Enterprise Core for HR by Capgemini

AI-first operations empowering resilient, intelligent talent experiences

Capgemini

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Employee Experience

Diversity, Equity & Inclusion

Data Driven HR governance by AI adoption

Mental Health & Employee Wellbeing

Building Employer Brand

Compensation & Benefit Optimization

Talent Acquisition & Retention

- Aligning HR strategies with business goals ensures leadership development and talent management processes meet expectations and drive **people** performance.

- Focusing on enhancing HR **process** efficiency and leveraging advanced HR **technologies**, while fostering a strong workplace culture, boosts employee engagement and fulfills strategic expectations.

- **CHRO's** seek comprehensive solutions to current expectations and focus areas, achieving service excellence.

- This enables CHROs/CxOs to navigate global trends, influencing business growth and employee wellbeing.

Cloud solutions for HR systems bring enterprises a number of benefits

79% of the organizations have moved or started to move on-premises HR Systems to the Cloud.*

Benefit Expectation from organizations

- ⭐ Drive efficiency gains
- 〰️ Reduce legacy systems
- ⚠️ Risk reduction
- 🔄 Agility in operations
- ⚙️ Efficient operating models and well-defined journeys/personas

- 👥 Improved employee experience
- ⏱️ Accelerate time to business value
- 🤲 Leverage new technologies & market trends
- 🤖 Adaption of AI

Bridging the gap between aspirational and applicable solutions using HR Cloud transformation

Source: Forbes https://www.forbes.com/councils/forbestechcouncil/2023/01/10/moving-workloads-securely-from-on-premises-to-the-cloud/*

"3-Dimension" to consider for HR Excellence through Digital Transformation

Technology can be a key enabler when it comes to not only employee experience but also key shift to adapt to the ways of working to address the questions in CHRO space, rapidly changing expectations, supporting leadership and alignment with changes.

01 People & Culture

- Employer promise, branding & values
- Personalization/real-time profiling
- Sustainability & Inclusion, accessibility, purpose & wellbeing
- Leadership, Mgmt. Practices, & Corporate Responsibility

- Build a future-ready workforce to help ensure business resilience
- Deliver experiences that set up every employee for success

02 Processes
Operations

- Service Excellence
- Operating Models & Processes Optimization
- Work Locations & Physical Design
- Knowledge, Information Access & Empowerment

- Bridge HR across the enterprise to maximize business outcomes
- Smooth roadmap for iterative and agile way to transition into future landscape
- Efficient operations with ringfenced operating models

03 Platform
Technology

- Platforms & UX with Portability
- Immersive Collaboration Specs across platforms
- Support & Assistance
- Data & Experience Insights
- Integrations, Reports and Analytics
- Org structure enablement (Location, Facilities)
- AI Enablement

- Make a successful move from on premise to cloud with vendor of your choice
- Choice of partner to enable the HR transformation journey, Capgemini's strong and stable partnership with product vendors and integrated systems

Capgemini's Methodology Will Accelerate Your Journey Towards HR Service Excellence

Capgemini's methodology is structured, effective, and proven to help clients deploy **people**, **process**, and **technology** changes with confidence, it will help you to attain sustainable service excellence through:

Future-proof HR operating model

- Business Centricity
- Digital HR Ecosystem
- Agile mindset and behaviour
- Employee Journey

HR Service Excellence

People Insights & Readiness

Leverage **meaningful people & organizational insights** to develop **personalized stakeholder engagement strategies**

Connected People

Drive awareness and support with an **engaging, digitally enhanced experience** through the change

Enabled Organization

Engage impacted users early. Deliver **smarter and faster ways** to learn and access information

Enterprise Core for HR by Capgemini focuses on ERP Engagement, HR Assessment, Deployment, HR service enablement, HR landscape Optimization and HR Support

CHRO

CIO

Pre-study/assessments	**Implementation services**	**Integration services**	**Move to the cloud**	**Application management services**
Advisory service that provides findings and roadmaps for the future of back-office transformation	Simplify and reduce risk of digital transformations with redelivered tools and accelerators		Cloud (IaaS, PaaS, SaaS) Lift& Shift; Lift-Shape-Shift	Deliver sustainable cost savings, align IT services with business, provide risk free transition, improve efficiency & innovation

| | | | aws \| Google Cloud \| Azure | |

▪ Assessment Services ▪ Business Transformation ▪ Process Improvement ▪ Best Practices Advisory ▪ Cloud Migration Advisory	▪ Configuration ▪ Onshore/Offshore/Nearshore development and support ▪ Co-Existence Solution Design ▪ Solution Development ▪ Testing	▪ Middleware/SOA/Process Integrator & Orchestration ▪ Architecture/ ▪ Infrastructure ▪ Legacy system integration ▪ Development and integration ▪ Data Migration ▪ ETL ▪ API	▪ Cloud Support Services ▪ Production/Maintenance ▪ Upgrades/Patches ▪ Hosting ▪ Help Desk ▪ Application Change Management ▪ Application Maintenance Outsourcing	▪ On-premise Production Support Services ▪ On-premise Maintenance ▪ Upgrades/Patches ▪ Data Management Services ▪ Help Desk ▪ Application Change Management ▪ Application Maintenance

Software Selection - *Evaluate and choose the best HR software solutions from our partners SAP, Oracle, and Workday to meet organizational needs*

Alliance Partners   SAP   ORACLE   workday.

Achieving HR Excellence with Capgemini's Enterprise Core – Getting Started

01 **Assess your Readiness**

Readiness Assessment Tools/Questionnaires helps a repeatable model to deliver new value and growth by identifying priorities and organization maturity levels

02 **Agree and Enable as per adoption**

Enables our clients to build their Enterprise Transformation Passage to the Cloud platform at their **own pace**; based on their priorities and their organization's readiness to adopt the **Accelerated Solution Environment** to involve stakeholders at early stages and helping organizational readiness by helping in crafting **HR Strategy and Vision.**

03 **See before you decide**

Personas based solutions allow customer to see and interact with application before implementation even begins

Accelerating HR Transformation with Capgemini's Enterprise Core

Enterprise Core for HR by Capgemini encompasses four key pillars:

1. **HR Strategy & Planning**
2. **Advisory Services**
3. **Implementation Services**
4. **Managed Services Functions.**

These pillars provide end to end transformation services across all phases of transformation life cycle, including Engagement, Assessment, Deployment; Enablement, Optimize and Support.

Enterprise Core for HR by Capgemini – *Strategy & Planning*

"Interplaying people, process & Technology"

People & Culture

Process & Operations

Platform & Technology

Help to define a clear vision for future HR landscape

Create a roadmap and blueprint to get the vision goal with timeline

Help in industry trend adaption and prioritization to attain future state

Define Organisation change management and respective success criteria and KPIs

Selection of type of engagement for HR Transformation/Re-Implementation/Optimization/Phase X/Enhancement Planning

Service Inception

Feedback loop establishment to monitor and reassess your plan

Enterprise Core for HR by Capgemini – *Advisory Services*

Roadmap and well-defined plan to adapt Change Management for Organizational agility with a structured continuous feedback loop

Define future landscape with AI enabled analytics for attaining HR service excellence

Selection of right tools, platforms supporting organization vision following current trend and AI adoption

Define and design HR function enablers as per industry standard compensation profile, job architecture, security matrices

HR Advisory

System assessment, Organisation Objective, Assessment & Evaluation of current state of workforce and identify gaps

Defining HR Service delivery model with structured and impactful execution planning

Target Operating Model framework definition aligned with **optimized processes** and user-focused **journeys**

Global Template Definition and localization with proper Audit and Control planning

Enterprise Core for HR by Capgemini – *Implementation Services*

Plan

1. Detail planning around agreed directive towards changes
2. Adaption of methodology, governance and project plan
3. Stokehold engagement and Organisational Change Management Planning

Mobilized

1. Selection and Mobility of appropriate team for success
2. Involvement of connected system by a detailed integration planning
3. System and Data readiness planning
4. Risk and Quality management including acceptance criteria

Implement

1. Product Implementation
2. Integration/Report Development
3. Testing Services

Enable

1. Training and Enablement Planning
2. Release planning
3. Handover to BAU

Enterprise Core for HR by Capgemini – *Managed Services*

Product Release MaNagement

- Release Planning
- Impact Assessment
- Testing & Validation
- Training & Communication
- New Feature Rollout
- User Adoption & Support

Process, Program & Governance

- Program Governance
- Environment & Process Audits
- Product release management
- Custom Bolt-Ons and Mobile Solutions

Application Maintenance

- Agile Support
- HR Process Support
- HR Annual Event Support
- Integration Support
- Report and Analytics Support
- Mass Data Load

Testing as a Service (TaaS)

- Functional Testing
- Performance & Optimization
- Automation

Data Solution & Management

- Data Loading, Integration & Migration
- Data Quality & Governance
- Data Security & Compliance
- Data Analytics & BI Reporting

KPI's & SLA's

- KPIs and SLA reporting and management
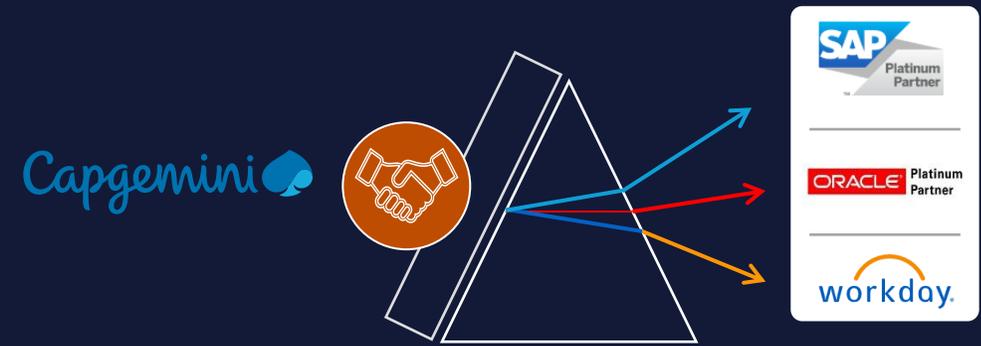- Audit and Controls of HR systems

Innovation   +   Engineering   +   Technology   +   Tools

Empowering HR Transformation with Best-in-Class Solutions: SAP, Workday and Oracle

Core HR functions

Time tracking & absence management

Learning & development

Recruitment & onboarding

Compensation and Payroll

HR Service delivery

Performance & Talent Functions

Workforce Planning & Analytics

Integration Landscape

Data Driven Analytics

Data Management & Governance

HR Dashboard

Capgemini

Our HR Transformation Partners

SAP Platinum Partner

ORACLE Platinum Partner

workday.

