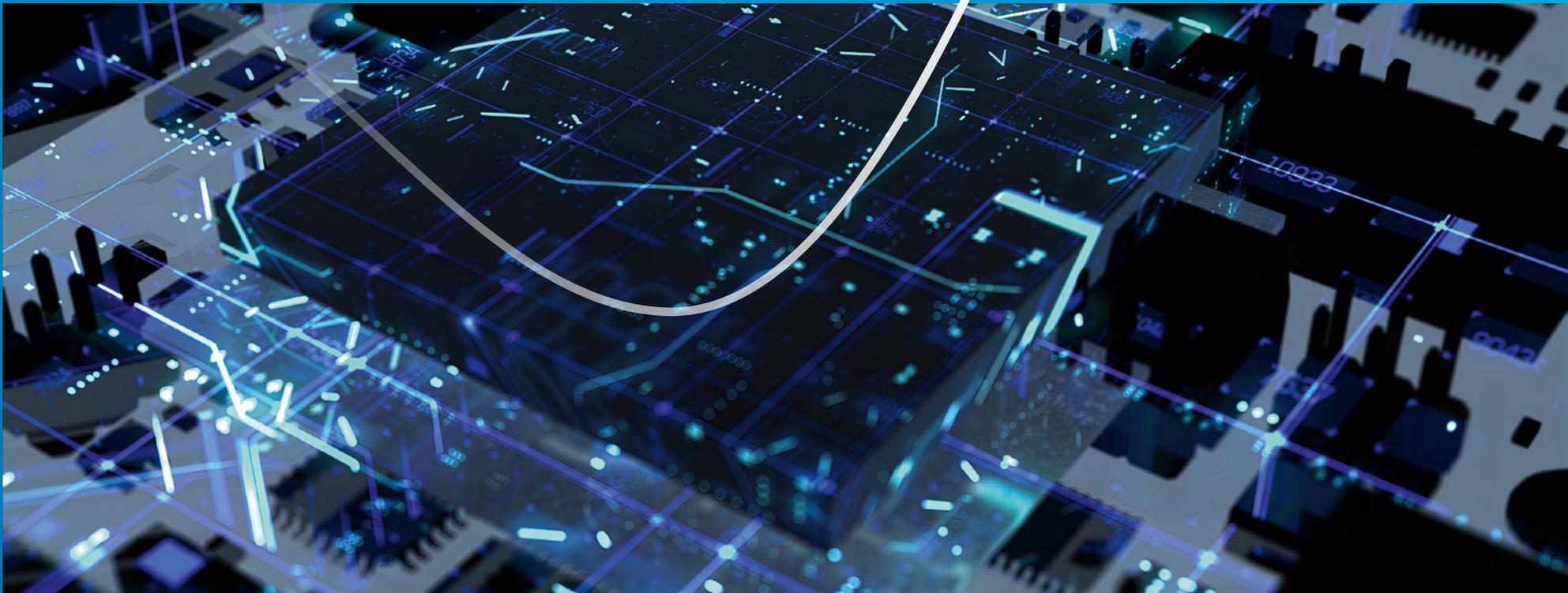




Mastering the **process advantage**

How data driven Process Excellence drives lasting value

Efficiency in every step, innovation in every solution



Across industries, businesses are navigating a time of unprecedented change. Volatile market conditions, rising operational complexity, and increasing customer demands for transparency and agility are reshaping how organizations must operate and compete.

To remain future-ready, companies are internalizing and improving their core processes. Process Mining plays a central role in this transformation. It reveals how processes truly run and not just how they were designed to. This transparency enables organizations to identify inefficiencies, base decisions on facts rather than assumptions, and create a strong foundation for scalable, intelligent transformation and AI execution.

