

Capgemini 

# EMPLOYEE EXPERIENCE SERVICES

Make the future of work work for you





## THE RULES OF WORK HAVE CHANGED FOREVER

The digitization of the workplace has accelerated. Millions of us are now hybrid workers. Organizations have an opportunity to work smarter, to improve efficiency and to reduce their environmental footprint. But realizing this opportunity is a challenge.

Workforces are becoming more fluid. Organizations face a global shortage of talent and a creeping increase in employee turnover ([Gartner, 2022](#)).

Leaders must find a way to – simultaneously – meet the changing expectations of four generations of workers, and to fend off economic headwinds by maximizing team productivity.

How? By shifting their mindset from providing workplace services to delivering human-centric **employee experiences** that span every element of their organization and that drive productivity, inclusivity and sustainability.

What this looks like is different in every business. It can mean enabling remote teams to collaborate using Augmented Reality (AR). Or building ‘zero-touch’ experiences for teams using cloud platforms and automation. Or using experience analytics and chatbots to provide predictive support to staff.

- 85%** of decision makers agree that an improved employee experience and higher employee engagement translate to a better customer experience<sup>1</sup>
- 31%** of CEOs say hiring and retaining talent, and diversity, equity and inclusion (DEI) are in their top 3 priorities<sup>2</sup>
- 23%** higher profits for organizations with highly engaged employees<sup>3</sup>

Getting your employee experience right means managing hundreds of variables, from security to self-help support, and AI to analytics. So it pays to work with a strategic partner that can make sense and success of your employee experience program.

<sup>1</sup>IDC Survey Spotlight, July 2021 | <sup>2</sup>Gartner, 2022 | <sup>3</sup>Gallup, 2022

## THAT’S WHERE WE COME IN

Cappgemini’s Employee Experience services enable you to build inclusive, sustainable workplaces that support staff to be more productive, wherever they work.

It’s about more than technology. To be effective, your employee experience strategy must balance your business priorities, employees’ needs and new technological possibilities for team-working.

Cappgemini’s Employee Experience offer is uniquely focused on delivering the three key business outcomes that matter most to leaders and employees:

**Productivity:** We support you to create positive, frictionless work environments that empower employees and keep them productive and satisfied. With security embedded into everything we do, we

offer teams the freedom to innovate from anywhere, anytime and any device.

**Sustainability:** We record the environmental impact of your IT assets and operational value chain, support your sustainability reporting and help you to set goals and take action to reduce your environmental footprint and transform your business via intelligent, impactful sustainability solutions. This forms part of Cappgemini’s commitment to help our clients save 10 million tons of CO2 by 2030.

**Inclusivity:** We build workspaces that are designed to enable everyone to ‘cross the digital divide’ and learn to use technology to work more effectively. This way, we’re helping to build a future where technology is an opportunity for all, regardless of location and ability.

How can I offer personalized experiences across multiple systems, and keep my business secure?

How can I train teams to use new technologies?

How can we manage and cut our carbon footprint?

How can I keep teams engaged?

What do my employees want?

How can we improve productivity?

How do we keep up with constant technological change?







## TECHNOLOGY & TRACTION

Without training, your employees won't be able to realize the value of the technology available to them. That's why we're focused on driving **adoption**, to

help you maximize the value of your investment in your employee experience.



## CAPGEMINI'S EMPLOYEE EXPERIENCE INDEX: MEASURE & IMPROVE, EVERYDAY

The 'digital dexterity gap' is the difference between the potential offered by your workplace technology and your employees' ability to use it effectively.

This is where our **Employee Experience Index** comes in. With each of our Employee Experience services, we enable you to measure and predict the quality of your employee experience, so you can continually improve your approach to achieve your productivity, sustainability and inclusivity goals.

Capgemini's Employee Experience Index combines objective (data-driven) and subjective (perception-driven) measurements from a range of workplace data sources, so you can assess the effectiveness of your approach across your whole organization, or by employee groups, personas or context.

