



# Agentic

# ADM

An AI-powered foundation  
to run smarter and  
build faster



# Stop maintaining Start *accelerating*

## ADM is no longer about keeping the lights on

Clients are looking for their service providers to be AI-native. They want faster time to value and to improve customer and employee experience. At the same time, they are looking to fundamentally transform their application and data landscapes to generate business value.

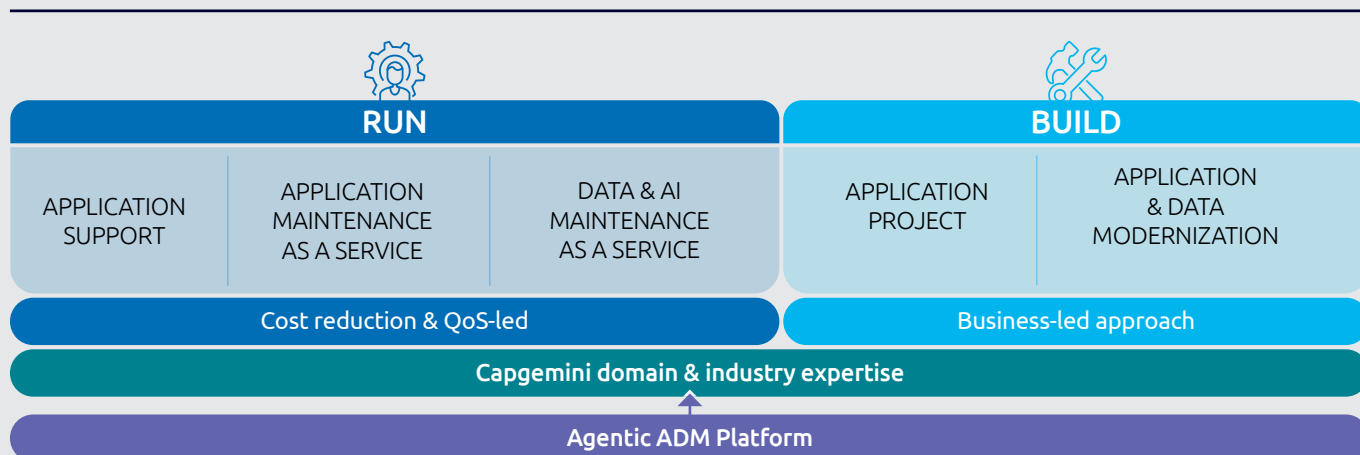
## Simply maintaining enterprise applications isn't enough

Traditional application development and maintenance (ADM) models are supported by enterprise applications that are too complex to scale manually, too costly to simply run, and too slow to support growth ambitions. This results in misalignment with modern, AI-driven businesses and the continuous change they need to stay relevant.

Rising application estates and pressures on cost, resilience, and time to market requires business leaders to seek ADM solutions that protect performance today and create advantage tomorrow.

Agentic AI unlocks additional value from existing ADM contracts and establish ADM as the enterprise's next growth engine.

Agentic ADM by Capgemini is designed to meet these new expectations to help organizations cut costs, accelerate change, and create new business value.



# Make ADM a *growth lever again*

## **Shift from reactive operations to proactive value creation, built for enterprise scale and governance**

Agentic ADM is a fundamental reset, not an incremental upgrade. By embedding autonomous agents natively across ADM, Capgemini goes beyond reactive support and legacy change to transform ADM into a strategic capability aligned to business

objectives. This marks a clear shift from effort, tickets, and maintenance to outcomes, experience, and value creation.

With AI embedded end-to-end, applications run smarter to further accelerate cost reduction. These applications are built faster, improving time to market and accelerating modernization. This enables transformation at a deeper level to deliver an improved client experience and more value.



By industrializing AI safely at scale, Capgemini provides:

- **Operational efficiency**

- » Operational excellence is driven by agentic AI-driven automation and autonomous operations, to reduce costs, improve quality of service, and accelerate time to value.

- **Flexibility**

- » Our agentic-first operating model supports faster change, continuous modernization, and flexible responses to evolving business needs.