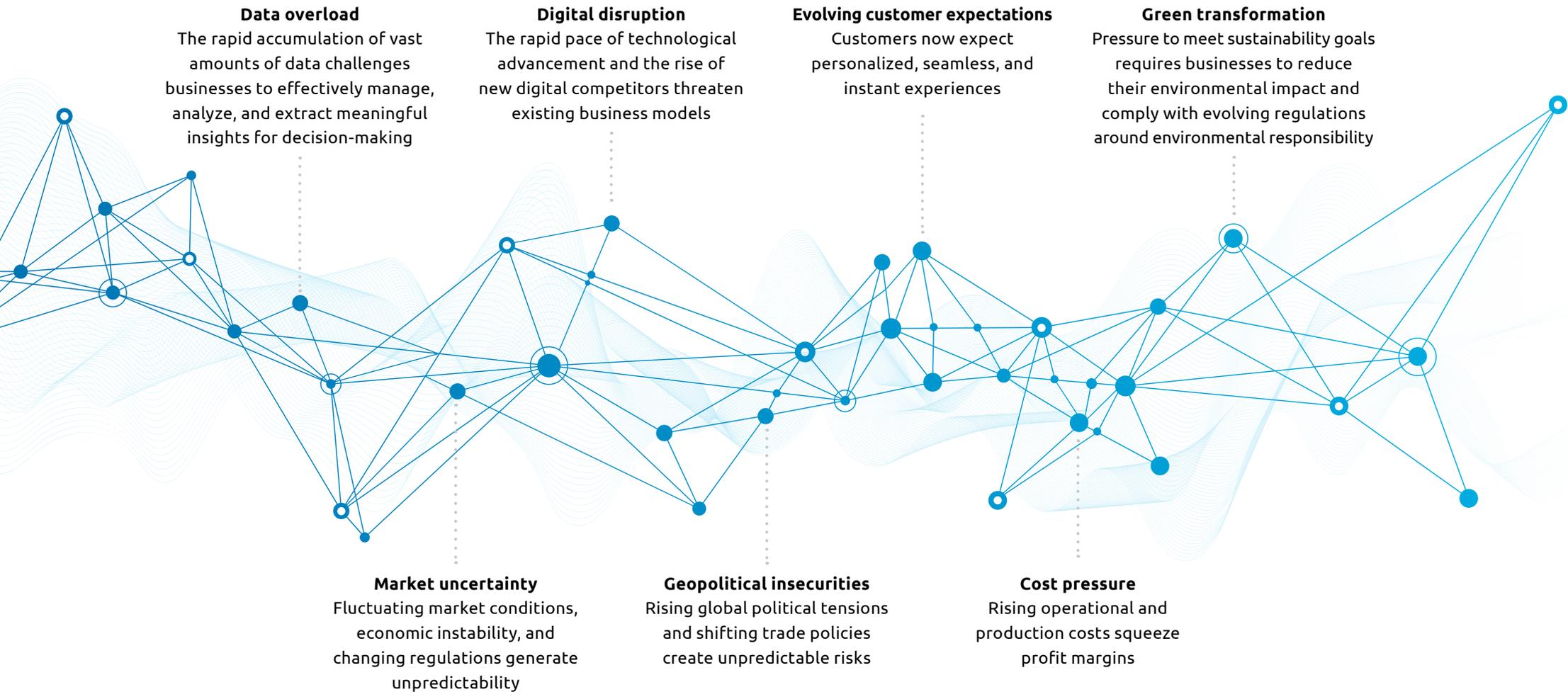
In this booklet, we present our approach to intelligent Process Excellence. We combine deep industry experience with powerful technology that deliver measurable, lasting impact – from quick wins to long-term operational excellence.

We would be delighted to discuss how we can support your transformation journey and bring you into our network of peers and partners.