This way, the Index gives you data to answer business-critical questions, like:

- How effective is my workplace user experience?
- Where are the bottlenecks in productivity?
- What improvements are needed most?
- What enhancements will increase satisfaction for different groups of employees?
- How will changes in IT services impact my employee experience?
- How can investments in the employee experience be optimized?

## OUR PORTFOLIO

Capgemini offers an end-to-end digital workspace solution that connects your teams with technology, to help you deliver a human-centric employee experience for every colleague.

Technology is only half the story, however. We start by developing a deep understanding of your business context and strategy, tailoring our approach and technology solutions to your goals. We can support you project-by-project or on an ongoing

basis, providing support at every step of your transformation journey.

Our portfolio spans five core services – **Workspace, Collaboration & Empowerment, Office, Support** and our Employee Experience **Framework**.

Each element can be delivered individually or integrated with another, according to your aims. Each is secure by design and complements and adds value to the others.

### Workspace

**Empower employees with the systems they need to work more productively, anywhere and on any device.**

Support smarter working by providing staff with secure, independent access to corporate data, for increased mobility, sustainability and inclusivity.

#### Example capabilities:

- **Support hybrid working** via unified endpoint management solutions, including Device-as-a-Service, BYOD, mobile devices, virtual workspaces and more.
- Offer frictionless support, via **automation, self-healing and analytics capabilities**.
- **Provide evergreen services** via automated **DevOps** practices and **AI tooling**.

### Collaboration & Empowerment

**Make it easy for every member of your team to connect and collaborate across your workplace, and beyond.**

Empower staff to be more productive throughout their day – with freedom to innovate and support to streamline their workload and focus.

#### Example capabilities:

- **Support staff to work smarter** using digital productivity and collaboration solutions.
- **Enable non-IT teams to develop workplace apps, automated workflows, virtual assistants and intelligent reports** using low code platforms.
- **Provide modern intranet capabilities and drive increased productivity** via employee experience platforms and employee hubs.

### Office

**Build truly immersive working environments, using intelligent edge solutions.**

Enhance your in-office experience with IoT integrations and Augmented Reality (AR). Build smart meeting spaces, for maximum inclusion and accessibility. Track your office emissions to reduce your carbon footprint.

#### Example capabilities:

- **Support for hybrid working** via resource-booking platforms
- **Smart building and smart meeting solutions**, including virtual environments and workspace IoT solutions to cut carbon emissions
- Use digital signage to **improve communication and employee/visitor experiences**.

### Support

**Provide frictionless, intelligent support for every aspect of your employees' experience – not just IT.**

Automate operations and implement self-heal and self-service capabilities to reduce downtime and increase productivity. Provide responsive, high-value support to staff, using context-aware virtual assistants and more.

#### Example capabilities:

- **Resolve issues faster** using personalized service desks, on-site services support, workflows and automation
- **Automate predictive support services and align support services** using tech bars, lockers, and vending systems
- **Motivate teams** via monitoring and experience analytics.

### Employee Experience Framework

**Building an effective employee experience is complicated. Our services are modular, allowing us to support you at any point in your transformation and help you achieve your target business outcomes sooner.**

Work with our experts on a one-off basis or via ongoing managed services, for one or every aspect of your employee experience program:

- **Strategy:** Formulate an employee experience strategy that aligns your business objectives, technology roadmap and employees' needs.
- **Design:** Select the most relevant services and solutions to achieve your employee experience goals, based on a deep understanding of your employees' requirements.
- **Deploy:** Test and implement new employee experience solutions, including any combination of services in our Employee Experience portfolio.
- **Adoption:** Ensure the success of your employee experience, by supporting staff to drive value from your solutions using gamification, user experience management, marketing and organizational change management techniques.
- **Optimization:** Continuously improve your employee experience with support from our world-leading data science, analytics, AI, machine learning and cognitive technologies and teams.





## THE CAPGEMINI DIFFERENCE

### Breadth

Building an effective employee experience is complicated. Capgemini gives you the confidence to embrace change and accelerate your transformation journey.

