Capgemini

INTELLIGENT PROCESS AUTOMATION

Deliver a scalable, intelligent process automation transformation strategy powered by data and AI

GET THE FUTURE YOU WANT

Reduction in people operations cost

Reduction in finance transaction time

Reduction in supply chain forecast error

Of customer queries automated

The challenge of scaling up intelligent automation

It won't come as any surprise that embracing intelligent automation powered by data, artificial intelligence (AI), and analytics – combined and aligned with a deep understanding of business processes and value creation – is paramount for any organization wishing to reach the goal of a borderless, client-centric, and highly performance business.

But to drive the adoption of intelligent automation at scale, organizations need to overcome a range of business, governance, technology, talent, and change management-related challenges. These include:

- A siloed approach to transformation programs
- Challenges in constantly finding large-scale automation opportunities
- Matching an automation toolkit with real business needs
- Misalignment of expectations from operations, automation, and IT teams
- Talent sourcing for wide and ever-evolving skillsets
- Emerging new technologies that increase the complexity of automation estate.

To do this, a fundamental change of approach is required to reimagine the organization, think strategically about change, and recognize the significant opportunity to be gained by operating differently.

Connect your people with data to drive automation success at scale

Capgemini's Intelligent Process Automation enhances your business operations with automated, frictionless business processes and a digitally augmented workforce infused with robotic process automation (RPA), artificial intelligence (AI), and smart analytics to deliver an unprecedented level of self-service and end-to-end automation to your organization.

By connecting people with data to drive success at scale, our solutions stimulate the erosion of organizational silos around your front, middle, and back-office processes, resulting in the emergence of a new process experience within highly-automated client-centric organization:

- **Increased productivity** – through faster issue resolution, a reduction in manual operations, and fewer errors
- **Better insights** – through improved forecasting, better understanding of your customers, and informed, insightful decision-making
- **Better experience** – through self-service process, personalized support and interactions, and increased customer transparency.

Whether you are seeking guidance on starting an automation journey, setting up automation centers of excellence, or need help scaling up existing automation activities, our solution can drive the true transformation potential of your business operations. In turn, this helps you to transition to – what we call – the Frictionless Enterprise.

The Frictionless Enterprise

The Frictionless Enterprise seamlessly connects processes and people, intelligently, as and when needed. It dynamically adapts to your organization's circumstances to address each and every point of friction in your business operations.

At Capgemini, we have applied the Frictionless Enterprise to enhance cohesion across our entire suite of products and services. This enables us to respond rapidly to your changing requirements and deliver your specific business outcomes in a value-focused way.

We implement ways to detect, prevent, and overcome frictions – leveraging our latest thinking, organizational design, and intelligent solutions to achieve our goal of effortless operations.

Combine data and platforms to digitally augment your processes

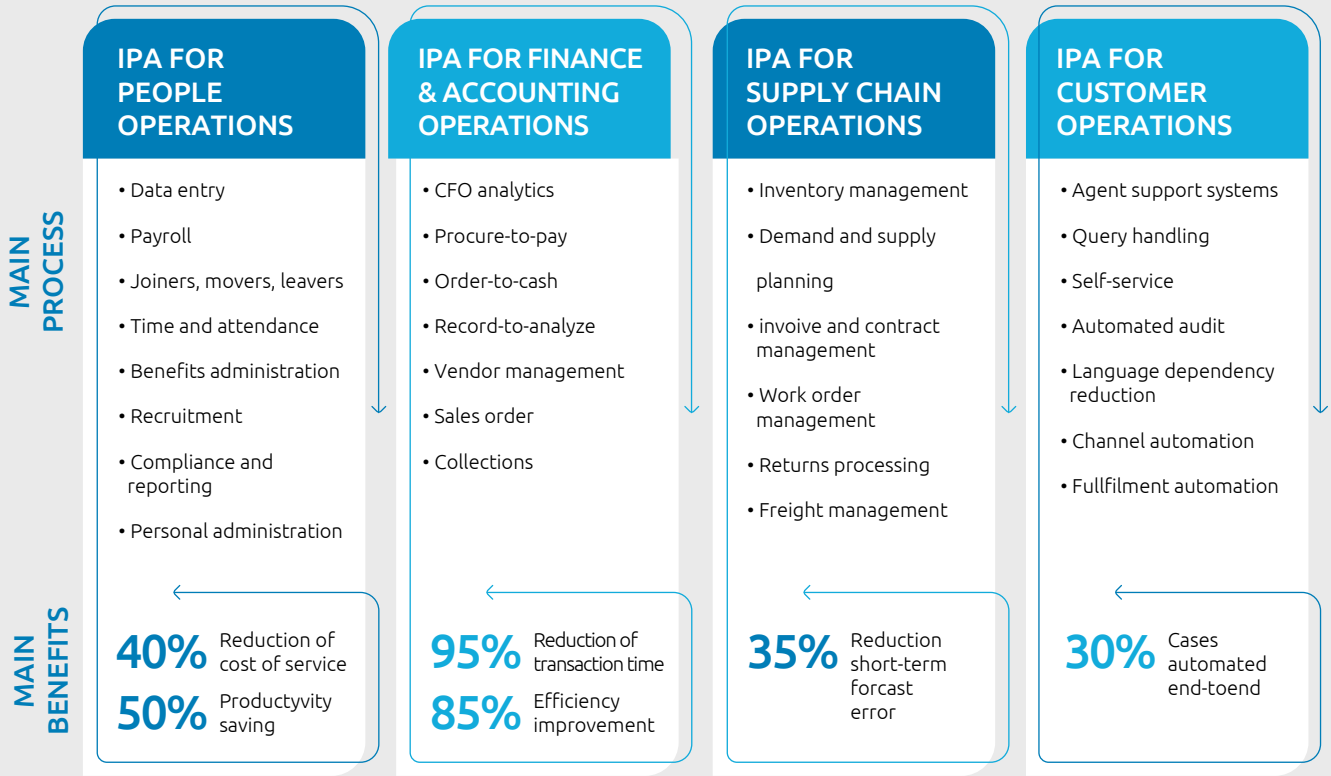
Our solutions orchestrate human-system collaboration and data processing at an enterprise level, leveraging structured and unstructured data sources and platforms in a unified enterprise automation estate driving adoption at a scale, incorporating:

