

# *AI-Powered* Service Desk by Capgemini



Capgemini 

AI-led, proactive and  
personalized support

# Effective employee support is about much more than answering tickets

It's about solving tech issues before employees even notice them. It's about delivering the right information at the right moment, through the channels they prefer.

It's about making support contextual, unified, and relevant, turning every interaction into a personalized, efficient experience.

Capgemini's vision for AI-Powered Service Desk: AI-led, proactive and personalized support

Capgemini is redefining IT support for the modern workplace. Our AI-Powered Service Desk isn't a one-size-fits-all solution, it's a modular,

intelligent platform that anticipates and adapts to employee needs.

By combining generative AI, agentic automation, and real-time experience insights, we deliver support that's proactive, predictive, contextual and deeply personalized. Every interaction from first contact to resolution is optimized for speed, relevance, and employee satisfaction.

Modern IT support is no longer just about fixing problems, it's about enabling people to do their best work. Our solutions reduce downtime, improve first contact resolution, and drive continuous improvement through data and automation.

**77%** of IT professionals believe the traditional service desk will cease to exist within the next three years.

**55%** of employees feel fully supported by their current IT.

With AI-Powered Service Desk by Capgemini, organizations stay agile, lower operational costs, and deliver a workplace experience that attracts and retains top talent.

Here's how rethinking your employee support service could revolutionize your business.

## Capgemini employee experience



Workspace Platforms



Collaboration and productivity



Office



AI-Powered Service Desk by Capgemini and on-site services



Experience Management Service

## Does your IT service desk do this?

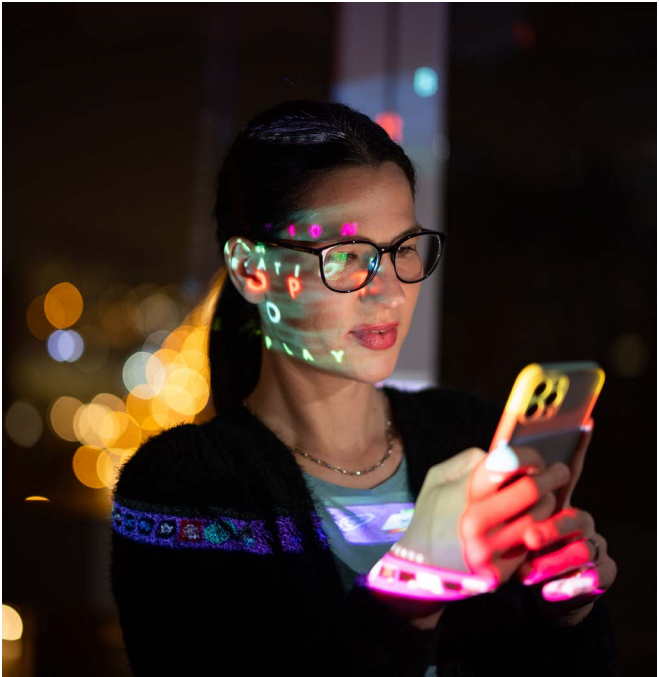
The role of IT support is evolving fast. Employees expect instant, intuitive help; businesses demand agility, resilience, and measurable outcomes. Security, compliance, and experience are no longer separate priorities, they're foundational. And at the heart of it all is knowledge: structured, validated, and continuously refined.

AI-Powered Service Desk by Capgemini is engineered for the future. It's designed to meet rising expectations with intelligent automation, agentic workflows, and experience-led design, delivering support that's secure, scalable, and deeply personalized from day one.