Thomas Both
Global Lead Process
& Performance

Claudia Crummenerl
Global Head of Advisory
for Strategic Partnerships

Organizations suffer from a variety of factors putting *pressure* on them

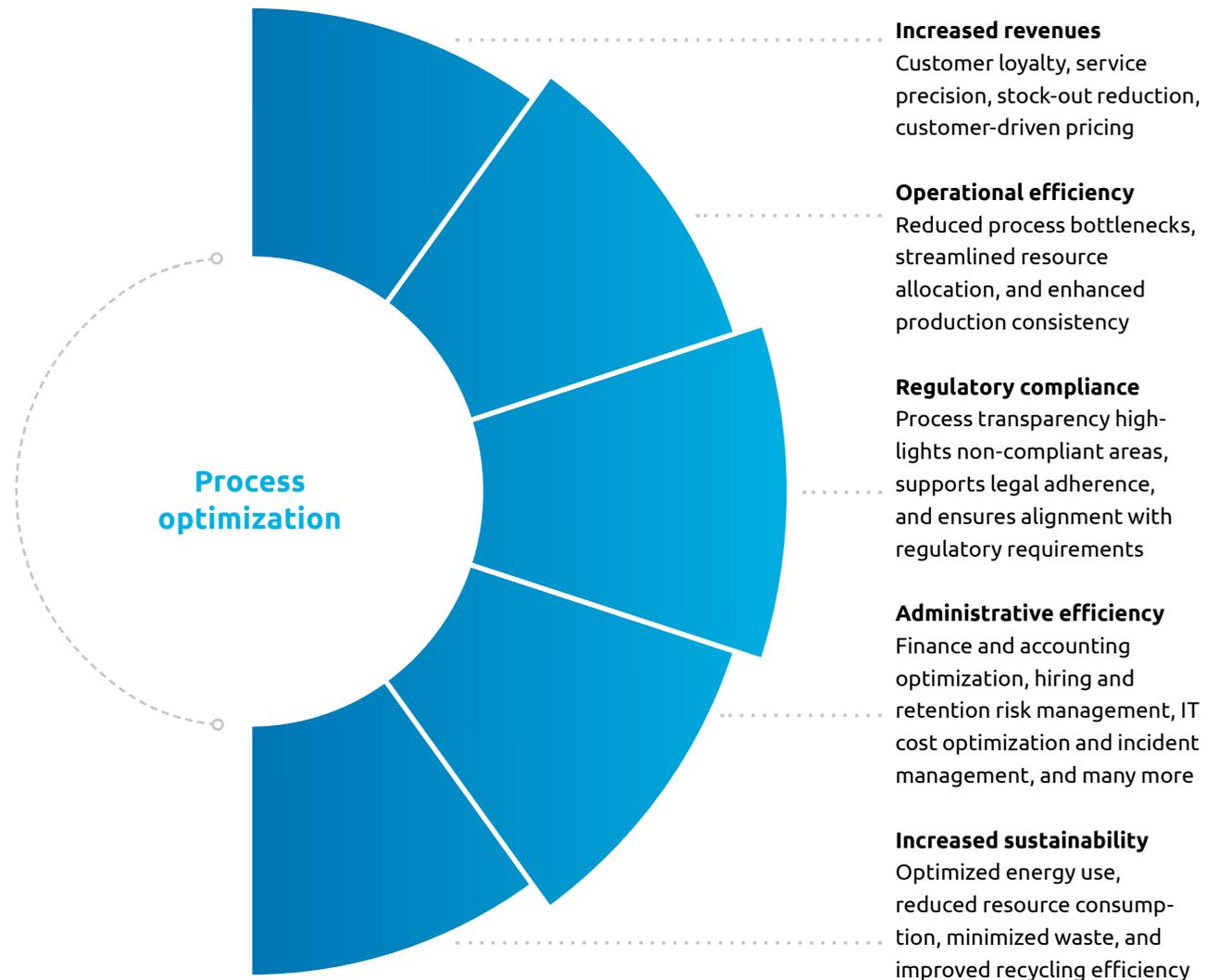


Imagine you ...