Our efficient Integration landscape, coupled with robust data management and governance practices, enables data-driven analytics which empowers organizations with insightful HR dashboards

Our End-to-End approach

HR Transformation

- Greenfield and Phase X or brown field implementation
- Re-Implementation and Optimization
- Configuration Design Templates
- Tenant Strategy
- Data Management and Governance
- Workforce Transformation
- Payroll Solutions
- Benefit, Learning & Performance Solutions

Optimization, Re-Implementation and Enhancements

- Standardization and Optimization of business processes, Configuration, Job Structure
- Personnel & Organisation Structure Updates
- Process Standardisation
- Dashboards, Analytics and Reports
- Business Process Re-Engineering
- Organization Change Management
- HR Process Assessment and Fitment

Integration Services & Customization

- Integration solution standard connectors, traditional and API based integrations & complex integration like payroll integrations
- Custom Integration Optimisation
- Mapping of standard benefit and payroll integrations

Report & Analytics

- Enabling out of the box report
- Creation of custom and Ad-Hoc Reports
- Intuitive Dashboards and Visualizations
- Advanced analytics and Predictive Insights

Testing Services

- Repository of 1000+ test scenarios covering HR modules across WD, SAP and Oracle
- Availability of testing automation tool for accelerated testing
- Regression pack for upgrade and releases

AI Solutions

- AI based use cases to support business enablement
- AI enabled HR Data analytics
- AI in ease in HR operations

Enterprise Core for HR by Capgemini – Contemplation

Engagement

- **Service Inception**
- **Prioritization**
- **Fit for purpose landscape blueprint**
- **Plan & Roadmap to define Experience Management**

Engagement is contemplation towards addressing CHRO/HR Challenges to gain business benefit by commitment towards achieving service excellence by engaging right team and creating efficient plan/roadmap

Assessment

- **HR and Operations Maturity Assessment**
- **HR Strategy Review**
- **Workshops/Focus Groups**
- **Report/Analytics Alignment**
- **Integration landscape Review**
- **HR Process Reviews**
- **Product/Technology Recommendation**
- **Organization & Work Model Assessment**
- **Sustainability Assessment**
- **Learning & Development Assessment**

Deployment

- **Process & Configuration Workbooks**
- **Organization and Job Configurations**
- **Security Metrices**
- **Data Management and Governance**
- **Integration Solution including Payroll & Benefit**
- **Reports, Dashboard & Analytics**
- **Program Governance**
- **AI Solutions**
- **Testing Solutions**

A well-structured methodology crafted as per product architecture with ready to use framework tailored to meet transformational need of organization to attain future state of HR landscape. It is supported by prefilled configuration workbook, standard business process definition, test scenarios, cut over and deployment plan, transition activities to attain quick and effective implementation

Enterprise Core for HR by Capgemini – Enablement and Maintenance

Enablement

- **BAU planning and establishment**
- **Cutover & Transition**
- **Handbooks & Training**

Our expertise in implementing and driving the learning experience gives end-users have the knowledge they need to succeed.
From creating, deploying, and managing learning content, Capgemini is passionate about leveraging Enable Now or similar tools as a digital adoption tool to empower your employees.

Support

- **Incident Management**
- **Change Management**
- **Service Request**
- **Integration & Report Support**
- **HR Annual Cycle Support**
- **Mass Data Changes**
- **Audit & System Administration**
- **Product Release Management**
- **Regression**

Detail AMS Offering can be provided on demand

Optimize

- **Current Process Assessment**
- **Identify Areas of Improvement**
- **Solicit Feedback**
- **Monitor and Refine**
- **Periodical System/Product Updates**
- **Security and Compliance**

Continuous Improvement is a journey which need to be embedded into the culture of HR operations and support. Capgemini provide a well-defined framework to attain it systematically and/or using agile mindset incorporation

01

Our partnership

Our partnership

SAP, Oracle, and Workday stand as **undeniable pillars, collectively shaping** the ERP industry landscape. These solutions are viewed not only as leaders but **visionaries**, actively steering towards & embracing the future

Since

2013

Workday

Capgemini Partnership from 2013

Designed for the way people work, the Workday Human Capital Management (HCM) suite enables you to embrace change by providing workforce and operational insights.

1995

Oracle HCM Cloud

25+ Years of Capgemini Partnership with Oracle

Human Capital Management (HCM) transforms the traditional administrative functions of HR departments into opportunities to drive engagement, productivity, and business value.

1994

SAP SuccessFactors

Capgemini Global SAP Partnership since 2011
SAP Partnership since 1994

The SuccessFactors HCM suite is SAP's Cloud suite of Human Capital Management solutions covering core HR, talent management, analytics, workforce planning, social collaboration, and mobile.

Enterprise Core for HR by Capgemini

02

Workday offering Details

Capability and market coverage

15+
years of Workday Experience

50+
Workday Engagements

300+
Workday Certified Consultants

Global Workday
Service
Partner

Trusted Workday Partner Since
2013

400+
Workday Resources

20+
Countries

Only
Implementation Partner with one Global Services Contract

Expertise
Across digital employee transformation and SaaS readiness

Main Capgemini Workday Capabilities

Facilitate dynamic financial planning & forecasting with Workday Adaptive Planning

Ensure system reliability with Workday AMS

Optimize your HR processes efficiently with Workday HCM

Streamline your HR operations outsourcing to external specialists with Workday BPO

Differentiate in the cloud thru Workday Extend customizations

Best in class Accelerators

- 4000 + Test Scenarios covering HR and Finance Landscape
- ATOWA (Automated Testing of Workday Applications) – Capgemini Automated Testing tool covering 75% of your testing needs
- Can support your testing needs

Recent Analyst Recognitions

CERIDIAN   servicenow.   ADP

Dynamics 365   MuleSoft   Fidelity INVESTMENTS

SailPoint   United Healthcare   Active Directory

DELL Boomi

Enterprise Core for HR by Capgemini – Workday Transformation Methodology at Capgemini - Supported by Digital Acceleration Navigator (DAN) Framework

Initial Prototype – P0   Configuration Prototype – P1   Configuration Prototype – P2   Final Prototype P3   Gold

Workday Recommended Methodology

| Onboarding | Assessment | Preparation & Planning | Architect & Configuration | Test | Deployment |

Assessment
- Project Governance
- Experience Trial and Set-up
- Value Stream Mapping

Preparation & Planning
- Trial Tenant set-up ★ ★ ★
- Org Structure and Data Workshops
- Fit-To-Standard Workshops
- Refine Product Backlog
- Data Cleansing & Migration

Architect & Configuration
- Sprint Planning
- Sprint Review
- Sprint Retrospective
- Business User Collaboration
- Set-up Tenant

DAILY SCRUM — TEST / BUILD / DESIGN / RELEASE

Test
- Testing
- End User Training
- Data Load

Deployment
- Cut Over
- Finalize Readiness
- GO LIVE!

Prepare | Foundation | Config, Build & UT | Test | Deploy

Governance | Templates, tools & knowledge base | Coe quality assurance | Collaboration and change management

Governance
- Awareness
- Prioritisation
- Assessment of current system
- Defining Plan
- Calculating initial Velocity/Effort
- Call out any dependency
- Create RAID document

- Project Start up, Discovery
- Review Project scope
- Develop Project Plan/Charter
- Define Communication Plan
- Customer Training
- Initiate Project Planning
- Foundation Tenant
- Initial Prototype (P0)

Templates, tools & knowledge base
- Current Business Process Discovery
- Design Play Session
- Detail Business Process Design
- Solution/Gap Design
- Customer Connect/Confirmation Sessions
- Document Design Decision
- Create Personas
- configure Prototype (P1)

Coe quality assurance
- Build & Unit Testing - Report, Integration
- Data Conversion
- End User Training Plan
- Prepared for Regression, SIT and UAT
- End to End Tenant
- Final Configure Prototype (P2)
- Full Data Conversion

- End to End Testing
- Cutover Plan
- End user Training Material
- SIT
- UAT
- Regression
- Signoff for deployment
- Prototype (P3)

Collaboration and change management
- End User Training
- Gold/Pre-Prod Tenant
- Production Data Conversion
- Go-live
- Transition to Production Services
- Gold Tenant Preparation/ Data Load

DAN* Framework

Digital Acceleration Navigator

Strategy navigator — From ──────── To — Value navigator

Solution Navigator   Solution Navigator

Change adoption platform — From ──────── To — Solution Navigator

DAN: More information can be availed on request*

Our HCM tools and accelerators help improve the speed of the integration and mitigate risks

Digital Acceleration Navigator

DIGITAL ACCELERATION NAVIGATOR

One stop shop platform to accelerate our client journey towards **The AI-First enterprise***

Strategy navigator

Change adoption platform

Solution Navigator

Value navigator

Methods

Large transformation program	Agile greenfield single implementation	Brownfield or data conversion	Global deployments (rollout)

Digital Delivery Framework

DDF

Digital delivery framework (DDF) for scope defined business modelling and automated deliverables, test scripts generation

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Pre-built Components**

Prepopulated Deliverable templates, guidance through DAN – Solution Navigator	**BPML** (~ 520 Agnostic & Industry Specific Processes, SaaS Components)	**Business Process Procedures & Preconfigured solution**	**Prebuilt Test Library** Repository in Test Automation Tool	**Ready reference User Stories in Digital Delivery Framework(DDF)**

ATOWA
Automated **T**esting **O**ver **W**orkday **A**pplications

DDF

Pre-Configured Workbooks for Workday	**HR Prioritization and Change impact**	**Change Toolkit**	**Training Assets**	**Pre-Packaged Integration Accelerators**
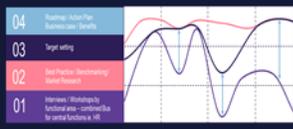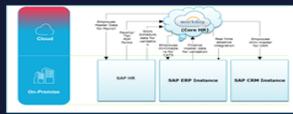
- ▪ *Capgemini's **AI-First enterprise** concept is designed to help businesses achieve agility and flexibility to meet current and future requirements*
- ▪ *** DAN is continuously evolving for Workday, so does the accelerator & prebuild component*

Data migration solution

Go-Live

Secure
Clean
Programmatic
Repeatable
Organized
Complete

01 Identifying
Identify
Confirm Structure, Configuration, & Mapping Needs

02 Mapping
Data Mapping Develop Value Mapping
Sign off from Business Data Architects and Data Owners

03 Extracting
Data Extraction
Extract Data from legacy system

04 Transform
Transform
Clean Data and Load into Prepared Templates

05 Auditing
Audit
Pre-Load Validation

06 Loading
Data Load
Perform Load & Validation with Client Data Owners

07 Resolving
Error Resolution
Analyze & Resolve where needed

08 Validating
Tenant Validation
Data Owners confirm results given by the Client Master Data Experts using Material built by Capgemini

09 Cleansing
Update/Cleanse System
Ensure data is cleaner for the next extract using reports

Iterative Data Migration Cycles till Go-live

Enablement through DM Tool "Data Direct" where standard EIBs for organization load and setup can be repurposed

Quality based on the Data Comparison Tool

Workday workbook/worksheet for loading Organisation Data, Employment Data, Compensation and other required data set

Client
Capgemini
Joint

Unlocking the potential of localization

Capgemini believe along with global template for solutions localizations requires special attention to have a well-rounded efficient implementation, Enterprise Core for HR by Capgemini has a well-defined process to capture localization in synch with global templates

Co-creation, co-development and driving adoption of delightful experience with support from Capgemini Regional Coordinators

Global Design – Co Creating the future experiences during the Global Design Workshop.

