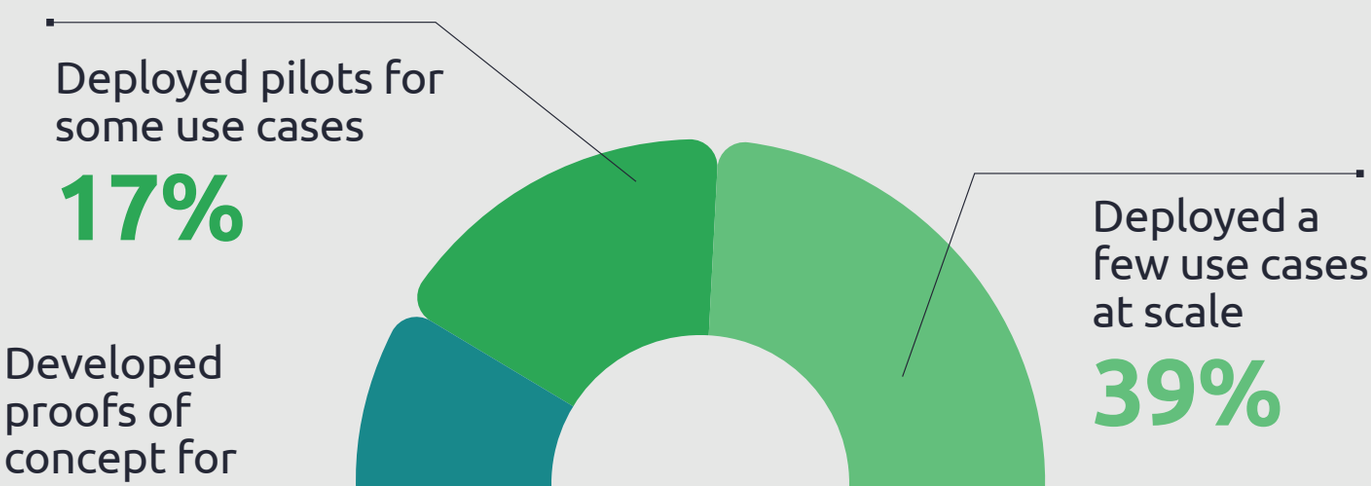
ENTERPRISE AUTOMATION FABRIC

AUTOMATION HAS A LOT OF POTENTIAL TO TRANSFORM BUSINESS...

Current level of automation deployment among organizations experimenting with or implementing automation



Source: Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

> *To my mind, automation cannot be achieved just by having the right balance of infrastructure, technology, applications, and business processes. Your automation programme needs a team consisting of leaders, innovators and technical experts drawn jointly from across your business and within your IT department; a team that can operate and run innovation and automations beyond proof of concept.*
>
> ***Pooja Herwadkar***
> *Head of Group Industrialization & Automation, Capgemini*

... BUT, TODAY, ORGANIZATIONS ARE ONLY SCRATCHING THE SURFACE.

Automation maturity: a national and sector perspective on scale

Proportion of organizations implementing automation at scale by country

(as a % of organizations experimenting with or implementing automation)

France	Germany	United Kingdom	India	Netherlands	Sweden	Global average
21%	17%	16%	15%	9%	6%	16%

Proportion of organizations implementing automation at scale- by industry

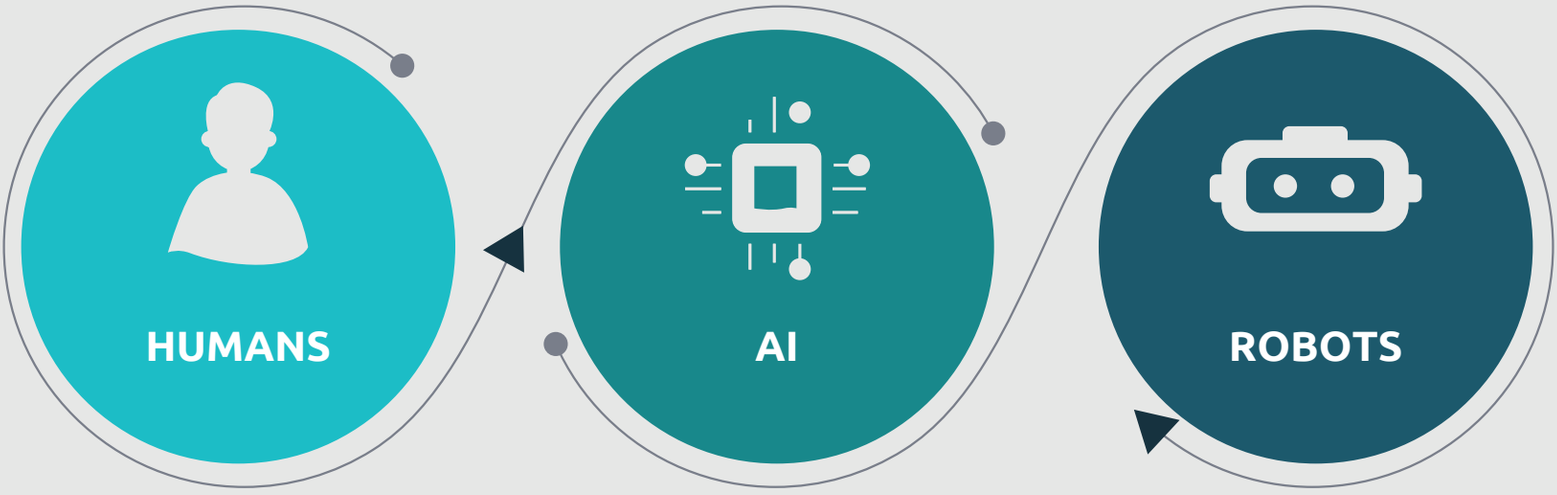
(as a % of organizations experimenting with or implementing automation)