We've supported hundreds of enterprises worldwide to realize their vision for employee experience. Working with Capgemini Employee Experience services enables you to leverage the full power of the Capgemini Group network – a global leader in consulting, digital transformation, technology, and engineering services.

With our help, you can optimize your employee experience as part of your wider Digital Transformation – simultaneously transforming your business processes, sourcing strategies and more.

### Depth

We don't only inspire confidence by the breadth of our skills, but by the depth of our understanding of individual sectors – including yours.

Our teams are responsible for transforming the employee experiences of leading financial services, healthcare, manufacturing, consumer goods, energy and utilities, telecoms, retail and transport brands worldwide.

Each benefits from our global network of pioneering employee experience partners – including ServiceNow, Amelia IPsoft, Lakeside, Nextthink, Microsoft, HP, Dell, Lenovo, Aruba and more. This way, we provide unmatched technology coverage, to give you maximum flexibility, choice and systems performance.

### Innovation

We're not only focused on your employee experience today, but on tomorrow too. Innovation powers everything we do.

By embedding data analytics into our solutions, we help you to continually measure and improve the

effectiveness of your workplace services using our Employee Experience Index.

We support you using the latest proven technologies at our global service centers.

And we inspire innovation in you, too. Working with Capgemini provides you with access to our Applied Innovation Exchange – a worldwide network of technology experts and systems-providers, working together to drive innovation and to show our clients how to stay one step ahead with technology. You'll be invited to visit our unique Living Labs – in person, online or in the metaverse – to test new technologies, prototype solutions, work with our experts and learn from our work with other organizations.

**500** clients supported

**3.2m** people supported via our service desks

**1.5m** end-user devices managed

**18m** desktop support incidents managed

#### Recognized worldwide



'Leader' in Avasant's Radarview™ report for Digital Workplace Services, 2021



'Leader' in NelsonHall's NEAT Evaluation for Advanced Digital Workplace Services, 2019, 2020 and 2021



# CAPGEMINI EMPLOYEE EXPERIENCE IN ACTION



**Sector: Energy & Utilities**



Eneco sought to build a modern workplace by transforming its use of staff devices. The focus: improving productivity by enabling staff to work their own way.

Having selected Microsoft's Surface devices for their user-flexibility and sustainability, Capgemini supported Eneco and its partners to roll out the devices to staff across Europe – supporting device-testing and training staff completely remotely during COVID-19.

**The results:**

- **1,500** devices issued, tested and running, all remotely
- Fully integrated **workspace experience** for staff, using Microsoft 365
- Staff trained to configure and use devices to reflect their **individual workstyle**.