Localization – Providing inputs on local specific configuration, attend customer confirmation session

Test – Participation of User Acceptance Test and day in life

People Engagement – New skill to cascade knowledge in their regions and locations – change advocate and programme evangelists in their geographies

Country Playback

Legal Sign Off

Local Workshop

Solution

Submit Requirement

Share Database & Submission Template

Follow Up

Identify Local Contacts

Country Kick Off
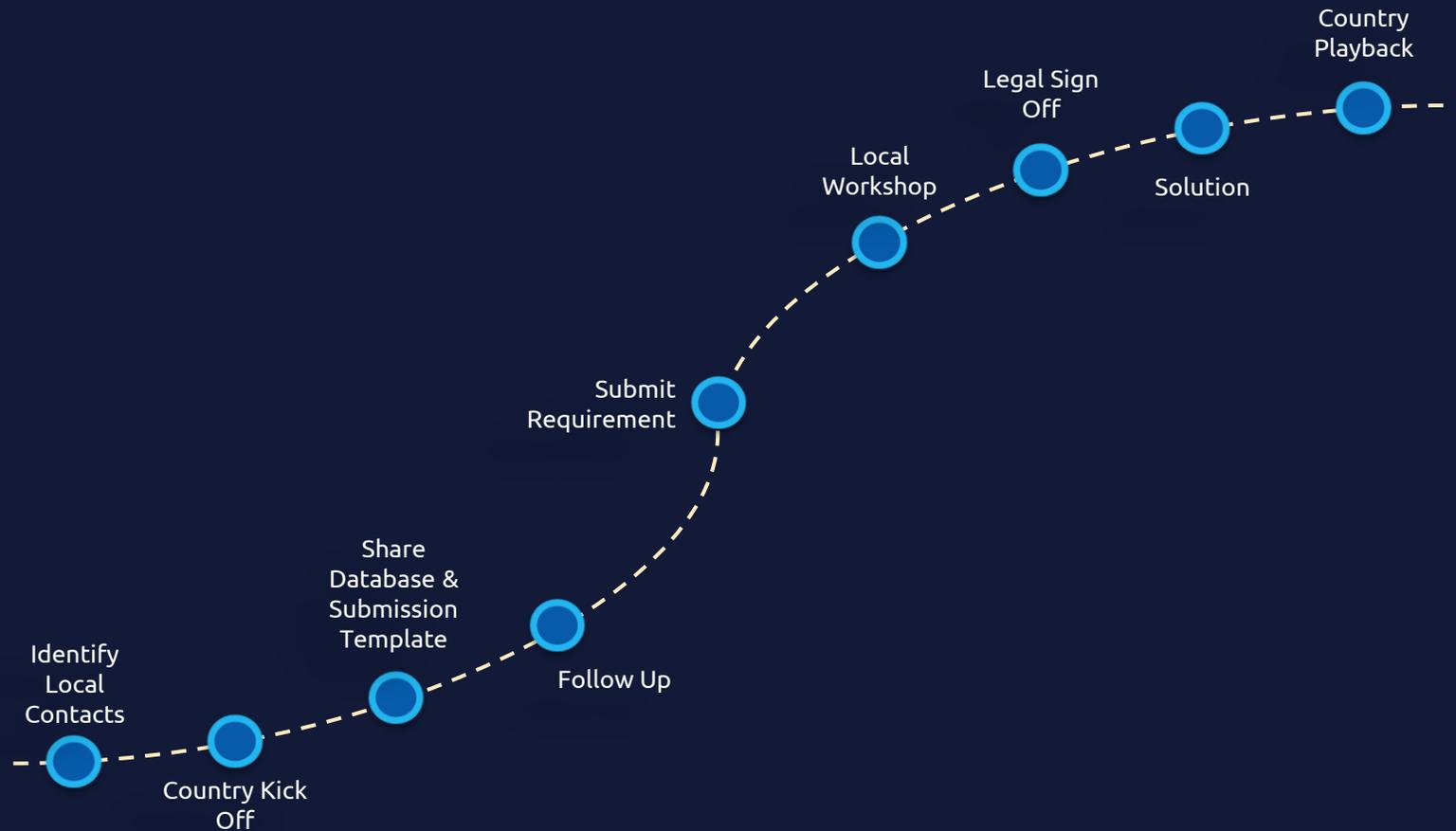
HR Management Dashboards for CHRO

Provide real-time, data-driven insights into key HR metrics, enabling CHRO to make informed decisions, track workforce performance, and align HR strategies with organizational goals

Human Capital
- "Back to Human" Model
- Contact Tracing
- Return to work planning
- Floor Planning & Corporate Services

Recruitment Analytics
- Recruitment Forecasting
- Recruitment Channel Analytics
- Cost to hire Analytics
- Recruitment Yield Analytics
- Offer to Acceptance Ratio

Payroll/Benefits
- Range analysis
- Competitor Trend
- Health Plan Satisfaction Index

Workforce Analytics
- Workforce Profile
- Skill Analysis
- Staffing Rate – Diversity, Minority
- Predictive Modelling
- Mobility Analysis

Learning & Development
- Training Analytics – Sessions, Scores, Feedback
- Trainings to Performance improvement mapping
- Predictive Modelling – Session Planning

Employee Relations
- Employee Relation Case Management (ERCM)
- Employee Grievances
- Employee Fraud Prevention

Attrition Analytics
- Predictive Modeling – Churn Rate
- Absence Rate, Involuntary/Voluntary Rate
- New Hire Attrition trends
- Criticality vs retention clustering

Talent Management
- Leader – Employee Trend
- Talent Profiling
- Promotion Analytics
- Succession Planning

Compliance & Regulations
- I-9/W-4 Compliance
- Fair Labor Standards Act (FLSA)
- Health Care Reforms
- Family & Medical Leave Act (FMLA)
- Equal Employment Opportunity Commission (EECO)

Workday extend solution & offering

Enables organizations to create and deploy custom applications within the Workday ecosystem, enhancing HR, finance, and operations while driving agility, innovation, and improved user experience.

Workday Extend offering

- **Packaged Solution**
  - Pre-Built solution that address common challenges (Talent, performance, Comp, Onboarding)
- **Custom App Development**
  - Build tailored application to meet unique Business Requirements
- **Consulting Services**
  - Work with experts to design, develop, and deploy workday extend solutions

Key feature of Workday Extend

- Rapid Application Development
- Seamless Integrations
- Enhanced User Experience
- AI – Powered Capabilities
- Security & Compliance

Workday Cloud Platform

WD Extend Apps   WD Integration Cloud
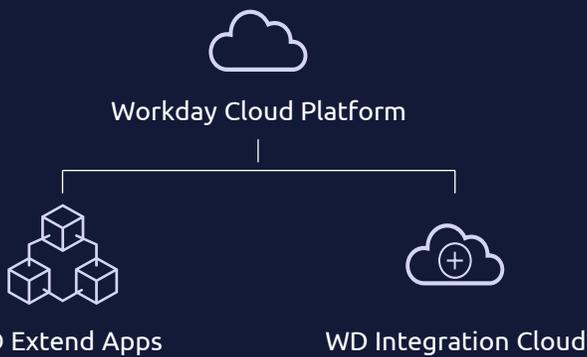
" App builder is the no- and low-code browser-based Workday tool, that enables business and IT to rapidly build apps "

Workday AI gateway.

Document Intelligence	Workday Skills Cloud
• Resume parser • Receipt parser • Generic document parser	• Find candidates with the right skills easily • Perform gap analysis with job profile or other skills • Infer top skills from worker
Time Series Forecasting	Sentiment Analysis
• Seasonal and nonseasonal prediction • Options for additive or multiplicative rents • Sparse data analysis	• Rate emotion or sentiment within text • Break down different sentiments in same text • Evaluate aspects separately and associate an emotion with each

Responsible AI innovation with Workday Extend

Key benefits

- Create apps with Workday data and processes
- Seamlessly add new functionality within Workday UI
- Increased efficiency with automated processes
- Improved decision making with data driven analytics
- Intuitive and Enhanced User Experience
- Deploy Quickly, faster time to market
- Reduced cost of building & maintenance

Workday AI offerings

Out of the box Workday AI offering can be repurposed to reap the business benefits of AI, which in term transforms the way people work.

Workday enables their user/developers to use following tools to enable AI offerings

AI Tools & Platform for Developers

Workday Cloud Platform

WD Extend Apps   WD Integration Cloud

E.g. Enables user to initiate Task and Workflow directly from Chat Window Or Automate action
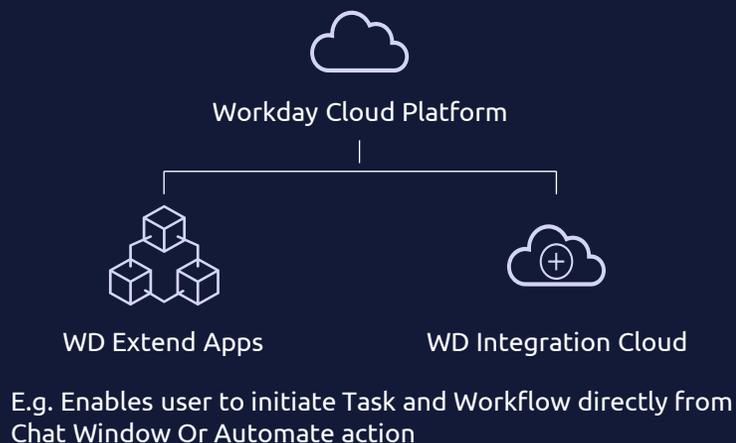
Out of the Box AI Capabilities in Workday HR System

Matching & Recommendations	Illuminate	Workday AI Gateways
Skill Recommendation	Expedite Common Task with Gen AI	Skill Analysis
Gig & Job Matching	Real Time AI Assistant	Sentiment Analysis
Candidate Matching	Transform Business Processes with AI Orchestration	Document Intelligence
Learning Recommendations	Workday Assistant	ML Forecaster

Anomaly Detection	Intelligent Automation
Time Anomalies	Natural Language Processing
Data Accuracy – Comp & Bonus Plan	Automated & Assisted Workflow(Candidate Apply, Change Job)
Transaction Initiation & Approval	

Testing solutions

In any HR Transformation, Testing is a key to validate the requirement and design to ensure optimum behaviour of configured product. Capgemini focuses on testing in collaboration with client to ensure quality deliverable covering various phases of testing

Functional Testing

Performance Testing

Integration Testing

Security Testing

User Acceptance Testing (UAT)

Regression Testing

	Prepare		**Explore** for functional design testing			**Realize** for SIT/UAT (Quality Assurance)		

Key Activities

1 Project Preparation	2 Project Setup	3 Requirement Gathering	4 Design	5 Functional Design Test (FDT)	6 Test Planning	7 SIT	8 UAT

- Best practise guidelines for Testing
- Aligning with existing Customer test strategy

- Change identification
- Alignment with Customer team/test scenario templates for SIT/UAT

- Execute Functional Design Test
- Defect log report/coordination

- Execution of SIT test cases
- Ensuring readiness for UAT by E2E execution
- Integration test with Legacy HCM system example: SAP HCM

- System Provisioning
- Knowledge Transfer

- Define Test Scenarios for FDT
- Validate FDT Test Scenarios with Customer

- Test case preparation for SIT
- Planning for SIT

- Support the business Users
- Resolve issues

Deliverables

1 Test strategy document	2 Test folders for defect and status logs	3 Finalized scope document · Test plan of FDT	4 Updated test case	5 System test case updated, execution & result defect list	6 SIT test plan · SIT test case document (Manual or Automate).	7 Test case execution summary · Defect summary

Testing Enablers

- 1000+ Test scenarios covering various HR modules and standard integrations including benefit and payroll integrations
- Standard Test Plan framework and dashboard for progress and defects
- Ability to do manual as well as automation test scripts using ATOWA which is a testing automation tool based on Capgemini proprietary ADAPT framework *

*ADAPT FRAMEMORK
Adapt is an intelligent adaptive test automation framework which will help in test automation of legacy applications as well as the current/future applications using open-source technologies
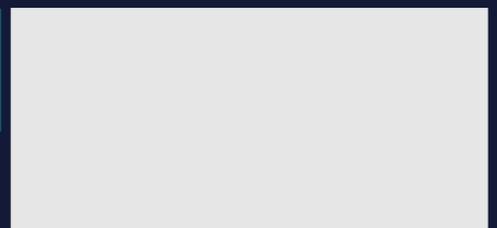
Automated Testing Over Workday Application (ATOWA)

- We have developed 1000+ Test scenarios which cover 80% of functional areas
- These are ready to use test cases either for manual testing or it is being automated using ATOWA tool
- ATOWA helps in reducing the time for data preparation
- Test scenario packaging can be done based on the module requirements

ATOWA
Automated **T**esting **O**ver **W**orkday **A**pplications

Features of ATOWA

Developed on open source
Open-source automation tool that can be used for recording tests for Workday

Cover all testing needs in HR landscape
Automating HR tasks can save time of employees for more valuable and complex tasks, improve security and raise efficiency

Produces detailed reports with screenshot
The use of detailed logs with screenshots captured during automated test runs becomes very useful in in analysing and debugging the code

Create test data based on available configuration
Data preparation is a time-consuming phase of software testing and hence automation testing can make it simpler

Script once designed can be used to test workday releases
In addition to being extremely time efficient, automated regression tests provide a thorough and in-depth explanation of the failed test that has to be fixed

No need to change scripts
Data driven testing helps keeping data separate from test scripts and the same test scripts can be executed for different combinations

Modularized
Test pack can also be delivered in small packs specific to modules/functional areas based on the customer requirements

Key Benefits

> 80%
Coverage
Above 80% for the functional scenarios (User Stories) would be automated in the in-scope functional areas/modules.