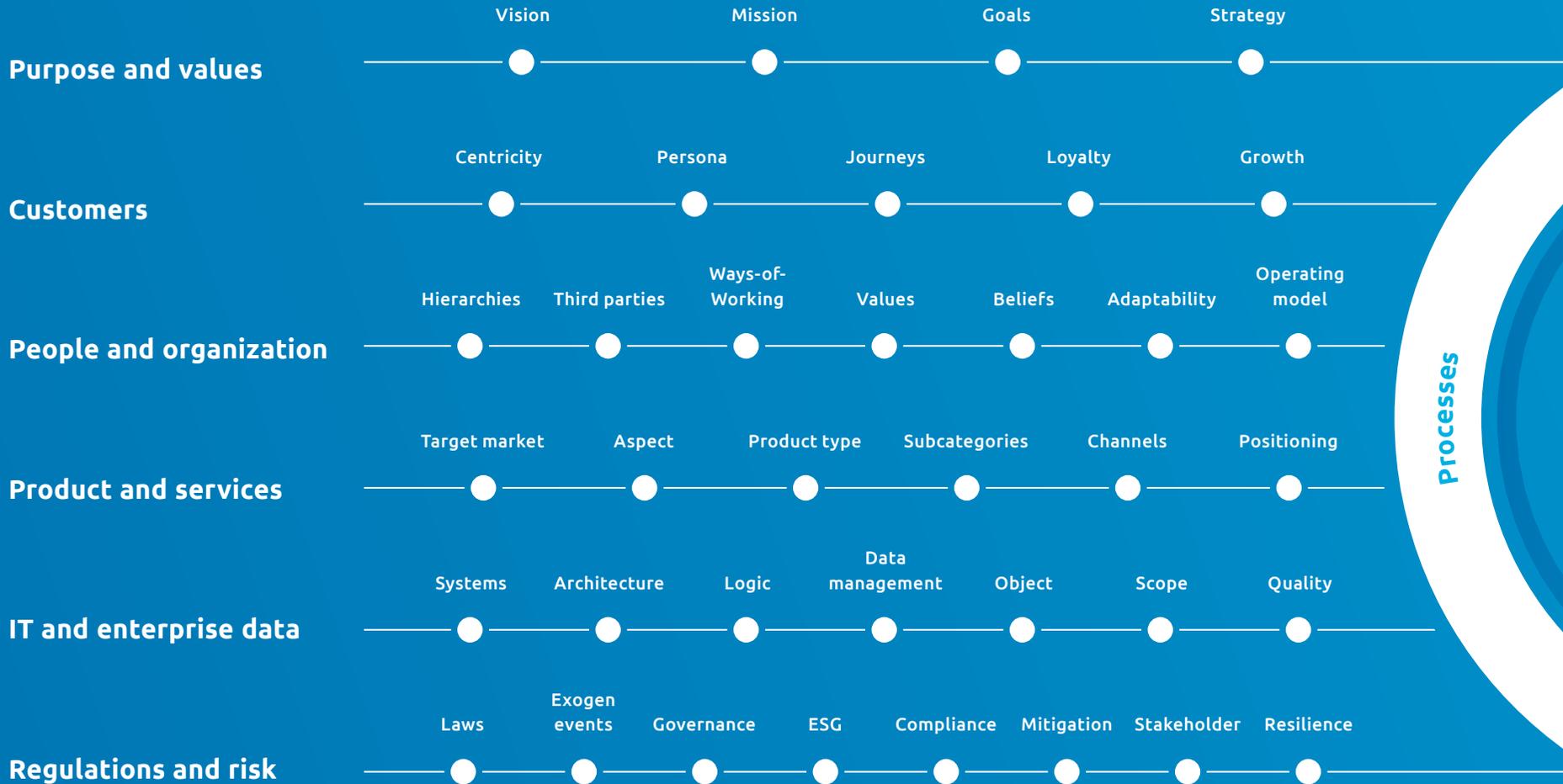
... reduce operational risk by 30% by integrating predictive analytics and scenario planning, enabling proactive responses to geopolitical disruptions

... enhance customer satisfaction by 10% by implementing real-time feedback loops and personalizing offerings based on real-time insights, creating a more engaging customer journey

... reduce operational costs by 15% through process re-engineering and the adoption of cloud-based technologies for more efficient data management and collaboration



Processes are the connective tissue of an organization ...