**Sector: Automotive**



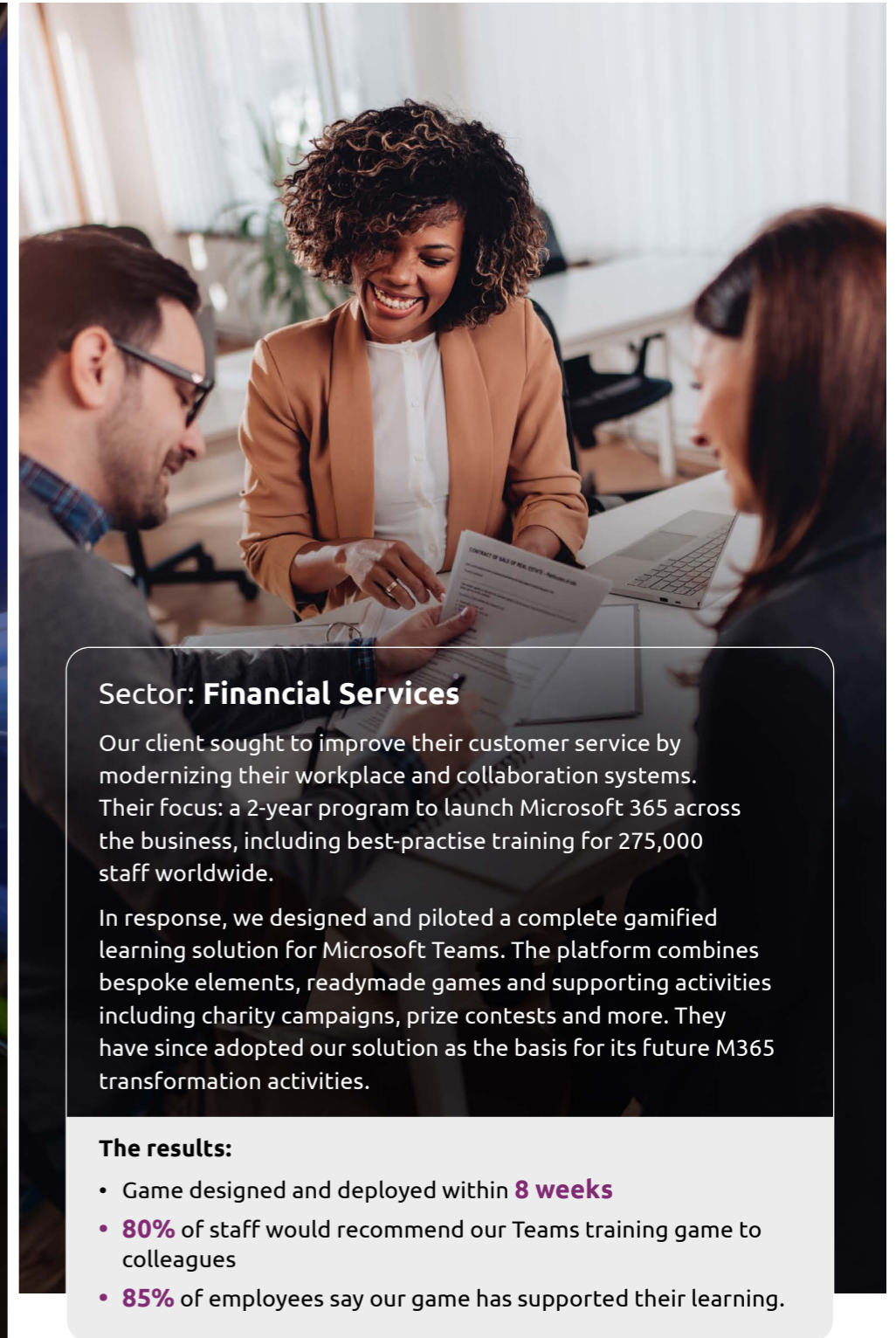
BMW dealers, subsidiaries and garages must respond to an increasing number of support requests for digital services within customers' vehicles. Some of these issues can only be resolved by experts.

Capgemini collaborated with BMW to offer a 24/7 expert after-sales service desk for staff, managing incoming IT requests in 14 languages via email, phone and remote working.

Continuous improvement using AI chatbots will ensure that the service desk will receive fewer requests in future. Automation will enable dealers to solve more issues independently and our team to focus on offering specialist support.

**The results:**

- **24/7 first-line support** for responsive resolution of issues
- **Multiple support** channels offered to reflect users' contact preferences
- Growing **use of AI** and **automation** will continually reduce the number of support requests in future.



**Sector: Financial Services**

Our client sought to improve their customer service by modernizing their workplace and collaboration systems. Their focus: a 2-year program to launch Microsoft 365 across the business, including best-practise training for 275,000 staff worldwide.

In response, we designed and piloted a complete gamified learning solution for Microsoft Teams. The platform combines bespoke elements, readymade games and supporting activities including charity campaigns, prize contests and more. They have since adopted our solution as the basis for its future M365 transformation activities.

**The results:**

- Game designed and deployed within **8 weeks**
- **80%** of staff would recommend our Teams training game to colleagues
- **85%** of employees say our game has supported their learning.

Trust Capgemini to empower your people to be more **productive**; build a more **sustainable** and **inclusive** workplace; and to make the future of work **work for you**.

**Book your tour of our Employee Experience Showcase today, via [Capgemini.com](https://www.capgemini.com).**



## 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.

**Get the Future You Want | [www.capgemini.com](http://www.capgemini.com)**

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