> 40%
Saves Time
More than 40% of the testing team's time and effort would be saved through the Automation

<15%
Maintenance
Maintenance time would be less than 15% of the Teams effort and updating Test Packs would align with each customer needs

< 2%
Quality
Number of defects sneaked to the production would be less than 2% of the test cases

Workday Reporting Accelerators

- Rapid Deployment
- Targeted for specific personas

Workday Knowledge Transfer Accelerators: Templates

Overview: Pre-configured templates. Dynamic dashboards make reporting on the overall status or status by functional area seamless.

Template 1 – Functional & Business Process KT

Template 2 – Integration KT

Workday Knowledge Transfer Accelerators: Templates

Overview: Pre-configured templates. Dynamic dashboards make reporting on the overall status or status by functional area seamless.

Dashboard 1 – Functional & Business Process KT
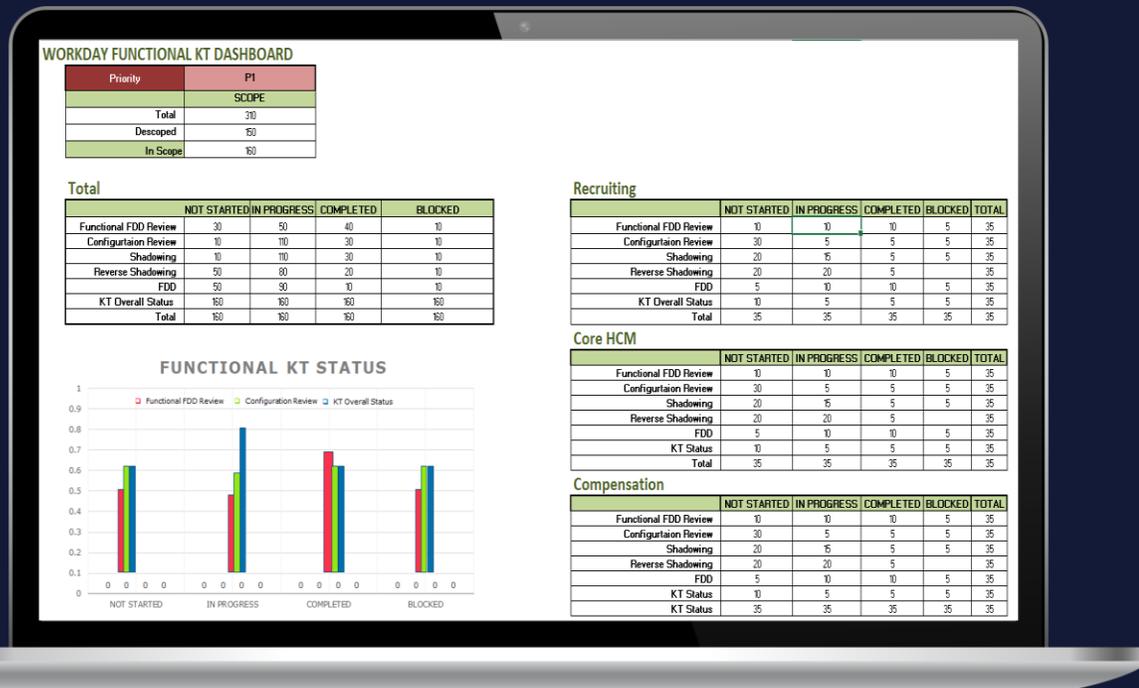
Dashboard 2 – Integration KT

Our Automation solution for Application Maintenance and Support

IKOn, ROOCA, e-3D, AutoSynthesis are already deployed in GE Environment

ETL/DB
SAP
Informatica
GREENPLUM DATABASE
ORACLE DATA INTEGRATOR
pentaho

Reporting
ThoughtSpot
tableau
SAP BW

Monitoring and Event Management
(Correlations and De-Duplication Intelligent Monitoring (alert & self-heal))
Pin Point
SAP Solution Manager
APPDYNAMICS

Alerts → Events →

Service Management
servicenow

Historical Data feed →

PIER
Predictive Analytics
(Issue & Incident Prediction)

Service Requests →

BOT Vault
Robotic Process Automation
(Increase Speed & Quality)

Incidents →

Chatbot
Virtual Assistance
(Self-Help & User Experience)

Non-Ticketed Task →

IKON
I-KOη
Automated Incident Management
(Improve Turn-Around Time & Build Knowledge Base)

ROOCA
ROOCA Problem Management
Automated Problem Management
(Root Causes & Reduce Ticket Volumes)

ROC
Robotics Operations Monitoring
(BOT Health & Efficiency)

e-3D Zoom Zone
e-3D Capgemini Lean Foundations
Digital Operations Realization
(Visibility & Transparency of Benefits)

Monthly data feed →

AutoSynthesis / Smart Analytics
Automated Opportunity Identification
(Analysis & Insights)
Smart Analytics
AutoSynthesis

Automation BOT Factory / GE Corp RPA CoE
UiPath

ITIL Process Flows   Automation Office   Process & Procedure Manual

AMS Transformation

I-KOη — Incident Knowledge Object Based Nanobot

- AI provides 'nearest' right solutions from the KeDB
- Presents top 2 possible solutions
- Displays % of solutions for similar incidents

ROOCA — Problem Management

- Automated Problem Management process
- 2 weeks cycle compared to traditional 3-month window
- Real-time cause code assignment

e-3D

- Automated, flexible dashboard
- End to End visibility for global collaboration & transparency
- Highly customizable

Smart Analytics

- Automated analysis of ticket history for identifying opportunities
- Built-in rules eliminate human bias in identifications
- Feedback loop to AI models ensures model improves over time
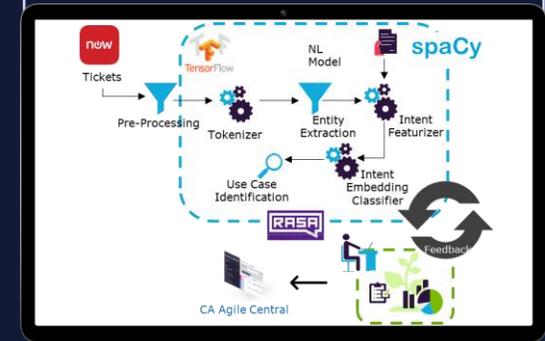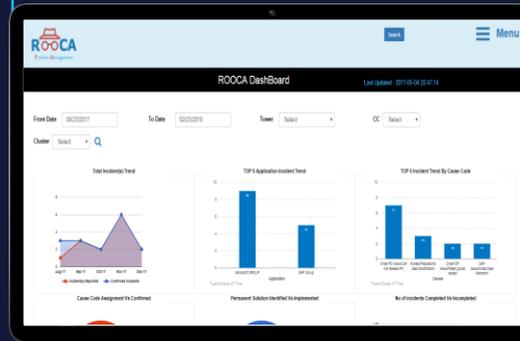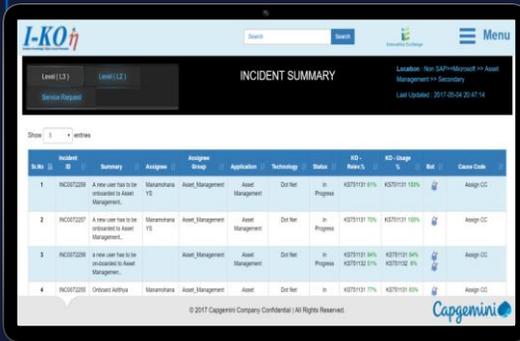
Portfolio Analysis

① Applications are classified into different transition complexity categories considering relevant application parameters and risk factors

Portfolio Analysis → Risk Assessment → Take On Approach

Portfolio
- Volume of Work
- Business Criticality
- FTE Count

Risk Assessment
- Business Risk
- Delivery Risk
- Knowledge Exchange Risk

Take On Approach
- Gradual Take-On
- Expedited Take-On
- Quick Take-On

② Applications Portfolio Heat Map

Transition Complexity-Risk Heat Map

Complexity → ↓ Risk	Very High	High	Medium	Low	Very Low	Grand Total
Very High	2					2
High		4	1			5
Medium			12	1		13
Low			3	30		33
Very Low					8	8
Grand Total	2	4	16	31	8	61

④ Take On Approach Details

Transition Approach	# of Apps / Areas	Sample Key Applications	KE Approach	
Gradual Take-On	6	▪ HC Treasury, Coupa Bot Support, Bridger Application Maintenance etc.	▪ Detailed KE Sessions ▪ Shadow & Reverse Shadow ▪ Creation of AODs / Playback	▪ Existing documentation review ▪ Historical ticket Dump review
Expedited Take-On	16	▪ IBM WebSphere, Syndtrack, GEHC Hyperion, etc	▪ Early Access to documentation ▪ Lean KE sessions ▪ Shadow & Reverse Shadow as needed ▪ AOD Lite creation	
Quick Take-On	31	▪ Finance Systems USCAN, FDL Data archival, Data Copy for Healthcare etc.	▪ Early access to existing documentation ▪ Existing documentation review ▪ Early System access for self study ▪ Q&A session as needed	
No KT	**8** (13% of total scope)	▪ Leasewave, Lenel Onguard, Palo Alto Support-Arul, QRR support etc	No KT	

③ Apps KE take on Approach based on Portfolio Analysis

Tower / Monthly Ticket Count	Gradual Apps	Expedited Apps	Quick Apps	No KT (Existing CG Incumbency)	Grand Total
BRM	2	2		`	4
CDO		1			1
Customer Experience		1			1
Enterprise Apps	3	4	9	1	17
Information Security and Infrastructure		1	10	4	15
Integrated Supply Chain and Services Technology		3	2		5
IT Strategy and Global Process Office			3		3
IT Transformation		2	2	1	5
WdX	1	3	4	2	10
Grand Total	6	16	31	8	61

Application Management (AM): Learnings

Areas	Learnings	Actions	Inferences
People	• Competency & Contingency Planning	• Relevant Technology training/certifications, Functional and Technical Up & Cross skills • Proactive onboarding of young professionals (YP) • Assign Primary and Secondary ownership to key leads for apps • Attrition control of key consultants who have more than 18 months of relevant experience	• Timely onboarding • EXPERIENCED Resources
Delivery Excellence	• Proactive Monitoring and Maintenance • Proactive Risk Management • Comprehensive documentation • User training and support	• Regular monitoring to aid in early detection and prevention of issues & issue-escalations, thereby saving time and cost • Efficient utilization of resources for Optimal productivity • Early identification of risks to minimize impact on projects and productivity, thereby building Stakeholder confidence • Detailed documentation to ensure smooth knowledge transfer, to quickly diagnose and Resolve issues and ensuring process consistency • Ensure user training to proactively prevent tickets, maximize application utilization value	• Reduce Tickets Volume • Improve Stakeholder Collaboration • Integrated TOOLSET
Engagement Experience	• Contingency Planning • Improved Metrics • Continuous feedback and improvement	• Efficient adherence to Schedule and SLAs pertaining to tickets and other enhancements • Enhanced user collaboration required for proper diagnosis and Root Cause Analysis, ensuring Reduction of tickets and minimize escalations • Aligning with multiple stakeholders and users for Efficient triaging and ticket resolution • Continuous user engagement for feedback enhances application quality and adaptability to the users	• SLA Adherence & OWNERSHIP • End to End ACCOUNTABILITY • Improve Timely report outs

03

SAP Success factor offering details

Highly Mature and Acclaimed SAP Practice

4 decades of SAP Experience

Global SAP Partner Since **1994**

Global **STRATEGIC** Service Partner (GSSP) (Market Maker Partner)