- **AI-first support:** Every interaction starts with intelligent automation. Our virtual agents handle routine tasks instantly, resolving issues before they escalate and freeing up human agents for high-value work. PRISM, Capgemini's Gen AI technology platform, is a core element of the [Resonance AI Framework](#) and [RAISE](#). It helps organizations envision AI's potential, embed it into their operations, and foster what Capgemini calls "human-AI chemistry."
- **Knowledge-driven:** Our services are built on structured and validated knowledge, delivering precision from day one. The Knowledge Management Center (KMC) framework ensures AI and human agents operate with consistent workflows and clear escalation paths, critical for enterprise-grade reliability.
- **Experience insight, zero disruption:** We surface real-time sentiment, friction points, and service quality metrics. Experience management tools help you innovate at a pace that's comfortable for your organization without disrupting operations.
- **Security-coded operations:** Our "service desk as code" approach embeds compliance and governance into every process. Escalation paths, actions, and

workflows are encoded, audited, and enforced, automatically minimizing risk and eliminating drift.

- **Self-healing by design:** Issues are resolved before users even notice them. Our autonomous remediation framework detects and fixes device-level problems proactively, reducing ticket volumes and operational overhead.
- **Composable delivery model:** We don't believe in fixed support structures. Our "Composable Service Desk" dynamically allocates resources, routing issues to the right AI or human expert based on real-time demand, improving speed and resolution quality.
- **Unified experience architecture:** We design support journeys around people, not tickets. From zero-touch resolutions to contextual nudges and guided help, our platform delivers outcomes that feel intuitive, effortless, and empowering.
- **Innovation-driven:** Our support model is built to evolve. Through embedded analytics, experience management, and our Innovation Framework, we continuously identify opportunities to improve, pilot new technologies, and co-create solutions that keep your support ahead of the curve.



# Capgemini employee experience in action

## Client

### A leading beverages company

Our client sought to streamline operations across service desk and managed workplace services with the objective of improving the overall user experience, enhancing productivity, and reducing resolution times.

## Solution

Our smart service center delivers multilingual, AI-powered support via PRISM Voice, PRISM Chat, and self-help tools. Every employee receives fast, contextual support in their language and channel of their choice, making support personal and relevant. Our agents support more than 37 languages, and our AI platform supports over 96 languages with coverage ranging from English, French, German, Spanish, Portuguese, Dutch, to Norwegian and Icelandic. We offer both onsite and remote technical assistance to end-users, addressing a wide range of system-related faults and incidents.

Our solution is structured around the ITIL® service management framework and integrates LEAN business practices to ensure operational efficiency and service excellence.

### Results

- Significant reduction in time to resolve incidents and service requests, resulting in high end user satisfaction
- The service desk experienced up to a **15% reduction in incident volumes**
- Up to **40% of contact volume** is being resolved through digital support channels
- End-to-end time reduction of up to **75% for selected IT processes**.



## Client

### Global life sciences company

Our client sought to “level up” their high-performing support solution to improve cost-efficiency and add system flexibility to meet new business objectives.

They wanted to provide unified support to end-users across devices and a range of functions, to enhance employee experience.

## Solution

Leveraging our Gen AI technology platform PRISM, our solution delivers conversational experience in 13 languages across chat and voice channels. This is integrated with an improved knowledge base

from our Knowledge Management Center, and is designed to aid in faster ticket resolution. Our solution blends in best-of-breed secure tools to provide remote support across devices such as laptops, desktops, and mobile devices.

### Results

- Enhanced knowledge base enables faster ticket resolution
- Reduced call durations and improved first call resolution rates
- Strategic goal to achieve **80% zero-touch resolution** and **10% auto-healing** as part of a transformative service journey.



## Client

### A leading water and water recycling company

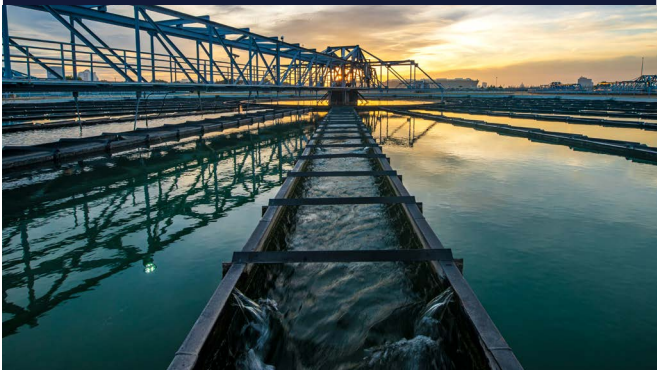
Our client wanted to transform its service desk support system by significantly reducing the time taken to log tickets, enabling them to refocus on other business priorities such as learning how to drive a material step change in the consumer experience.

