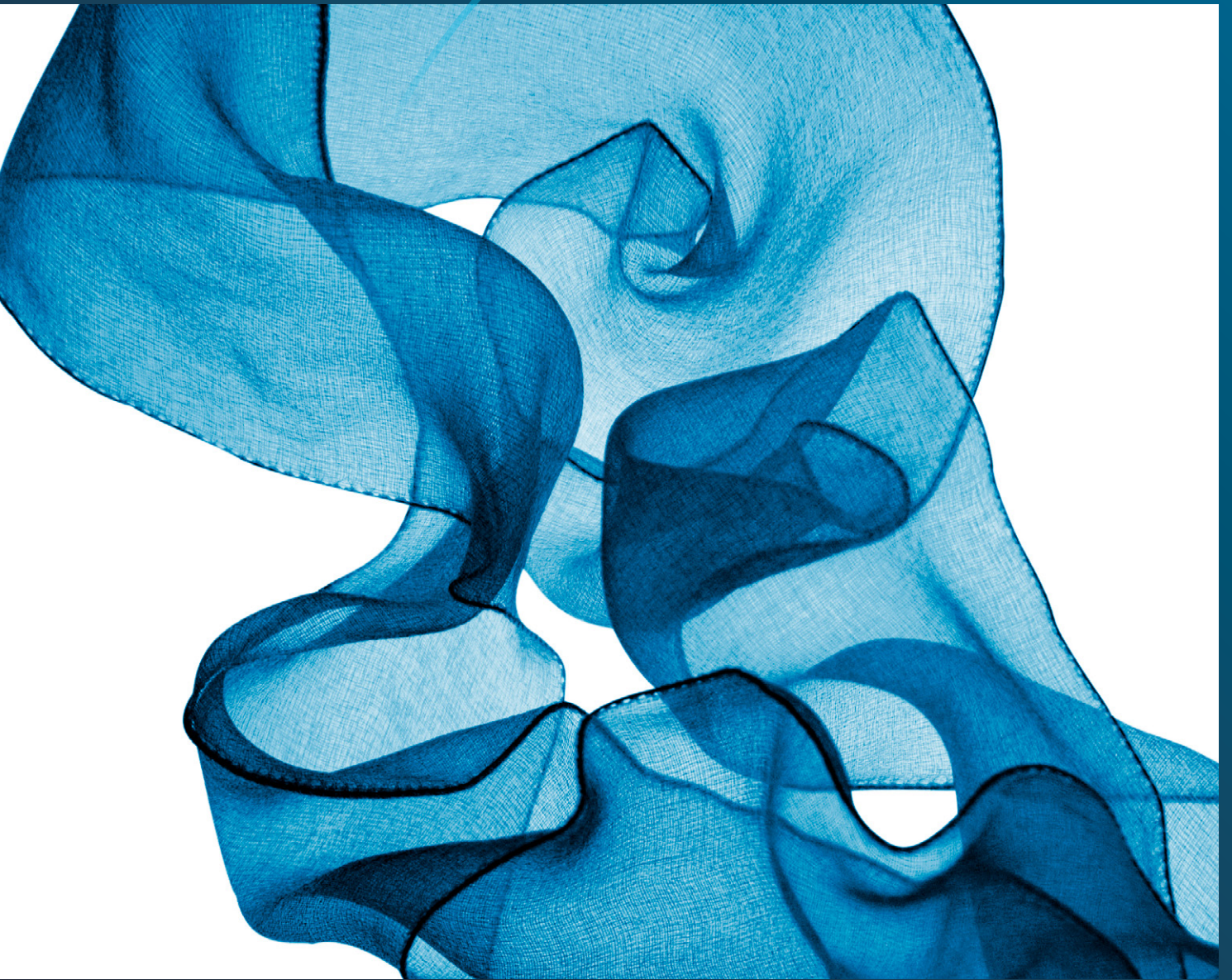# Enterprise Automation Fabric
by Capgemini

As the world is at an unexpected crossroads, business leaders are rapidly reassessing strategy, priorities, and focus. Today, there is an unprecedented chance to redefine enterprise; to embed new and more agile ways of working, boost innovation, and enhance customer experiences. Simultaneously there's scope for realizing new revenue opportunities, reducing costs and – for the first time – doing so at scale. Generative AI is revolutionizing how we engage with technology, as machines now emulate human creativity, crafting custom content with significant implications for organizations and consumers.

A recent Capgemini Research Institute study[1] reveals that generative AI is on the boardroom agenda at 96 percent of organizations surveyed globally and nearly 60 percent of executives globally say their leadership is a strong advocate for generative AI.

The same research notes the potential of generative AI to drive innovation and improve efficiency and productivity extends to nearly all functions and has applications across all industries.

Introducing *Enterprise Automation Fabric* to drive business benefits... And pave the way for digital transformation

Being digital is not just about technologies. 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, processes, and technology together to identify opportunities that can drive and impact business results.