32,000+ SAP resources Globally
- 7,990+ working for North America
- 19,400+ for EMEA
- 3,350+ for APAC
- 1,250+ for LATAM

2,000+ clients around the world

30+ Delivery & Solution Design Centers

70+ Languages Spoken

SAP Center of Excellence
(SAP CoEs) - World-wide network of Specialists and Innovation Teams

---

FULL LIFE CYCLE SERVICES – FEW SI CAN DELIVER END TO END SAP

Recognized by Analyst/Advisor Community

FORRESTER
WAVE LEADER 2025
SAP Services

FORRESTER
WAVE LEADER 2025
SAP Services In Europe

FORRESTER
WAVE CUSTOMER FAVORITE 2025
SAP Services In Europe

- Leader in the 2025 The Forrester Wave™: SAP Services, Q1 2025
- Leader and Customer Favorite in The Forrester Wave™: SAP Services In Europe, Q2 2025
- Leader in ISG Provider Lens™: SAP Ecosystem 2025, APAC
- Leader: The Penteo Universe S/4HANA Service Integrators 2025 places Capgemini among the leaders (Spain)
- Leader in the 2024 ISG Provider Lens™ SAP Ecosystem for Global, Germany and Brazil
- Leader in 2022 Gartner Magic Quadrant™ for SAP S/4HANA Application Services
- Leader in the 2023 ISG Provider Lens™ SAP Ecosystem for United Kingdom, Nordics, Germany, United States
- Leader in NelsonHall NEAT Evaluation Report: SAP Cloud Migration Services 2023, NelsonHall, Eric Levine, May 2023

MOST QUALIFIED AND BEST EDUCATED SAP WORKFORCE

9,280+ SAP-certified resources globally; Amongst the Leaders in SAP Certifications Globally

13,000+ trained on Capgemini/SAP jointly developed SAP Gen-AI tools pathways

Recognized by SAP - SAP Organizational Certifications

SAP Certified in global SAP Business AI solutions operations

SAP Certified in global SAP S/4HANA solutions operations and works with RISE with SAP

SAP Certified in global SAP security operations

SAP Certified in global SAP BTP operations and works with RISE with SAP

SAP Certified in global SAP HANA Cloud and database operations

SAP Certified in global SAP SuccessFactors solutions operations

SAP Certified in global DevOps

SAP® Certified Support Center of Expertise

SAP Pinnacle Awards 2025 Winner

RISE WITH SAP | Validated Partner

SAP Platinum Partner

Expert
- Intelligent Enterprise
- SAP Cloud ERP
- SAP Cloud ERP Private
- Supply Chain Management
- Human Capital Management
- Spend Management
- Business Transformation Management
- SAP Business Technology Platform

Advanced
- Customer Relationship Management

Most qualified and best educated SAP workforce

Nearly 32,000+ SAP skilled resources globally

SAP S/4HANA	22,620+
SAP Business Technology Platform (BTP)	5,770+
SAP Customer Experience (CX)	2,040+
SAP SuccessFactors	1,170+
SAP Ariba	1,170+
SAP Supply Chain and Logistics Planning	990+
SAP Concur	490+

SAP CERTIFICATIONS EVOLUTION NEW VS. TRADITIONAL

2021 — 27% / 73%
2022 — 23% / 77%
2023 — 17% / 83%
2024 — 12% / 88%

- New (S/4HANA, Cloud, BTP, Ariba, etc.)
- Traditional

SAP – Certified Resources Globally

August 2025 – Based on SAP's updated reporting approach for SAP certification report

Business Technology Platform	Business Transformation	Cloud ERP Private	Customer Experience	Finance and Spend Management	Human Capital Management	Supply Chain Management	Others	Unique Individuals
4,180+	215+	4125+	45+	765+	795+	825+	740+	**9,280+**

* Please refer <u>SAP Overview deck</u> for most recent stats

SAP Platinum Partner

Expert
Intelligent Enterprise
SAP Cloud ERP
SAP Cloud ERP Private
Supply Chain Management
Human Capital Management
Spend Management
Business Transformation Management
SAP Business Technology Platform
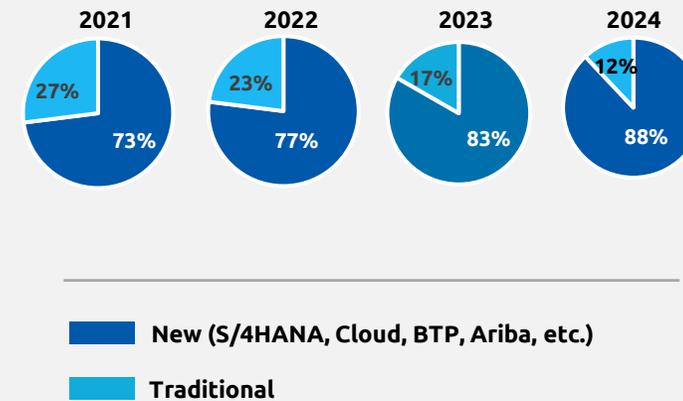
Advanced
Customer Relationship Management

Enterprise Core for HR by Capgemini– SAP SuccessFactors

Core HR & payroll

- Employee central
- Time tracking
- Employee central payroll
- Employee central service center
- Document management by opentext
- Work zone

- Establish uniform HR processes
- Harmonize procedures across the company
- Boost productivity and streamline daily tasks
- Enhance profitability and minimize risk using best practices

Talent management

- Recruiting
- Onboarding
- Succession & development
- Compensation management

- Learning management solution
- Career & talent development
- Talent marketplace
- Performance & Goal management

- Provide guidance throughout the employee journey
- Deliver individualized and meaningful talent experiences
- Optimize performance, recognition, learning, and development
- Streamline hiring activities with automated, centrally managed global processes

HR analytics & workforce planning

- Workforce analytics
- SAP Cloud analytics

- Align HR with corporate strategy to drive growth
- Identify risks and opportunities related to your workforce
- Increase understanding of key people metrics
- Make faster, more informed decisions based on data-driven insights

Enterprise Core for HR by Capgemini – SAP SuccessFactors

Capgemini partners with industry leader HR product vendors which enables us to become one of the market leaders, enabling us to provide seamless HR transformation to our clients

Core HR & Payroll

Talent Management

HR Analytics

Employee Central
- Employee self-service
- Organizational structures
- Absence management
- Benefits administration

Time Tracking
- Comprehensive time administration
- Flexible time recording
- Global and local coverage
- Integrated time and payroll ecosystem

Employee Central Payroll
- Unified payroll management
- Automated payroll processing
- Data-driven insights
- Embedded localization

Employee Central Service Center
- Digital HR service delivery
- HR ticketing
- Embedded analytics
- Compliance reporting

Work Zone
- Digital workplace
- Collaborative workspaces

Recruiting
- Global Talent Sourcing
- Engaging candidate experiences
- Candidate relationship management
- Comprehensive applicant management

Onboarding
- Engaging onboarding experiences
- Guided new hire journeys
- Onboarding, offboarding, and cross-boarding

Career & Talent Development
- Skills-based development and talent planning
- Personalized recommendations for talent growth
- Ongoing employee development and growth

Learning
- Relevant learner experiences
- Compliance training
- Anytime, anywhere learning
- Skills-driven development

Performance & Goals
- Employee goal management
- Continuous performance management
- Performance reviews and evaluations

Compensation
- Compensation design
- Compensation Planning
- Reward and Recognition

Opportunity Marketplace
- Intelligent skills framework
- Individualized career advancement
- Team-centered approach

Succession & Development
- Succession planning & Leadership development
- AI-powered career planning
- Talent reviews & calibration tools

Workforce Analytics
- Standard HR metrics catalog
- Interactive HR analysis and dashboards
- Integrated HR data foundation
- Reliable view of the workforce
- Robust security

SAP Cloud Analytics
- Single source of HR
- Enhance decision-making with trusted AI
- Discover insights using natural language
- Predictive planning
- What-if scenario planning

Enterprise Core for HR by Capgemini – offering coverage

All offerings of Enterprise Core for HR by Capgemini can be utilized separately as individual service offerings

HR Transformation

- Greenfield and Phase X or brown field implementation
- Configuration Design Templates
- Tenant Strategy
- Data Management and Governance
- Workforce Transformation
- Payroll Solutions
- Benefit, Learning & Performance Solutions

Optimization, Re-Implementation and Enhancements

- Standardization and Optimization of business processes, Configuration, Job Structure
- Personnel & Organisation Structure Updates
- Process Standardisation
- Dashboards, Analytics and Reports
- Business Process Re-Engineering
- Organization Change Management
- HR Process Assessment and Fitment

Integration Services & Customization

- Integration solution standard connectors, traditional and API based integrations & complex integration like payroll integrations
- Custom Integration Optimisation
- Mapping of standard benefit and payroll integrations

Report & Analytics

- Enabling out of the box report
- Creation of custom and Ad-Hoc Reports
- Intuitive Dashboards and Visualizations
- Advanced analytics and Predictive Insights

Testing Services

- Repository of 1000+ test scenarios covering HR modules across WD, SAP and Oracle
- Availability of testing automation tool for accelerated testing
- Regression pack for upgrade and releases

AI Solutions

- AI based use cases to support business enablement
- AI enabled HR Data analytics
- AI in ease in HR operations

Our methodology for SAP SuccessFactors

Supported by Digital Acceleration Navigator (DAN) Framework. Tool chain leveraged across DAN Phases for Implementation

Our **agile** journey

Prepare
- Project Governance
- Value Stream Mapping
- SAP Installation
- Stand up System Early
- OCM

Foundation
- Development Conversion
- Sprint Planning
- Org Structure and Data Workshops
- Foundation Workshops
- Define Product Backlog
- OCM

Buildprint
- Sprint execution
  - DAILY SCRUM (TEST, BUILD, DESIGN, RELEASE)
  - Rapid Feedback
  - Iterative Design
  - Continuous Integration
- Sprint Review
- Data Cleansing
- Sprint Retrospective
- OCM

Support
- Continuous Delivery
- Continuous Operation
- Final Go-Live Release

GO LIVE!

Deploy
- Cut Over
- Data Load
- Finalize Readiness

Test
- Data Load
- End Users Training
- Integration Testing

One Simple, **Lean** *and* **Agile** *Methodology* | **Faster Release** | **Cost Effective** | **Reduced Risk**

Empowering HR Transformation: A robust framework with strategic assets and accelerators

Digital Acceleration Navigator

One stop shop platform to accelerate our client journey towards **The Enterprise Core for HR by Capgemini ***

- **Strategy navigator**
- **Change adoption platform**
- **Solution Navigator**
- **Value navigator**

Methods

Large transformation program	Agile greenfield single implementation	Brownfield or data conversion	Global deployments (rollout)

Digital Delivery Framework

Digital delivery framework (DDF) for scope defined business modelling and automated deliverables, test scripts generation

Pre-built Components**

Prepopulated Deliverable templates, guidance through DAN – Solution Navigator

BPML (~ 520 Agnostic & Industry Specific Processes, SaaS Components)

Business Process Procedures & Preconfigured solution

Prebuilt Test Case Library Repository in Test Automation Tool

ATOWA
Automated Testing Over Workday Applications

Ready reference User Stories in Digital Delivery Framework(DDF)