Automotive	Industrial manufacturing	Retail	Utilities
25%	15%	15%	14%

Public/ government	Consumer packaged goods manufacturinng	Global average
25%	13%	16%

Source: Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

AND ALTHOUGH DEPLOYMENT AT SCALE IS NOT YET COMMONPLACE, THE EXPECTATIONS ARE GREAT.



To deliver on their automation objectives, enterprises will need to step up a gear in their automation efforts. They will need to support automation with more advanced orchestration technologies and knowledge management strategies.

By developing models and frameworks that re-engineer processes for the digital age, we can deliver business outcomes that are superior than could be achieved by either machines or humans on their own.

> *Research confirms that many businesses struggle to make that leap from successful automation piloting to widespread, cost-effective deployment at scale. It is the platform that enables this leap. Using an intelligent automation platform, in effect, means that the groundwork is done.*
>
> ***Sonal Chaturvedi***
> *Product Owner, Enterprise Automation Fabric*

THE BOARD EXPECTS TO SEE THE BENEFITS OF AUTOMATION RIGHT ACROSS THE BUSINESS.

$471 billion:

The potential cost savings by 2022 through wide-scale adoption of

$125 billion:

The potential cost savings that the retail sector could realize over the automation across the automotive, retail, utilities and manufacturing sectors

next five years (representing an increase of 130% from 2017 to 2022)

$149 billion:

The potential cost savings that the utilities sector could realize over the next five years (representing an increase of 165% from 2017 to 2022)

$165 billion:

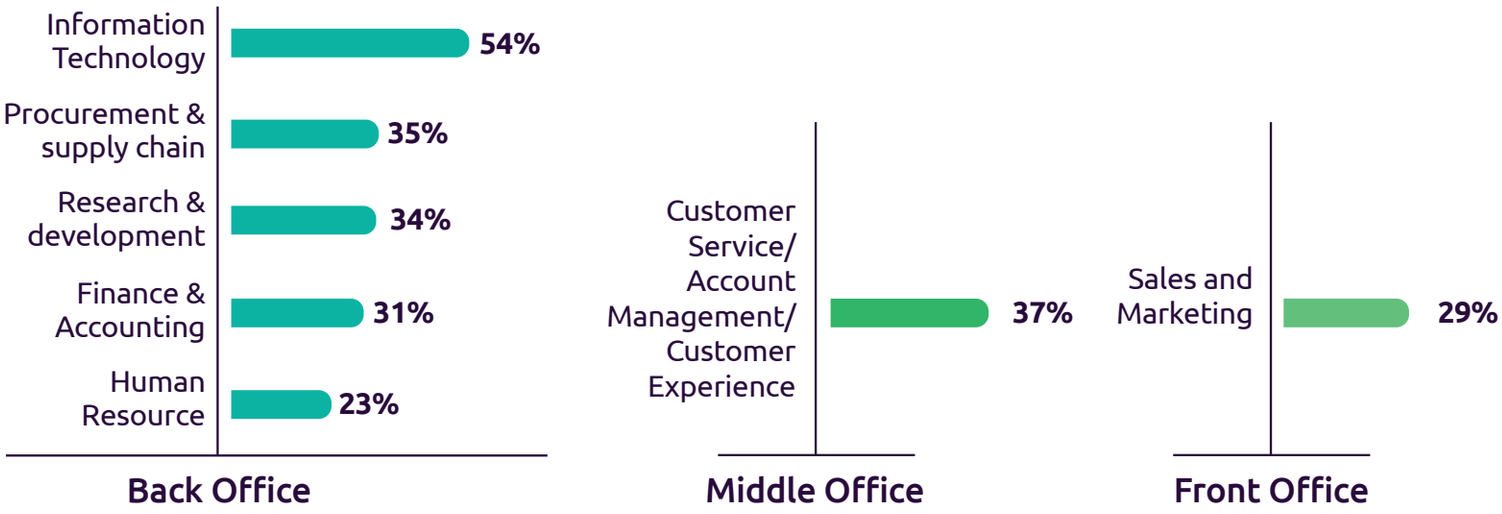
The potential cost savings that the manufacturing sector (including consumer packaged goods and industrial) could realize over the next five years (representing an increase of 132% from 2017 to 2022).