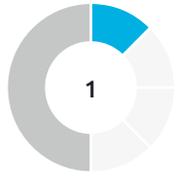
Extract of relevant dimensions impacting operational and business performance

... and thus *Process Excellence* is the neural information flow

Process Excellence Readiness



- 1 Organization-wide Process Excellence**
Preparing your business across the entire organization to drive efficiency, consistency, and continuous improvement across domains, functions, as well as silos in a data-driven fashion
- 2 Technology**
Identifying friction and optimizing processes through design, mining, automation and AI, analyzing order, speed, and inefficiencies to drive seamless, measurable improvements
- 3 Principle activities**
Systematically improving processes by eliminating inefficiencies, standardizing best practices, optimizing workflows, automating tasks with advanced tools, and robotizing complex functions using AI and machine-learning
- 4 Value drivers**
Maximizing business performance by optimizing resource allocation, managing cost structures, improving workforce efficiency, minimizing overhead costs, and streamlining administrative functions for scalable operations



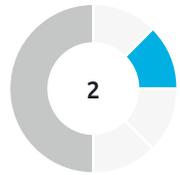
Capgemini maintains pragmatic and robust *Target Operating Models* for the foundation of a scalable Process Excellence initiative



Cookbooks available:

- Stand-alone Process Excellence or
- Synergetic to Process Mining, Automation and AI





Combining *strategy* with its *execution power*: Value-based technology

Data management

Data quality and governance
Ensuring data accuracy, completeness, and consistency, with governance frameworks

Data integration
Aggregating data from various sources into a unified system for seamless access and analysis

Data storage
Using scalable storage solutions (e.g. cloud, data lakes) to manage large process data securely

Real-time data
Enabling real-time process monitoring for immediate corrective actions and data-driven decisions

Visualization and analytics

Process Mining
Analyzing event logs to visualize and optimize actual business processes

Motion and movement mining
Analyzing physical movement data to improve workflows and efficiency

Task and desktop mining
Capturing desktop activities to identify inefficiencies and automation opportunities

Analytics and BI
Using data analysis and visualization to drive informed business decisions

Execution

E2E process automation
Automating an entire business process from start to finish, integrating all tasks and systems

Agents and robots
Using software to automate repetitive as well as decisive tasks, reducing manual effort and errors

Workflow automation
Automating the flow of tasks, approvals, and decisions between people and systems

Task scheduling
Automatically assigning and managing tasks based on predefined criteria

AI and machine learning

LPM – “Talk to your process”
Large Process Models enable analysis as well as execution via prompts, including organizational information

NLP/OCR/ICR
Technologies enabling machines to extract and interpret data from text, handwriting and more