Pre-Configured SF Workbooks

Rollout Tool Kit and Country Specific Localization (CSL) Kit

Change Toolkit

Enable Now as a Service (EaaS) portal for pre-populated Training content

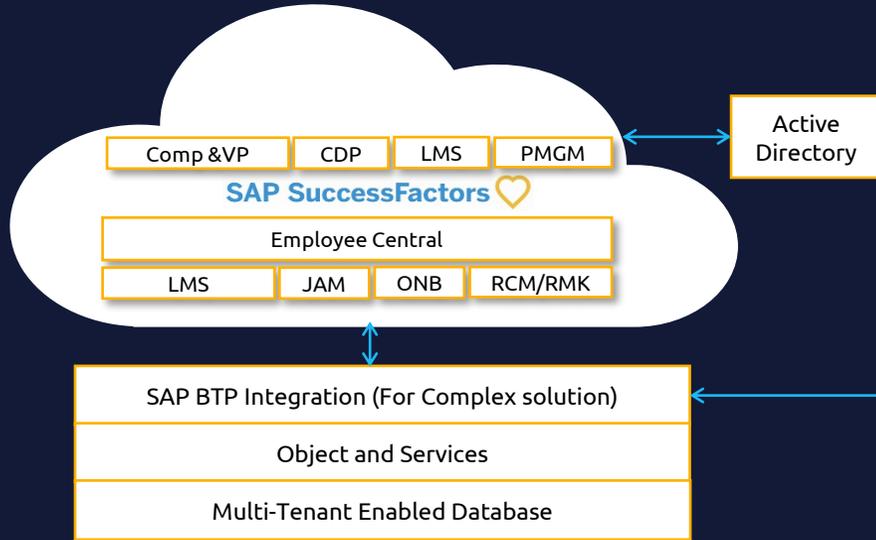**Pre-Packaged Integration Accelerators covering SAP, External and SF Intramodules**

- * Capgemini's *Enterprise Core for HR* concept is designed to help businesses achieve agility and flexibility to meet current and future requirements
- ** DAN is continuously evolving for SAP SuccessFactors, so does the accelerator & prebuild component
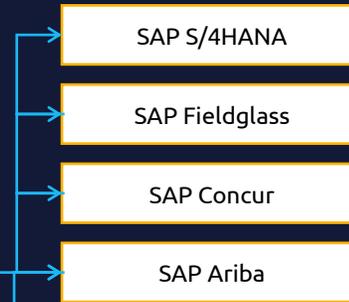
System integration (reference architecture)

SF intramodular Integrations

SAP Apps. Integrations

External Apps. Integrations

SAP SuccessFactors
- Comp &VP
- CDP
- LMS
- PMGM
- Employee Central
- LMS
- JAM
- ONB
- RCM/RMK

Active Directory

- SAP BTP Integration (For Complex solution)
- Object and Services
- Multi-Tenant Enabled Database

- SAP S/4HANA
- SAP Fieldglass
- SAP Concur
- SAP Ariba

UKG
opentext
workforce SOFTWARE
ADP
salesforce
LinkedIn
ONE IDENTITY by Quest
docusign
servicenow
Microsoft

Identify Integration	Define Design Pattern	Build & Unit Test	SIT & UAT	Cutover/Go live
▪ Requirement Gathering ▪ System Assessment ▪ Data Mapping ▪ Integration Method Selection	▪ Architecture Design ▪ Design Data Mapping ▪ Define Error log mechanism ▪ Design Security and Authentication	▪ Develop Integration Components ▪ Unit Testing ▪ Data Transformation ▪ Validate Error log mechanism	▪ Test Error Scenarios/cases ▪ System Integration Testing ▪ User Acceptance Testing ▪ Performance Testing	▪ Final Data Migration ▪ System Validation ▪ Go-Live Support ▪ Knowledge Transfer & Documentation

Integration Process

Our Integration Capability

SAP BTP Integration Suite
- CI (Cloud Integration)
- IA (Integration Advisor)
- TPM (Trading Partner Management)

- Partner Directory
- Event Mesh
- API Management
- Open Connectors

On-Premise Integration
- PO (Process Orchestration)
- PI (Process Integration)
- BPM (Business Process Management)

- BRM (Business Rules Management)
- B2B EDI Integration
- PI to PO Migrations

Automation Solutions
- SAP Cloud Integration Custom Alerts Services, EDI Framework, Retry mechanism of messages, Open Connectors Integrations.
- Central Repository for reusable solution like PO Monitoring Automation, Robotic Process Automations.
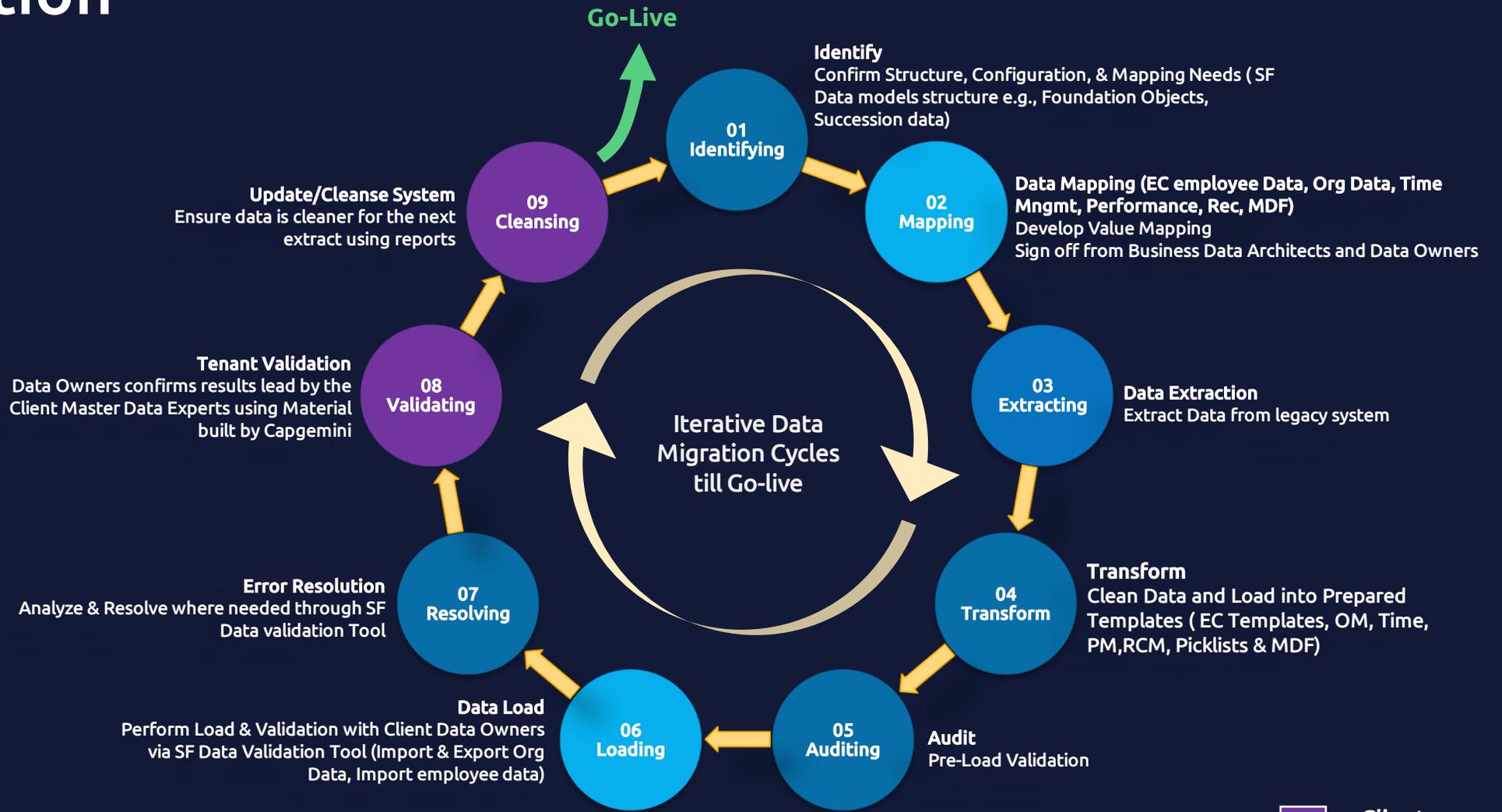
SuccessFactors reporting & analytics solution

Service

Ad-Hoc Reporting
- Self-service reporting
- Data visualization

Executive Dashboard
- Customizable KPIs
- Real-time data visualizations
- Metric Packs: Predefined sets of metrics
- Data integrations: Seamlessly integrate data from different data set sources within SF

People Analytics
- Predictive analytics and AI driven insights
- Advanced visualization
- In-depth analysis of employee experience and organizational effectiveness

Add on Features
- Scheduled Reporting
- Mobile Access: Access reports on the go
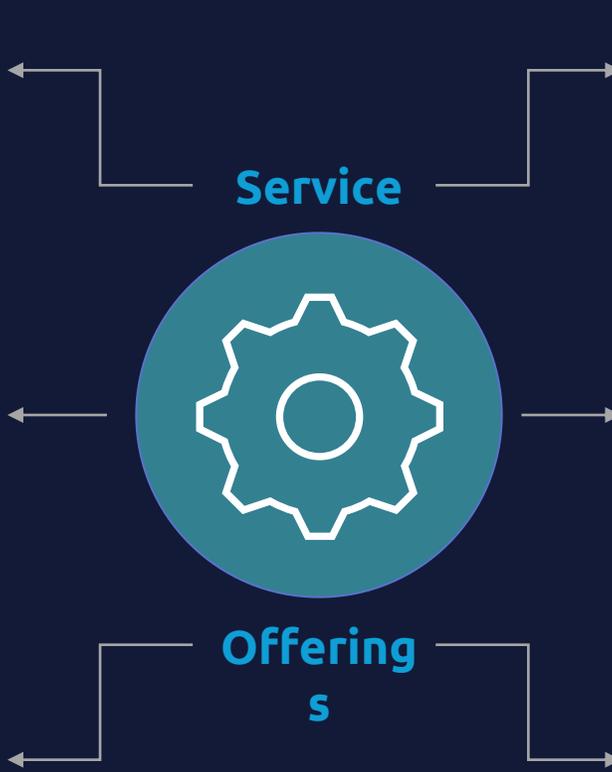- Role-Based Access: Ensure data security

Offerings

Report Canter
- Pre-configured reports
- Scheduling and distribution of reports

Story reports
- Integrated data sources reports (All modules of SF)
- Textual Insights
- Real-time data visualizations
- Customizable templates (Charts, heat maps, Graphs)

Release management approach - SuccessFactors

Capgemini's release management service evaluates new features in biannual SAP SuccessFactors releases for suitability, priority, and impact. Experts recommend adoption, categorizing items as:

Universal | Opt-in | Opt-out | Configuration required

Review Deployment steps completion
- Review Deployment steps completion
- System monitoring and Feature validation
- Stakeholder updates
- Sign-off & Handover to AMS team

Planning & Impact Analysis
- Review adoption
- Document business requirement
- Submit impact analysis
- Prepare schedule

Deployment/Config/Development
- Prepare development plan, test Strategy
- Deploy new functionalities within scope on Preview Instance (D2)

Test & Validate
- Deploy changes in test environment (T1)
- UAT (T1)
- Regression Testing (T1)
- User Training (If required)

PRD Deployment
- Schedule system downtime plan
- Follow deployment plan
- Deploy changes in PRD (P)

Verification & Review

Pre-release

Annual Service Plan

Transition	Assurance	Service execution											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Support Maintenance Continuous improvement

Concurrent activities necessary for updates				✓						✓		
Concurrent activities necessary for knowledge efforts		✓				✓					✓	
Concurrent activities of processes and procedures		✓									✓	

Release	Preview	Production
First Half 2025 Release	14 April, 2025	16-18 May, 2025
Second Half 2025 Release	13 Oct, 2025	14-16 Nov,2025

Capgemini approach on business AI and generative AI for SAP

Gen-AI for SAP is driving mainly the following streams:

- Improve our Delivery Framework to accelerate Time-to-Value during S/4HANA Transformations
- Improve the Business User's experience & productivity for our Clients
- Upskill the SAP Teams, on Capgemini and Client's side, to the new way of working, methods, toolchains.

The three dimensions reflecting our Go-to-Market:

People, Talents

Awareness and Core concepts, technology and toolchains

- Extensive training to our SAP professionals to effectively utilize AI/Gen-AI use cases with clients.
- Actively support clients in establishing Gen-AI Centers of Excellence (CoE) within client organizations.