- **Increased innovation**

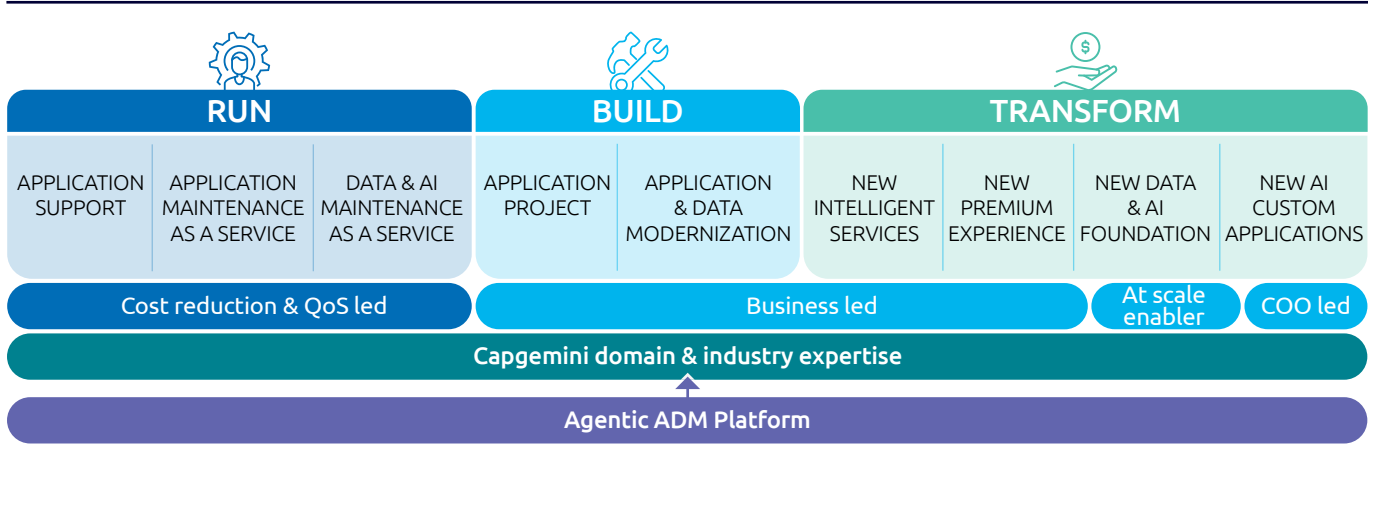
- » Modern application solutions and AI-assisted engineering deliver new digital capabilities and services.

- **Business relevance**

- » Business-led ADM is aligned to enterprise priorities and market dynamics to deliver measurable value.

- **Intuitive and easy to use**

- » Scalable, modular services are built on business-relevant commercial models designed for adoption and long-term value realization.





# Agentic ADM, *made real*

## One platform to reduce friction, increase speed, and keep transformation moving

Agentic ADM leverages AI natively in everything we do. It is enabled by a three-layer platform that can be deployed in as few as 12 weeks in the client or Capgemini environment. It can reuse existing AI components and has no hidden platform costs, as usage is embedded within the business case.

- **AI and Agentic ADM engine:** The core execution layer supporting both application management services (AMS) and AI-enabled software engineering and software development life cycles (SDLC).
- **Unified ADM data and semantics:** A unified data lakehouse built for agent-driven operations, combining observability and business data in one place.
- **Agentic observability, orchestration, and control plane:** Combining observability powered by Clear Sight, RAISE AI orchestration, and a governed agentic control plane with cybersecurity and human-in-the-loop controls.



Layers	AI levers		
AI & agentic ADM observability & control plane	AI & agentic observability	AI agents control plane	AI agents apps orchestration (AD)
AI & agentic ADM engine	AI & agentic run (AMS)	AI agents control plane	AI & agentic SW engineering (AD) <hr/> 3rd party & SDLC platform & Capgemini specific AI tools  
Unified ADM data & semantics	Unified data lakehouse built for AI-driven operations - combining data for observability, and business data in one place.		

# Run. Build. Transform

An operating model that enhances ways of working for improved operations.

Traditional ADM levers	Agentic levers
Vendor consolidation	Agentic ADM observability & control plane
Industrialized delivery	Agentic ADM engine
Focused efforts on value apps	Unified ADM data & semantics
Low touch applications	
IT TCO optimization	

## Run smarter

Improve productivity with automation and deliver better experience through XLAs, not SLAs

In application support with native agentic support we move from reactive to predictive and autonomous operations. Instead of managing tickets, agents anticipate and autonomously resolve incidents, delivering up to 50% TCO reduction and more than 20% improvement in quality of service. SLAs are created for agentic workloads, increasing adoption.