Source: Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

> *Enterprises are looking beyond RPA to true intelligent automation by thinking in terms of business outcomes.*
>
> ***Elena Christopher***
>
> *HFS Research, Enterprises, Escape your RPA pigeonhole today to achieve end-to-end automation, Elena Christopher, May 31, 2019*

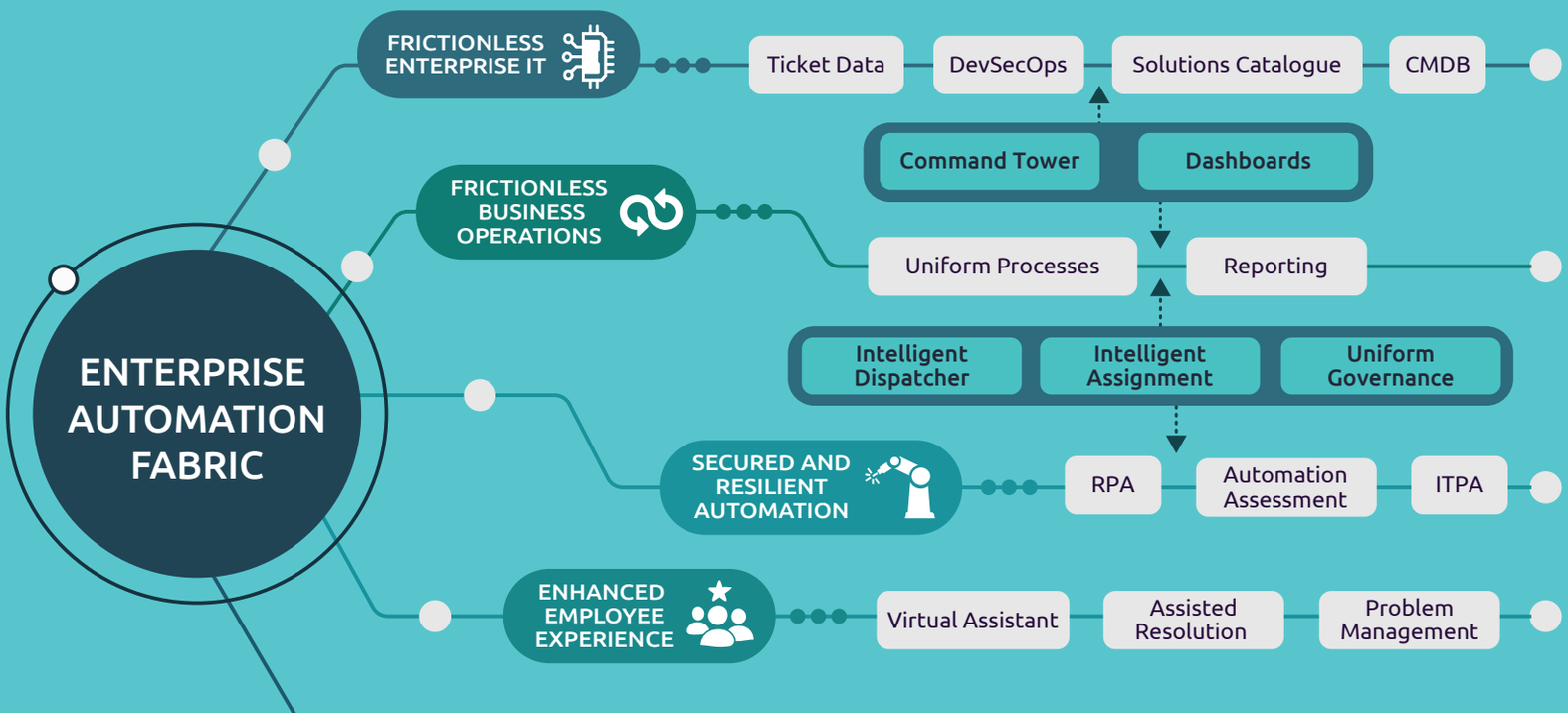
BUT WHERE AND HOW TO START CAN BE CONFUSING…

Predictions for the immediate and not too distant future all point in the same direction – putting your client at the heart of all operational activities will further erode organizational silos around the front, middle, and back office, leading to the emergence of new, borderless, client-centric organizations that can optimize the way value creation is executed.