## Solution

Our intelligent service center approach aligned support services and service improvement to key areas, to deliver optimized customer and user experience. Modern self-help tools, integrated with real-time knowledge and AI-powered virtual agents, guide end users to solutions using speech recognition.

### Results

- Improved responsiveness to customers’ needs
- Over **20% of service desk contacts** resolved through our virtual agent
- Over **50% of the tickets** are resolved with zero touch
- **87% first call resolution** rate.



# Comprehensive support for elevated employee experiences

AI-Powered Service Desk by Capgemini is designed to support your transformation journey end-to-end, from strategy to continuous improvement. Whether you're modernizing legacy support or launching a next-gen experience, we bring the tools, expertise, and global scale to make it happen.

## Strategy and design

We start by understanding your business goals, employee personas, support use cases then architect a solution that blends automation, human expertise, and experience-led design.

## Implementation with best-of-breed partners

We deploy your AI-powered support platform using modular components like PRISM Chat, Voice, Assist, and Knowledge integrated with best-of-breed technologies from our ecosystem of partners.

## Experience Metrics (XLAs) that Drive Outcomes

Our XLAs measure what truly shapes support combining tools, processes, and sentiment for a 360° view of the employee experience. Tailored to each client, they focus on outcomes like support effectiveness and channel experience. Led by our Experience Management Office (XMO), XLAs evolve through a structured approach and are continuously refined to stay aligned with business goals.

## Enablement and adoption

Our teams work with you to embed new services, train staff, and drive adoption supported by guided onboarding, sentiment-aware support journeys, and XLAs.

## Global delivery and support

We provide remote and on-site support through our Global Service Desks and field teams, backed by intelligent automation and agentic workflows that scale with your needs.

## Continuous optimization

Embedded analytics and experience management tools surface insights that drive ongoing improvement. You can explore new capabilities and test emerging technologies in our network of Global Innovation Labs.



# Part of something bigger

AI-Powered Service Desk by Capgemini is part of our Employee Experience portfolio – a range of connected offerings ranging from **office, collaboration and productivity**, and **workspace** platforms, and our **Experience Management Service** for mapping and managing your employee experience transformation.

Delivered alone or together, each service complements and adds value to the others, creating an end-to-end value chain that boosts productivity, sustainability, and inclusivity for users, IT, and your business.

## Analyst recognition

Most recently, Everest Group has positioned Capgemini as a

- **“Leader and Star Performer”** in the Digital Workplace Services PEAK Matrix® Assessment 2024 – Europe

- **“Leader”** in the Digital Workplace Services PEAK Matrix® Assessment 2025 - Global



### Global scale

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|  <p>Over <b>4,000</b> service desk specialists in <b>15</b> countries, and delivery to over <b>100</b> countries</p> |  <p><b>37</b> human and <b>60+</b> AI supported languages</p> |  <p>Over <b>4.5</b> million people supported globally</p> |  <p>Over <b>3.4</b> million end user devices managed globally</p> |  <p>Over <b>30</b> million contacts per year</p> |
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Working with Capgemini gives you access to world-leading expertise, global technology support, and breadth and depth of experience. This enables us to offer a truly comprehensive employee experience solution that makes the future of work, work for you.

The best way to understand the power of our AI-Powered Service Desk solution is to try it at our global network of living labs.

[Book your tour today!](#)

## About Capgemini

Capgemini is an AI-powered global business and technology transformation partner, delivering tangible business value. We imagine the future of organisations and make it real with AI, technology and people. With our strong heritage of nearly 60 years, we are a responsible and diverse group of 420,000 team members in more than 50 countries. We deliver end-to-end services and solutions with our deep industry expertise and strong partner ecosystem, leveraging our capabilities across strategy, technology, design, engineering and business operations. The Group reported 2024 global revenues of €22.1 billion.

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