However, to create and unlock true value for customers, digital transformation is imperative. While intelligent automation bridges the gap between the data it provides and the experiences clients want their customers to have, digital transformation makes it possible. Also, after disruptive technologies on the application and infrastructure front, the need for an integrated business and technology fabric is critical to success.

Also, considering that XLA (Experience Level Agreement) is the new SLA, we at Capgemini are constantly innovating and evolving our technologies to progress towards enhancing customer and employee experiences.

Enterprise Automation Fabric is the result of our efforts towards addressing the expectations. The fabric holds a

unique position to aid clients in achieving business value and ROI right till the end of the chain – the customers. In the Age of Agility where the world of work is hybrid, business resilience is instrumental, speed is the key, and transformation is a norm, *Enterprise Automation Fabric* empowers companies with its intensified digital technological advancements to achieve more, together – the mandate for CIOs and CTOs today.

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, and business operations delivery to provide data-insights-driven automation at its full potential for businesses to reap maximum value across the entire operation, and at scale.

Based on state-of-the-art technology, it facilitates the capture of events produced by the operational system and synthesizes it into business relevant insights, by generating an intuitive view to provide real-time health of the client's business operations.

Additionally, diverse technological capabilities are weaved in to enable standardized and effective service management and governance resulting in an enhanced end-user experience.

Finally, *Enterprise Automation Fabric* helps businesses to move from operations focused, limited value, isolated deployment of automation to an enterprise-wide, automation-first approach. It means that our clients can now accelerate their automation journey and unlock business value across business and IT operations.

Our Value Proposition:

- **Enable Frictionless Business Operations by improving business process and IT alignment:** Simplify and standardize the alignment of business processes and IT solutions through best practices KPIs and data-driven insights to increase business performance and achieve tangible outcomes.

- **Deliver Frictionless Enterprise IT by unifying and standardizing IT operations across the enterprise:** Industrialize Enterprise IT tooling by establishing a unified operating fabric providing efficient management & governance across business applications, digital & data platforms, and hybrid infrastructure.
- **Improve visibility across Business & IT by enhancing observability and creating insights from data:** Provide end-to-end monitoring of business processes, applications and infrastructure while accelerating remediation using Machine Learning. Take advantage of a unified Data for Ops solution to improve quality, proactively identify cost reduction opportunities and support innovation.
- **Enhance Employee Experience:** Leverage analytics, insights, and automation to increase proactivity with AI enabled virtual assistance to provide IT support to the end user.
- **Secured and Resilient Automation that's ready for today and the future:** Drive consistency of delivery & continuous exploitation of the latest automation opportunities through our "Automation by Design" approach. Enable an effective automation governance and value realization driven by tangible KPIs.

> " 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*

Facing challenges?
We are here to help

With *Enterprise Automation Fabric*, we aim to address key objectives of CXOs by ensuring:

Operational efficiency:

- Enhanced Business process efficiency: cost reduction, removal of workarounds, etc.
- Increased Business Process Availability & Stability

Standardized IT operations:

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

Visibility:

- Faster Decision making underpinned by Predictive insights
- Reduced business impact through Preventative maintenance of IT estate

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

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

We are already delivering results for clients globally and in many industry sectors like CPRD, E&U, Manufacturing, Automotive, Telcos, Financial services, etc.

Enable Frictionless Business Operations

Multinational electricity transmission & distribution service provider	Luxury retailer	Multinational communications & IT company
Driving process efficiency and continuous improvement with 85% improved asset availability	End-to-end observability increased control and visibility across the Digital Order Management value chain that resulted in 100% Monitoring of service In scope	Automated order processing with <2% exceptions leading to up to 30% efficiency gain for business users

Deliver Frictionless Enterprise IT

Luxury retailer	Pharmaceutical company	Major mass media and entertainment provider
Enterprise Automation Fabric's AIOPS IMPLEMENTATION results in services improvement that helped 96% of Reduction in number of alerts	Automation solutions leading to improved TAT, optimized process efficiency and enhanced business processes with 0% of SLA breaches	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	Supplier of educational materials	Leading USA-based technology company
66% reduction in system-generated incidents through Intelligent Event Management	80% reduction in their data center footprint 30%+ IT operational cost savings total over five years in transformed state	30% reduction in number of outages was achieved via Predictive and proactive End to End Monitoring

Enhance Employee Experience

Agricultural biotechnology company	Automobile manufacturer	Engineering & Consultancy firm
Achieved 59% improvement in Turnaround time to secure ISO approval to enable business process changes	Plug and play model to drive economic and operational efficiencies with 99% of Accuracy through ticket dispatcher tool	95% Improvement in TAT accelerating overall resolution time 5400 Hours annually saved

Secured and Resilient Automation

A leading bank in Europe	Leading international airport	Large European car manufacturer
148 MD's/month productivity saving, ~30% saving from project CR/SR invoices due to decreased in unitary tasks workload	Standardized automation scripts and self-heal capabilities to achieve 30-50% auto-resolution on incidents	Touchless autonomous resolution on upwards of 70% Tickets

About Capgemini

Capgemini is a global business and technology transformation partner, helping organisations 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 350,000 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 fuelled 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.

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