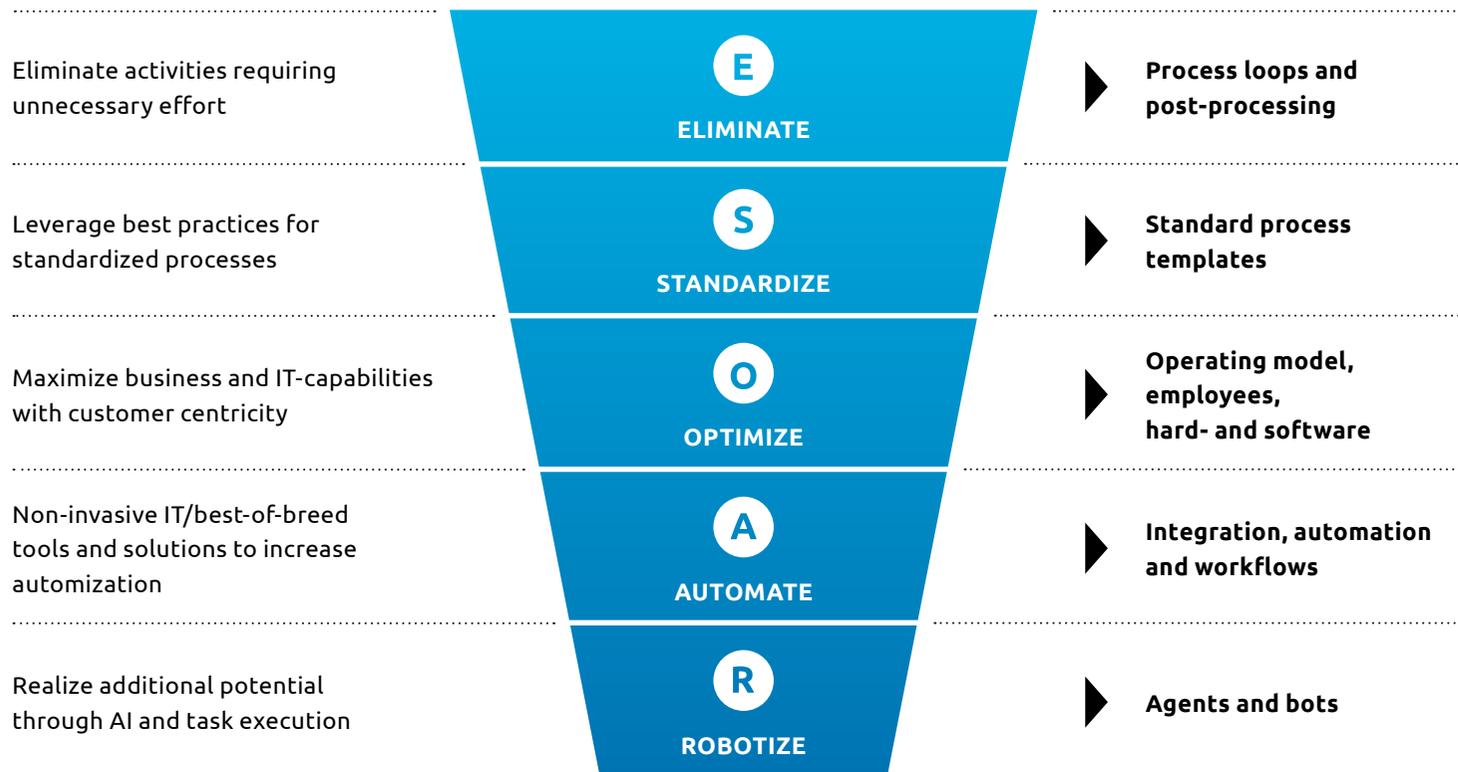
Prediction and simulation
Using historical data and statistical models to forecast future outcomes

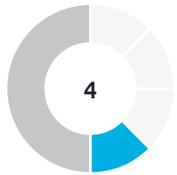
Next best action AI
Running AI models to define, prove and execute the next best action to execute in the process, also agentized