Business AI Use-Cases

Complementing SAP OOB capability, by Industry, LoB

- As a systems integrator, implement specialized use cases that extend beyond SAP's standard offerings.
- Complement and co-invest with SAP on-top of standard SAP Business AI capabilities, SAP Joule
- Develop tailored business use cases to address and resolve specific client pain points.

Time to Value

Improving our performances on SAP Transformations life-cycle

- Leverage Gen-AI accelerators to boost RISE with SAP transformation journey, to streamline processes, reduce costs, and shorten implementation time.
- Automate manual intensive tasks to be focused on more strategic initiatives.
- Transform SAP Software lifecycle with code generations, code optimizations, incidents analysis, requirement specifications

Enhance employee engagement and productivity
with our AI assets and accelerators

Maximise productivity and increase cost efficiency through intelligent, personalised support and assistance.

Intuitive AI build HR data analytics

Banking and insurance industry standard – dashboard and KPIs

- Human capital
- Recruitment Analytics
- Payroll/Benefits
- Workforce Analytics

- Learning & Development
- Employee Relations
- Attritions Analytics
- Talent Management
- Compliance & Regulations

Successfactors AI recruiter

Sf AI recruiter – AI powered extension and add one tool

For Passive Candidates (Talent Pool):
- Proactive Matching
- Enhanced Screening

For Active Candidates (Job Applicants):
- Instant Analysis
- Streamlined Screening Process
- Improved Candidate Experience

SAP joule

Cloud based gen AI assistant to provide actionable insight and automate tasks

- Assist in Performance management – Give feedback
- Fetch Employee Information with ease
- Act on Business process transactions – Promotion, Transfer etc.
- Creating a Position for new Hire
- Requisition job posting

04

Oracle HCM cloud
offering details

Capgemini Global Oracle Capability

We are an Oracle Platinum Premier Partner with Global Oracle Cloud Capability

Our Capabilities

Partnership Highlights

Capgemini Oracle HCM Practice

350+ — Oracle HCM Resources

100+ — Oracle HCM Certifications

150/12 — Countries/Language implemented

180000 — Employees live on HCM

Rapid Upgrade to Cloud(RU2C) Solution

Global reach and capabilities

North America & APAC ~4000

Europe ~6600

Latin America ~400

Approx. ~11,000+ people worldwide

Full Cloud SaaS Suite Capabilities

PaaS/IaaS Capabilities

Industry Solutions and Accelerators

25 Years Partnership with Oracle

Was a Global Platinum level partner and Cloud Premier partner and now participate in Sell, Service & License and Hardware tracks

Awards and Achievements

2020 - OCI Partner of the Year France Award

2019 - UKOUG Partner of the year award

2018 – HCM Global Innovation Award at Oracle Open World in San Francisco

Oracle Tranformation Methogology

Plan
- Business User Identification
- Timelines Planning
- Template Sharing
- CRP1 - Demo with existing Oracle application
- Questionnaires

Requirements
- Workshop/Questionnaire
- Fit Gap Analysis
- Prototype
- CRP2 - Demo with minimal configuration and data
- Integration Identification
- Reports Identification

Build
- Configurations
- Conversions
- Integrations
- CRP2 - Demo with configurations integration & reports

Test
- SIT – With 3rd party systems
- Payroll Parallel 1
- Payroll Parallel 2
- Payroll Parallel 3
- Training Manual Preparation
- User Training – Train the Trainer
- UAT

Deploy
- Phase Gate – Go/No Go
- Instance Provision
- Cutover
- Configurations/Code/Integrations/Reports
- Go-Live
- Hypercare

Project Management/Governance

Template/Tools

Repository/Knowledge Base

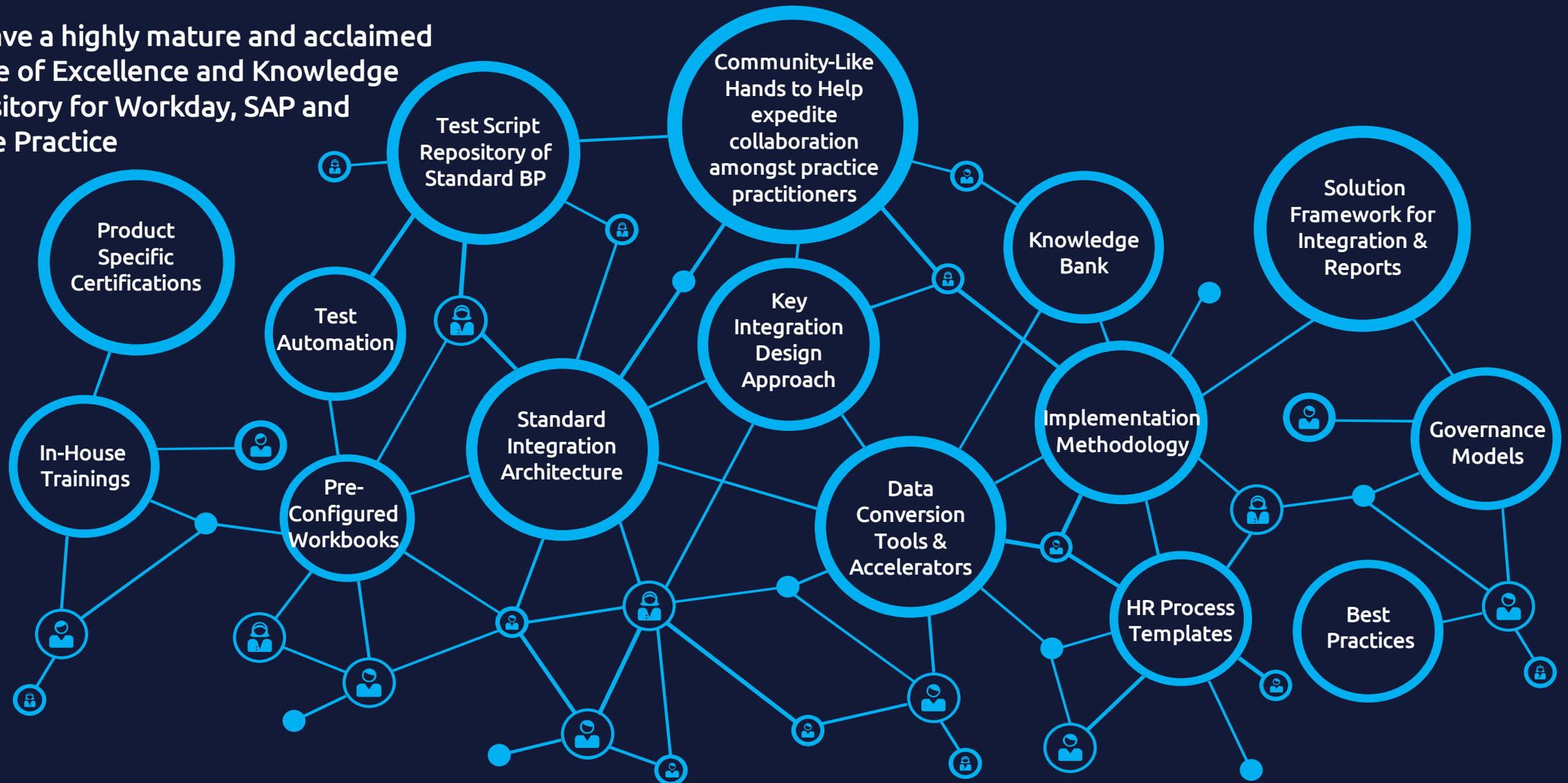Quality Assurance

Collaboration/Change Management

05

HCM COE

Our HCM CoE (Centre of Excellence) and Knowledge Repository

We have a highly mature and acclaimed Centre of Excellence and Knowledge Repository for Workday, SAP and Oracle Practice

HCM COE – what we offer?

1 Skill Management
- Training
- Certification
- Build, Buy and Borrow
- Governance Model
- Mentor Connect

2 Knowledge Management, Tools & Accelerators
- Governance Model
- Industry Best practice in standardization and execution
- DGEM – Standard Process Template
- Data Conversion Tools and Template
- Standard Ticket Resolution/Knowledge Bank
- Design Standards, Architecture, Configuration Workbooks
- Best Practices

3 Reusables
- Solution Framework for Integration and Reports
- Standard Integration Architecture
- Pre-Configure Workbooks for standard Business Processes

Research and Innovation

- Prototypes, Demo and POCs
- Product Update and New features and Offerings
- Tools & Accelerator
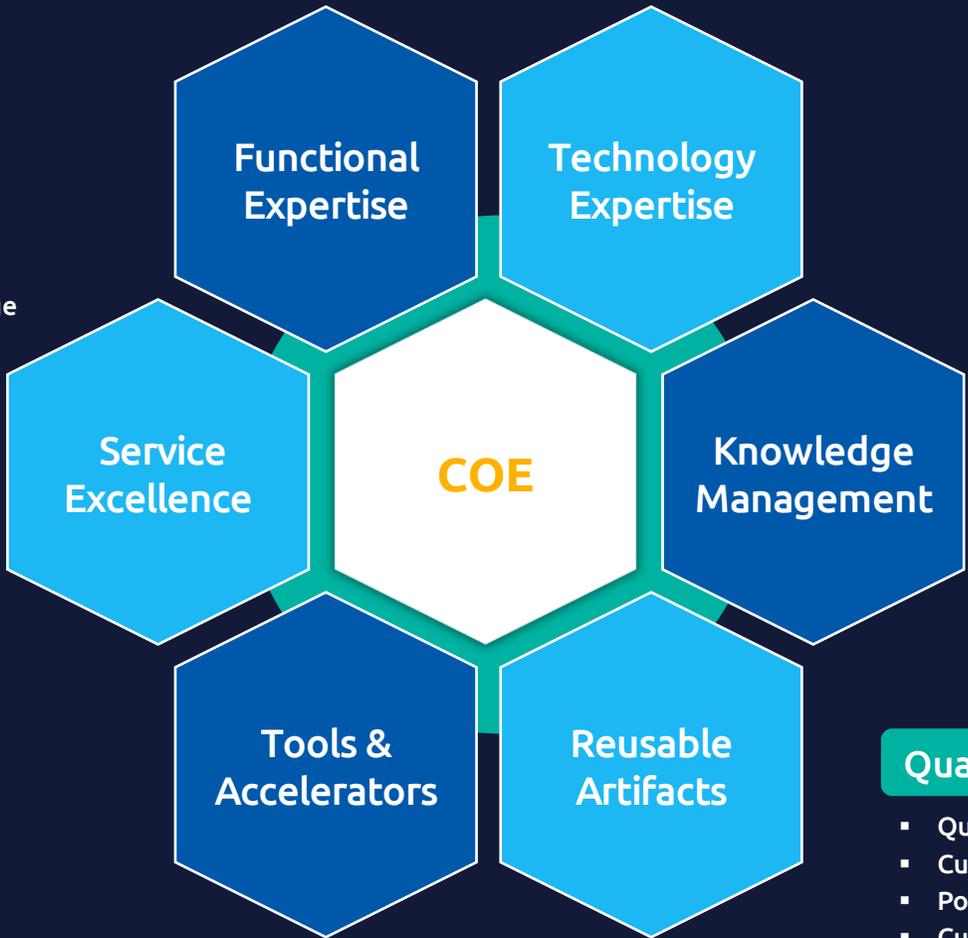
4 Technology/Functionality Guidance
- Integration Design Pool
- Technology coverage
- Alternate Solution approach

5 Testing Support
- Repository of standard business process based Test Scenarios
- ATOWA – Testing Automation Tools
- End to End Testing Focus
- Support Release/Regression Testing

6 Process & Technology Consulting
- Assessment
- POC & Enablement Collaboration & Co-Innovation
- Future Roadmap
- Optimization
- Design Approach
- Business Process Consulting