Traditional AD levers	AI levers
Product centricity	Agentic ADM observability & control plane
Agile delivery & DevSecOps methods	Agentic ADM engine
Application landscape rationalization & modernization	Unified ADM data & semantics

## Build faster

Reduce rework and defects and uplift productivity across the SDLC

On build projects, we use a business-led approach supported by an agentic SDLC environment to accelerate application delivery and modernization. This enables 30%+ faster time to market, improved delivery quality and continuous reduction of technical debt.

AI levers	Agentic ADM for business outcomes (AD)			
Product centricity	New intelligent services	New AI premium experience	Less SaaS, more custom apps	Transform enterprise data & AI foundations

## Transform deeper

**Improve business agility and scalability and transform continuously**

Beyond efficiency, Agentic ADM enables enterprises to unlock new value from their ADM portfolio. We do this by codifying knowledge with AI and allowing it to be converted by agents to deliver conversational and hyper-personalized experiences, selectively replacing SaaS with AI-native custom applications and accelerating enterprise data and AI readiness.



# Agentic ADM at scale

## *Outcomes in focus*



### A practical operating model that embeds AI end-to-end, built for enterprise reality, not experimentation

Capgemini brings agentic AI to ADM at enterprise scale, not as isolated experiments, but as an integrated way of working across the full application lifecycle. By striking the right balance between automation and human expertise, AI and automation remove friction and repetition so experienced teams apply governance where it matters most. Innovation moves faster without increasing risk.

Agentic ADM helps clients realize four valuable outcomes:

- **Lower cost and higher quality of services:** Up to **50% total cost of ownership (TCO)** reduction, improved quality of services (QoS), autonomous incident resolution, and better XLA alignment.
- **Faster delivery and modernization:** **30%+ faster time to market**, stronger engineering productivity, and accelerated reduction of technical debt.
- **Business transformation outcomes:** Premium customer experiences, intelligent services, custom AI applications and **stronger AI and data foundations**.
- **A practical path to AI-native operations:** Flexible deployment, open integration with third party tools, **human governance by design**, and embedded commercial logic.



## Agentic ADM delivery model






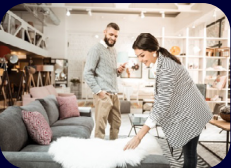

# Results you can measure

Agentic ADM by Capgemini has already delivered value across Run, Build, and Transform:

- A global technology manufacturer used an agentic AI-enabled service model to reduce ticket turnaround time by 25% and enable **70% real-time resolution** of end-user queries.
- A global life sciences client used Gen AI to accelerate mobile application delivery, improving productivity by **approximately 30%**.
- An automotive technology supplier realized **\$1.5 million in annual savings** from a modern data platform migration and ongoing operations.
- A leading home goods retailer improved product-loading lead time by **75%** and reduced online order cancellations by **30–40%** through platform modernization, observability, and stabilized operations.
- A global consumer goods company achieved **3x faster content generation** and **\$30 million in consumer analysis savings** through a consumer-facing analytics platform, now being augmented by agentic AI.

## Agentic ADM client stories

Capgemini has demonstrated success in helping clients realize value

Run smarter	Build faster	Transform deeper	Transform deeper	Transform deeper
				
Transformed application support through strategic partnership and adoption of agentic AI capabilities	Leveraged AI to accelerate mobile application development	Migration to a modern data platform followed by maintenance and operation of the platform	Transformed operations and a digital platform to address high cart abandonment rates and poor performance due to instability	Implemented a consumer-facing data analytics platform now being augmented by agentic AI capabilities
<ul style="list-style-type: none"> <li>• Resolved <b>70% of user-generated queries</b> autonomously</li> <li>• Reduced <b>ticket resolution turnaround time by 25%</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Development effort</b> was reduced by <b>~30%</b> over an equivalent effort not utilizing AI</li> </ul>	<ul style="list-style-type: none"> <li>• Realized <b>\$1.5m in annual savings</b></li> <li>• <b>Operating costs</b> reduced by <b>\$200k/year</b></li> </ul>	<ul style="list-style-type: none"> <li>• Reduced <b>cart abandonment</b> by <b>30-40%</b></li> <li>• <b>75%</b> improvement in platform performance</li> </ul>	<ul style="list-style-type: none"> <li>• Increased <b>3x in content generation speed</b></li> <li>• <b>12,000 insights</b> generated</li> <li>• <b>\$30m in consumer analysis savings</b></li> </ul>
<b>Leading Technology Manufacturer</b>	<b>Global Life Science Leader</b>	<b>Automotive Technology Supplier</b>	<b>Leading Home Goods Retailer</b>	<b>Global Consumer Goods Company</b>