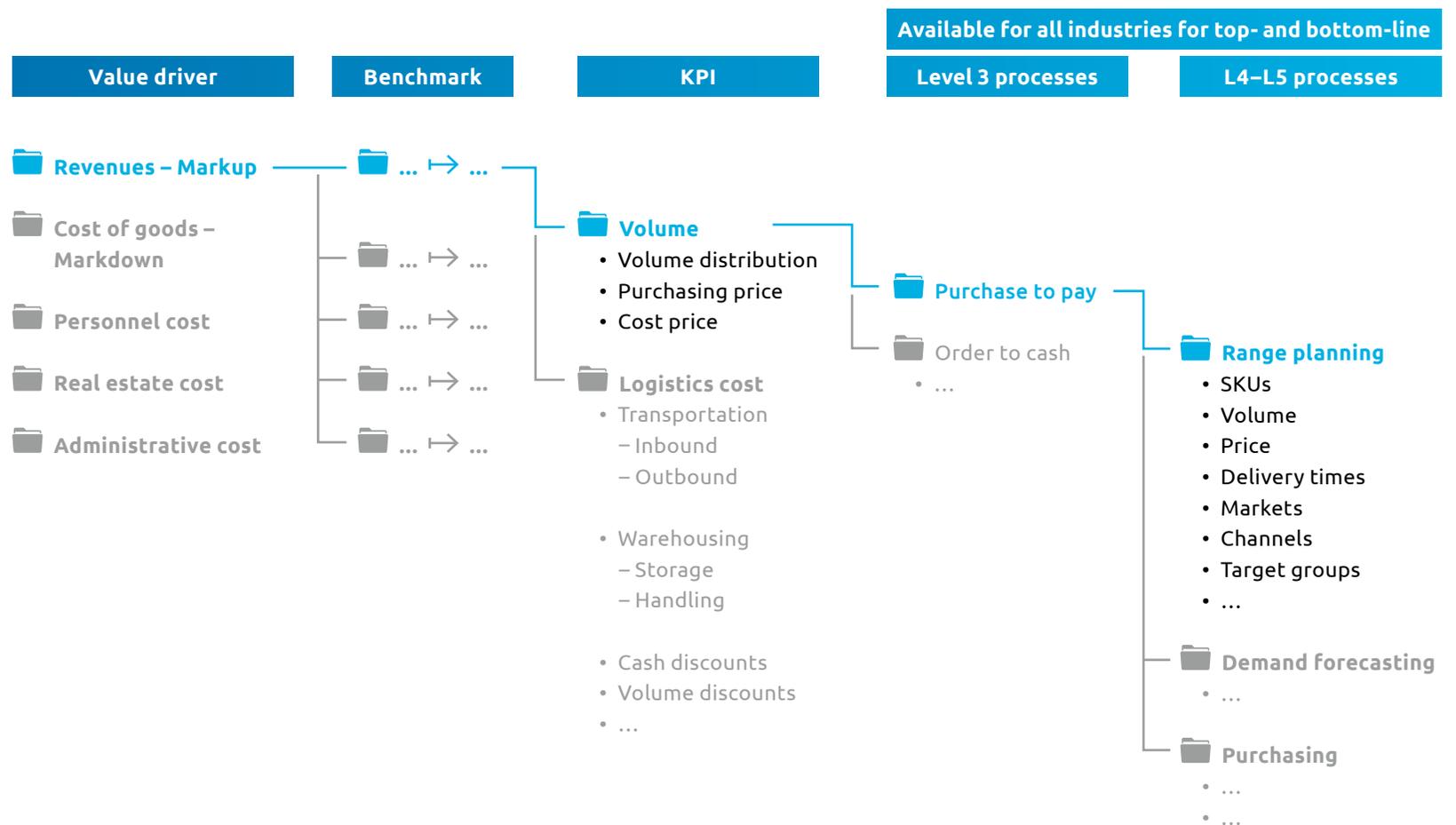
Actionable transformation with Capgemini's ESOAR approach: Unlocking *efficiency* and *innovation* in every step

Principle activities





Quick wins through our vast library of KPI and best-of-breed processes



Proven *value impact* from our projects

Establishing and scaling a global Process Excellence function



in efficiency gain was realized when setting-up and scaling a now 20 FTE large Process Excellence function. The function was defined in the corporate development hierarchy with direct reporting to the board. Equipped with the excellence toolkit of modelling, mining, and intelligent automation, the initially scoped value and time-to-value could have been exceeded. The value followed the path of being identified, confirmed, realized and sustained. Within the timeframe of less than a year, the function moved from a cost- to a profit-center.

Value-based support for P&L impact



in proven P&L impact was generated through a big bet initiative of the client with Capgemini. Focusing on support as well as core processes, all relevant functions have been equipped with the mining and execution capabilities to enable a "self-steering organization". Clear top-down targets were married with bottom-up reality to drive sustainable, long-term impact. The CFO was given the means to validate and control every optimization to ensure the translation of the actions into the P&L results. Capgemini was paid result-based.

Top-line growth via clear customer journeys



on a scale between -1 and 1 of customer growth has been achieved via defining, mining, and re-shaping the customer journey for various interconnected processes. While efficiency is mostly the focus for mining exercises, vast potential lies with the customer interactions and rather top-line instead of bottom-line. Capgemini was contracted to build customer journeys, re-organize internal processes along the journey and prove respective top-line growth by net-new and customer lifetime value. Data-driven analyses allow continuous monitoring.

Invent, design, and deliver operational excellence at scale

As your end-to-end partner, we combine all capabilities from strategy to operational implementation

... with joint project track record

We have a strong footprint in business strategy, digital transformation, customer centricity and, understand the importance of maintenance in today's process industry.

