organizations are redefining the employee experience by introducing AI workers autonomous agents that replace manual tasks with intelligent automation. These AI-driven systems operate across multiple ERPs and enterprise data layers, enabling a touchless, seamless, and highly efficient workplace.

To support agility and scale, businesses are adopting a two-tier ERP model.

This approach combines a centralized, stable ERP at the corporate level with flexible,

independent ERP systems tailored to the unique needs of individual business units or subsidiaries.

At the heart of this transformation lies the Enterprise Core a suite of integrated applications from providers like SAP and Microsoft that power end-to-end business processes across finance, supply chain, HR, and more.





AI-first two-tier enterprise core with Microsoft offering

The AI-first two-tier enterprise core empowers organizations to efficiently manage risk, accelerate market penetration, and maintain cost stability. It enables enterprises to lead in local markets while preserving a unified, resilient core at headquarters.

DEPLOYMENT TIMELINE

Accelerate subsidiary rollouts by up to 50% with a streamlined, lightweight ERP layer, enabling faster time-to-value.

COST SAVINGS

Cut customization costs by 30% or more through tailored ERP solutions and an AI-First strategy that streamlines implementation and reduces complexity.

SEAMLESS INTEGRATION

Enable real-time data exchange, unified reporting, and synchronized operations to drive agility, cost efficiency, and regulatory compliance.

BUSINESS MODEL INNOVATION & AGILITY

Seamlessly onboard new acquisitions or business units and unlock innovative business models powered by the unprecedented affordability of AI agent-driven processes.

How the *AI-first two-tier* enterprise core with Microsoft can benefit businesses

CENTRALIZED STABILITY, LOCAL AGILITY

Organizations benefit from a robust, centralized ERP core at headquarters that ensures governance, compliance, and consistency while smaller units operate with flexible, localized ERP systems that adapt quickly to regional needs. This dual model enhances responsiveness without compromising control.

SCALABLE MODULAR DESIGN

With a templated, modular, AI-first ERP, companies can rapidly deploy tailored solutions across business units. This approach reduces complexity, accelerates adoption, and ensures each unit operates with the right level of functionality driving faster innovation and scalability.

FASTER MARKET ENTRY

A global template strategy enables organizations to launch new subsidiaries or products significantly faster. By reusing proven configurations, businesses reduce deployment time, minimize errors, and gain a competitive edge through quicker time-to-market.

REDUCED TOTAL COST

Organizations achieve lower operational, implementation, and ownership costs by minimizing custom development, streamlining support, and leveraging automation. The AI-first approach further reduces manual effort, freeing up resources for strategic initiatives.

INTELLIGENT AUTOMATION ENABLEMENT

With unified, real-time data, companies can deploy AI workers and automate end-to-end processes. This leads to improved accuracy, faster decision-making, and significant productivity gains across departments.

CONNECTED ENTERPRISE EXPERIENCE

Operating on a single AI-first platform ensures a seamless, integrated experience across all business functions. This unified environment enhances collaboration, improves visibility, and supports continuous innovation at scale.



What sets Capgemini and Microsoft apart



Capgemini and Microsoft help clients with complete end-to-end transformations from strategy-to-outcomes and from edge to core leveraging Microsoft and the Capgemini Group at a global scale.



TRUSTED PARTNERSHIP:

25+ Years of partnership between Capgemini and Microsoft. We are Inner Circle members for past 6 years – top 1% of Microsoft Dynamics partners globally, in recognition of the digital transformations and innovations we bring our customers.



EXCELLENT SERVICE TECHNOLOGY KNOW-HOW AND VENDOR OVERVIEW:

With a strong global presence, our organization boasts a remarkable team of 3,500 Dynamics 365 and Power Platform experts.



HIGH MICROSOFT EXPERTISE:

Our organization takes pride in our vast network of over 41K Microsoft certifications ranking us amongst the top Microsoft partners globally.



DEEP INDUSTRY FOOTPRINT WITH ORGANIZATIONAL TRANSFORMATION KNOW-HOW:

With unbeatable knowledge of your business and context, our onsite consultants deliver exceptional expertise cross 22 industries.



AN END-TO-END DELIVERY APPROACH:

We are a global force of 340,000 highly skilled business and IT experts spread across 50 countries.

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, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

www.capgemini.com

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