Quality & Service Excellence

- Quality Certification
- Customer Satisfaction and Insights
- Policies and Guideline Adherence
- Customer Focus Review to provide Stable Environment
- Operational Excellence by Continuous Improvement
- Lightweight and Consistent Governance

Central diagram

- Functional Expertise
- Technology Expertise
- Service Excellence
- **COE**
- Knowledge Management
- Tools & Accelerators
- Reusable Artifacts

06

Case studies & Logos

SAP Successfactors Case Study: Financial Services

Digital Employee at a leading Reinsurance Organization

- Customer is the world's second largest reinsurance company based in Zurich, Switzerland.
- Relationship started from 2005 with implementation of SAP HR on premise solution.
- Being current partner in support of on premise and with good track record, we also were part of their SaaS journey starting from **assessment of SaaS product, fit gap analysis, implementation, global roll out and AMS**
- Supporting `the application including a user base of roughly 15,000+ across geographies
- Implemented end–to-end back feed interface solution between SAP and SuccessFactors- was a major challenge to integrate SF and SAP
- We implemented **Payroll** module which is quite complex from localisation standpoint in **27 countries** with the last country go-live in 2020
- Smooth compensation cycle execution from multiple issues to defect free run in 2020
- Involved in testing and consultation of SuccessFactors new upgrades and features with recent new feature addition of Integration Center at regular intervals
- Some of the benefits we delivered include,
    - Cost effective and smooth support model with focus on year-on-year reduction of tickets – improve stability of the landscape
    - Smooth implementation with no delays on schedule and right effort estimation with minimal changes in efforts
    - Addressing issues at right point in time during Fit Gap analysis – completed implementation surpassing customer expectation
    - Cost benefits to a tune of roughly 28%

Digital Employee at a leading Reinsurance Organization

- Customer is one of the world's insurance companies, based out of Paris, France.
- Involved on co-developing HR strategy resulting in a re-aligned HR infrastructure focused on customer and business needs
- Implemented the capabilities of Oracle HR Cloud to around 90,000 employees
- Rollout has been done in 49 countries and in 12 languages with the team size of 50+
- Providing application maintenance, enhancement and support
- Agile/Scrum project management
- Application used by 99 entities on an internal pay-per use model
- Implementation involved :
    - Absence management
    - Compensation
    - Performance
    - Talent
    - Goal Management
    - Payroll integration with third party
    - LMS CSOD Integration
    - SSO AD Integration
    - Recruitment (Taleo)
        - On-boarding
        - Social sourcing
        - Recruitment center
        - Third party Integration
    - Fusion to PSFT Integration
    - Local system to Fusion Integration
- Few benefits that accrued to customer are :
    - Reduction in TCO by implementing various HR processes on a single cloud.
    - Integrated solution – Oracle PaaS, SOA and Apex tools are being used
    - Pay per Use
    - Flexible for invest and divest operations

Cloud Success Stories – HCM

Client Overview

Our client is a natural gas pipeline company headquartered in Owensboro, Kentucky, United States. The company operates in 8 states and has a natural gas transmission system spanning approximately 6,000 miles (9,700 km) in the Midwest and Mid-continent regions of the United States.

Business Situation

- Southern Star Central Gas Pipeline is a leading transporter of natural gas to America's eartland, with approximately 6000 miles of natural gas transmission pipeline in the Midwest and Mid-Continent regions of the United States.
- SSCGP is seeking to position the company for future growth by integrating our systems, providing mobile access, and automating our processes. Core functions including supply chain, finance, and human resources
- Client wanted their employees to avail the features of Oracle HCM Cloud on mobile device.
- Clients current legacy system doesn't have check for date of birth and national identifier for contacts. This hampered benefits enrollment and lead to frequent HR communication with employees.
- Client had a problem statement for tax address validation for payroll and this led to address corrections in the system.

Our Approach

- By using Oracle HCM Cloud mobile app, employees can access HCM cloud features on their mobile device. Oracle System is mobile transparent and has mobile responsive features. The UI deep links provide easy navigation to a page in the HCM Cloud application.
- Checklist is configured for new hires to add the date of birth and national identifier (Social Security Number) for any contacts who will be designated as a dependent/beneficiary.
- In Oracle system, we have defined address validations for tax address. The system has been configured to throw an error if validation fails.

Benefits

- Users can easily run transactions and work from mobile device. This solution provides quick access to their HR information.
- This solution smoothens overall benefits enrollment process.
- The Oracle application validates the address data entered real-time on the UI against master reference geography data, ensuring that the data entered or imported is consistent or not.

Cloud Success Stories - Payroll

Client Overview

Our client is a natural gas pipeline company headquartered in Owensboro, Kentucky, United States. The company operates in 8 states and has a natural gas transmission system spanning approximately 6,000 miles (9,700 km) in the Midwest and Mid-continent regions of the United States.

Business Situation

- Client wanted to embrace digital cloud and bring all their business under single umbrella.
- To be on top of the ever changing technological landscape Client selected Oracle Cloud to transform their business functions to be successful in today's digital age.
- To achieve this, Client implemented All modules of Oracle HCM Cloud and Oracle Cloud ERP modules like Cloud Finance, Cloud SCM, Cloud Procurement etc.
- Capgemini as Client's strategic partner led Implementation and Modernization across their business ecosystem.
- Client had a problem statement where-in the payroll being processed in current but for time periods which were in arrears of two weeks. Lot of manual efforts involved in it especially in case of new hires and Terminations. Client also possess significant number of field workers which always resulted in changes to the timesheet after processing payroll.

Our Approach

- Capgemini having in-depth consulting experience recommended the client to bring down its payroll processing periods to current and process the payroll after two days of the Bi-Weekly pay period end. Employees are paid the following week of the pay period. This is followed as best practice across industry.
- Capgemini helped the client to systematically utilize Oracle payroll's retro-pay processing functionality which was missing in their legacy payroll system.
- Capgemini also helped solving the local tax requirements to exempt city taxes for Owensboro location which is their head office.
- Capgemini provided the solution for distribution of the labor cost by processing the project time coming from approved projects along with other times and distributing the project cost to Navision and posting payroll cost to GL.
- Oracle Cloud product do not have the ability to handle Workers Compensation for US. Capgemini built a custom solution to cater this requirement for the client.

Benefits

- Capgemini's Cloud Payroll implementation helped client to process the end-to-end payroll for most recent time periods thus significantly reducing the manual adjustments which was one of the pain points to them.
- Capgemini also helped Client understand the nuances of Oracle Cloud Payroll and led them to leverage all the benefits of it. Ex:- Payroll flows to process end-to-end payrolls with all necessary controls in place, streamlining the taxation, seamless integration of payroll with Time & Absence, Benefits and Finance modules. Reporting, Retro pay processing, periodic, Integration with vendors like EAM for project cost distributions, TRP for 401k elections, ADP for tax filing etc.

HCM Transformation

Client Overview

Our client is a natural gas pipeline company headquartered in Owensboro, Kentucky, United States. The company operates in 8 states and has a natural gas transmission system spanning approximately 6,000 miles (9,700 km) in the Midwest and Mid-continent regions of the United States.

Business Situation

- Client to position the company for future growth by integrating our systems, providing mobile access, and automating processes. Core functions including HCM, supply chain, Asset management and finance.
- Client wanted to replicate as well as modernize customers legacy system (Kronos Time keeping system),
- Clients' current legacy system doesn't have check for date of birth and national identifier for contacts. This hampered benefits enrollment and lead to frequent HR communication with employees.
- Client had no tax address validation for payroll.
- Client had a problem statement where-in the payroll being processed in current but for time periods which were in arrears of two weeks. Lot of manual efforts involved in it especially in case of new hires and Terminations. Client also possess significant number of field workers which always resulted in changes to the timesheet after processing payroll.

Our Approach

- Capgemini helped the client to systematically utilize Oracle HCM Cloud solution for
  - Cloud Mobile App
  - Employee Self Service and Manager's self Service.
  - Labor distribution of the labor cost
  - Handle Workers Compensation
  - Address validations for tax address using out of the box vertex.
  - Retro-pay processing functionality
  - Local tax requirements to exempt city taxes
  - Benefit Audit reports, open enrolment comparison report for comparing elections for current and prior year(1 year)
  - Enrolment having plan information display, legal-disclaimer, EOI links has smoothen the process of employee friendly enrolments
  - Partial overtime bursting solution enabled customer to target different groups of employees, each group having unique set of overtime rules.

Benefits

- Users can easily run transactions and work from mobile device.
- Assisted Client to understand the intricacies of Oracle Cloud Payroll and led them to leverage all the benefits of it. Ex:- Payroll flows to process end-to-end payrolls with all necessary controls in place, streamlining the taxation, seamless integration of payroll with Time & Absence, Benefits and Finance modules. Reporting, Retro pay processing, periodic, Integration with vendors for project cost distributions, TRP for 401k elections, ADP for tax filing etc.
- Implemented absence plan which has different payout hours percentage such 100% and 60 % (Short Term Disability leave of absence).
- Manage their absences and timecards via improved responsive pages on mobile
- One-Stop Shop for employees to enrol in benefits and understand the value and costs of their benefits program
- Benefits Admin activity of rate changes during open enrolment has been made easier by spreadsheet loader instead of manual work.

Key Clienteles

FS Clientele

AXA · ING · HSBC · euroclear Post-trade made easy · Nordea · TESCO · HM Revenue & Customs · Morgan Stanley · M&I BANK · Moody's · Postbank · Prudential

Other Clientele

VOLVO · PHILIPS · TRW · AECOM · subsea7 · Rhodia · Unilever · GOLDER · FOUR SEASONS Hotels and Resorts · GL · Spectra Energy · Torvald Klaveness · BAYER · Mölnlycke · Cámara Valencia · HM Land Registry · BRITISH COUNCIL · Ofcom · OAKLEY · Transport for London · e·on Energie · LACROIX Fabricant de sièges d'exception · PARIS SAINT·GERMAIN · Gloucestershire County Council · LP BUILDING PRODUCTS · astellas · AIRBUS · syngenta · corus · MBDA MISSILE SYSTEMS · ROWAN COMPANIES INC. · west sussex county council · PORT AUTONOME DU HAVRE · ZEBRA · Arthrex · Deutsche Post World Net MAIL EXPRESS LOGISTICS FINANCE · MERCK · Scottish Water Always serving Scotland · UNIT4 In business for people.

Partnership and Reseller Agreements

enate · ORACLE · workday · Neocase SOFTWARE · ADP · salesforce · EXCELITY · HOTdocs automated document generation · sf · servicenow

Awards & Recognitions

Brandon Hall GROUP GOLD EXCELLENCE IN LEARNING 2015 · corp u Corporate University Xchange · IMD INTERNATIONAL · Skillsoft Innovation Award winner · EFMD CLIP ACCREDITED · SILVER BrandonHall EXCELLENCE AWARDS Learning 2013 · ASTD Excellence in Practice · EFMD · IQPC International Quality & Productivity Center · CuBIC · CHIEF LEARNING OFFICER

07

How to initiate the conversation

Call to action

Reach out to your customers

Schedule an introduction meeting with the office of CFO, CHRO or CPO

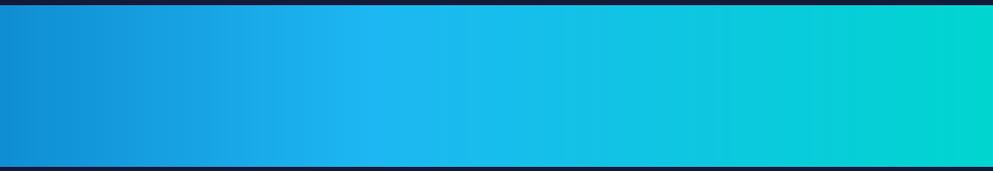**Engage Enterprise Services practice to support your discussions with the customer**

Let's WIN together

About Capgemini

Capgemini is an AI-powered global business and technology transformation partner, delivering tangible business value. We imagine the future of organizations 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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