Established partner

We have been successfully delivering projects for you in the past years and therefore know your business and your current challenges in the area of maintenance.

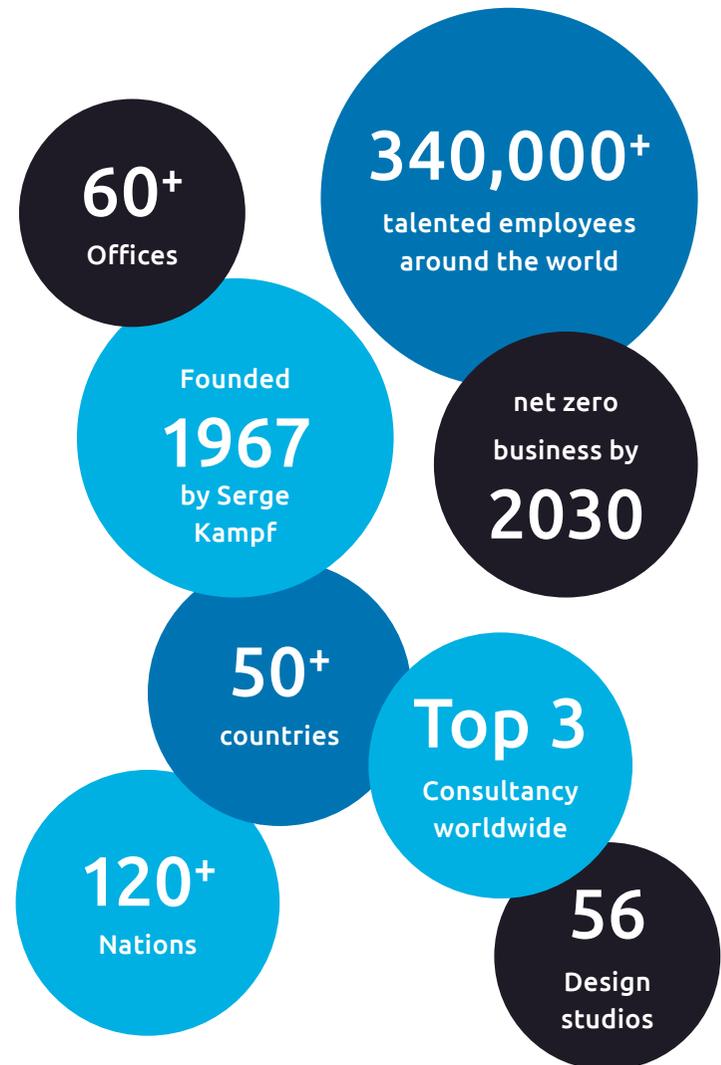
Customer-centric approach

In our proven strategic approaches, we put the end-customer at the center and accelerate your sustainable business growth with our proven EZE digital capabilities.

Maximum velocity

Speed is key in the digital area. With our EZE competence we will leverage our strategy expertise and implementation capabilities to support you in achieving quick results.

A strong family of brands



Let's talk about Process Excellence



Claudia Crummenerl

Global Head of Advisory
for Strategic Partnerships
Capgemini Invent
Phone: +49 69 9515 1278
E-Mail: claudia.crummenerl@capgemini.com



Thomas Both

Global Lead Process & Performance
Capgemini Invent
Phone: +49 151 1889 7899
E-Mail: thomas.both@capgemini.com

Authors: Thomas Both, Claudia Crummenerl,
Jan Lintz, Leah Heinlein





Take your
value stream
to the *next*
level

About Capgemini Invent

As the digital innovation, design and transformation brand of the Capgemini Group, Capgemini Invent enables CXOs to envision and shape the future of their businesses. Located in over 30 studios and more than 60 offices around the world, it comprises a 12,500+ strong team of strategists, data scientists, product and experience designers, brand experts and technologists who develop new digital services, products, experiences and business models for sustainable growth.

Capgemini Invent is an integral part of Capgemini, 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.

Get the future you want | www.capgemini.com/invent