*Source: Capgemini Research Institute, Automation Use Case Survey; July 2018, N=705 organizations that are experimenting with or implementing automation initiatives. *Overall automation includes testing, proofs of concept, pilots, few deployments at scale and multiple deployments at scale. **Question asked was a select all that apply: "In which of the following functions has your organization implemented automation initiatives?"*

INTRODUCING ...
ENTERPRISE AUTOMATION FABRIC



Enterprise Automation Fabric is an insights-driven, purpose-built, plug and play system to unlock a seamless digital IT-management ecosystem. It enables effective infrastructure & applications services, and business operations delivery to provide data-insights-driven automation at its full potential for businesses to reap maximum value across the entire operation, and at scale.

Enterprise Automation Fabric, built on scalable open source Enterprise Architecture will enable proactive and preventive service delivery. It will enhance the SLA performance and reduce costs through automation, elimination, and improved productivity. The cloud platform bundled with AIOps will help with predictive analytics and improved end-to-end delivery performance. This is a win-win for both Bayer and Capgemini.

Madhavi Chattarki
Delivery Lead for Bayer

UNDERPINNING VALUE ACROSS THE BUSINESS ENTERPRISE…

OPERATIONAL EFFICIENCY

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

STANDARDIZED IT OPERATIONS

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

VISIBILITY

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

EMPLOYEE EXPERIENCE

- Increased Employee NPS score
- Improved adoption of IT initiatives

AUTOMATION

- Reduced TCO for IT service delivery with wider use of automation
- Seamless consumer grade experience

ENTERPRISE AUTOMATION

FABRIC IS ALREADY DELIVERING RESULTS FOR GLOBAL ENTERPRISES

ADMnext Business Insightful Services monitor business process & IT for efficiency and performance providing actionable insights to drive positive business outcomes.

Enable Frictionless Business Operations

Global beverage retailer

80 bots were deployed to improve operational efficiency for 70% of high-impact activities

Leading oil field service provider

Achieved a 57% improvement in job run time on a record to report business process by implementing relevant business and SMART AM KPIs

Multinational communications & IT company

Automated order processing with <2% exceptions leading to up to 30% efficiency gain for business users

Deliver Frictionless Enterprise IT

Leading consumer electronics provider

23% system generated incidents are self-healed powered by automation

Major manufacturing client

Improved operational efficiency of incident management by ~13%, and triggered productivity gains by leveraging knowledge based assisted resolutions

Major mass media and entertainment provider

27% ticket reduction was achieved using intelligent and proactive Problem Management, thereby helping in productivity gains

Improve visibility across Business & IT

International cruise operator and travel leisure company

66% reduction in system-generated incidents through Intelligent Event Management

Leading insurer in the UK

Achieved EUR 30,000 in cost savings owing to improved resolution time and reduced downtime resulting in agility and faster time to market

Leading USA-based technology company

30% reduction in number of outages was achieved via Predictive and proactive End to End Monitoring

Enhance Employee Experience

Agricultural biotechnology company

Achieved 59% improvement in Turnaround time to secure ISO approval to enable business process changes

French multinational construction producer

Attained a high CSAT score of 6/7 and 9% improvements in scores for projects

Nordic hotel chain

Automation resulted in 70% accelerated speed leading to employee motivation and satisfaction by reducing repetitive tasks

Secured and Resilient Automation

IT department of a leading European bank

Automated 159 use cases, 72% Unix BAU tasks, and 40% database tasks

Leading international airport

Standardized automation scripts and self-heal capabilities to achieve 30-50% auto-resolution on incidents

Large European car manufacturer

Touchless autonomous resolution on upwards of 70% Tickets

Major IT companies like Capgemini are able to realize scale effects and have an innovative power that we want to benefit from.

Daniel Hartert,
Chief Information Officer at Bayer

ADDITIONAL BENEFITS....

Faster adoption

Reduced cost of ownership

Rich repository of reusable assets

Central support team ensuring platform availability and upgrades

Enterprise Automation Fabric is supported by above 30,000 Automation experts worldwide

About **Capgemini**

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 325,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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1. The quote from Daniel Hartert, CIO at Bayer, is extracted from a Capgemini press release marking the agreement of a partnership between Bayer and Capgemini to transform Bayer's IT landscape and to further accelerate the digitalization of the organization.