# Make it real

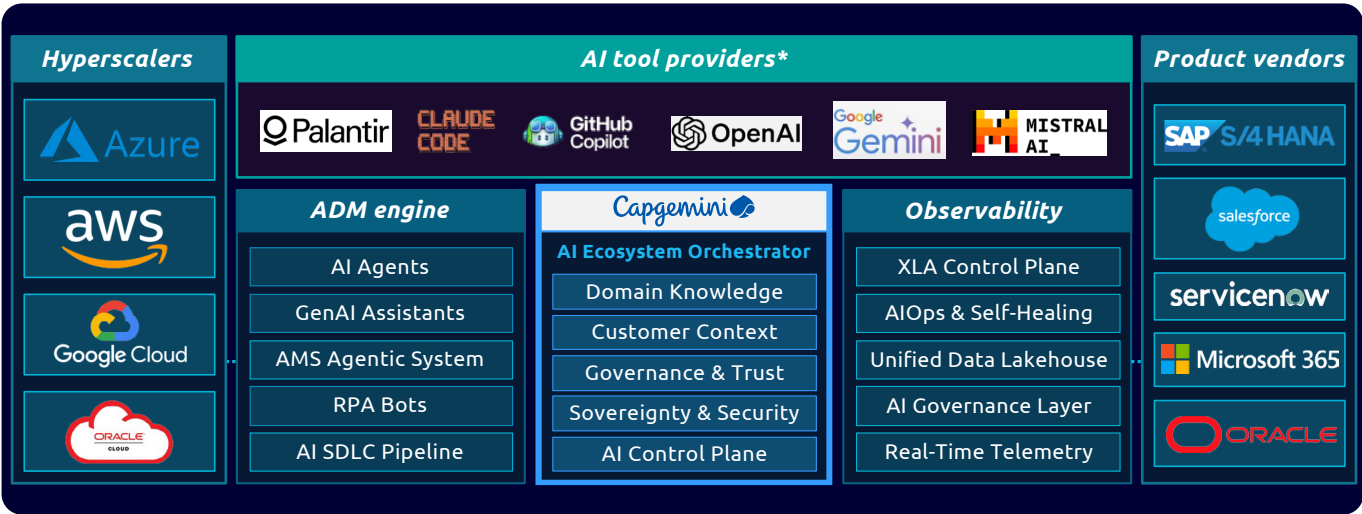
Run smarter



Build faster



Transform deeper  
to create business value



## Create a roadmap to measurable outcomes

What sets Capgemini apart is end-to-end accountability. With a single operating model and one partner, there is clear ownership of outcomes, so progress is measurable, not fragmented. This joined-up approach reduces handoffs, simplifies decision-making, and keeps transformation moving.

With proprietary assets such as Clear Sight and RAISE, Agentic ADM helps organizations move from a management-centric ADM model to an AI-native, business-value-focused operating model, one that is open, orchestrated, secure, and outcome-led.

With decades of ADM experience and deep delivery expertise, Capgemini is a trusted partner for leaders who need results today, and the confidence to keep evolving tomorrow.

Domain Knowledge	Customer Context	Governance & Trust	Sovereignty & Security	Commercial Model
<ul style="list-style-type: none"> <li>25+ industry blueprints</li> <li>Pre-trained process workflows</li> <li>ADM method &amp; runbooks</li> </ul>	<ul style="list-style-type: none"> <li>Account data continuity</li> <li>Application landscape proximity</li> <li>Client-specific AI tuning</li> </ul>	<ul style="list-style-type: none"> <li>Responsible AI operations</li> <li>Human in loop controls</li> <li>Full audit trail &amp; explainability</li> </ul>	<ul style="list-style-type: none"> <li>EU data residency</li> <li>Mistral AI partnership</li> <li>On prem agent deployment</li> </ul>	<ul style="list-style-type: none"> <li>Outcome based levers</li> <li>Gains share on AI savings</li> <li>XLA anchored pricing</li> </ul>

## 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 over 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 2025 global revenues of €22.5 billion.

Make it *real*.

[www.capgemini.com](https://www.capgemini.com)