- **Process enablement** – leverage an integrated operating model that supports the rise and adoption of your data, AI, and no-code, governed by a strong operating model
- **Process automation** – enable increased potential of your automation activities with open-source alternatives, technical advancements, and AI for automation capabilities
- **Process analytics** – drive informed business decision-making with personalized insights, predictions, and recommendations – powered by Capgemini's AI Command Center, digital twin for business operations, and process and task mining
- **Applied AI** – leverage the power of AI to digitally augment your operations with document understanding, manual effort reduction, and predictions.

Drive frictionless process automation across your business operations

Our unique approach integrates automation into business processes to drive intelligent, frictionless operations across our entire service portfolio:

- Intelligent People Operations delivers an intelligent, frictionless "consumer-grade" employee experience, while transforming the way you address your talent and workforce challenges
- Frictionless Finance unlocks value through next-generation, AI-augmented finance operations that drive frictionless, enterprise-level outcomes, enhanced efficiency, and top-line growth to your business
- Intelligent Supply Chain Operations transforms your organization with an integrated and frictionless supply chain that delivers cognitive, touchless operations, and data-driven decision-making
- Intelligent Customer Operations drives a frictionless customer experience across your organization by implementing a scalable, cloud-based, omnichannel platform that puts your customers at the center.



How can Intelligent Process Operations serve the sustainability agenda?

Sustainability is one of the biggest transformation considerations in enterprise operations. Automation across all business functions can extend your sustainability agenda and increase your operational efficiency, while reducing the environmental impact.

Capgemini actively pushes your automation estate to address questions such as:

- How can your organization enable its sustainability agenda with automation?
- How can you develop an automation estate sustainability program with a "Green IPA" model?
- How can you integrate transformation, green IT, and innovation projects into your automation pipeline?

Furthermore, Capgemini's dedicated portfolio of **Data for Net Zero** deeply integrates data, artificial intelligence and automation into Environmental, Social, and Governance (ESG) initiatives.

Realign your target operating model to optimize opportunities for automation

Identification of opportunities within complex automation estates can be challenging. To counter this, Capgemini has developed a proprietary IPA-Target Operating Model blueprint that provides a next-generation approach to combine de-siloed governance for automation, low code applications, data, AI, and digital adoption programs – all of which help shape new digital experiences for employees and customers.

In addition, Capgemini's renowned Digital Global Enterprise Model (D-GEM) platform encompasses the tools and techniques for reshaping and streamlining your data labeling processes to deliver increased efficiency, faster time to market, and an enhanced, customer experience.

By dynamically adapting to your organization's circumstances to address each and every point of friction in your business operations, D-GEM leverages our ESOAR methodology (Eliminate, Standardize, Optimize, Automate, Robotize) to reimagine your data labeling requirements in the light of intelligent automation, enabling you to implement straight-through processing and automated solutions while delivering the best impact and outcomes to your business users.

ESOAR identifies opportunities to eliminate processes up front if necessary, and enhances your existing investments in technology, setting the agenda for a holistic approach to transformation of your business operations.

Intelligent Process Automation

part of Perform AI, the Capgemini Group's comprehensive Data & AI portfolio of services that provides your organization with the ability to leverage the full transformative power of data and AI at scale.

Activating data and insights at the heart of your business, in your everyday decisions and actions, enables you to augment your organization's intelligence, and amplify the business outcomes you expect from data and AI.

By leveraging the full capabilities of the entire Group – from strategy and design through to global implementation and management – Perform AI helps you:

- Define the right strategy with industrialization, operationalization, and scale in mind
- Take the right approach to finding actionable, trusted insights for your teams, as well as including them in your transformation journey
- Build and implement the right solutions for your business, with the right continuous deployment and operations to maximize their positive impact.

Why Capgemini?

As one of the world's leading technology providers, Capgemini has a rich history of transformation and deep operational knowledge, with a renowned, market-leading portfolio of innovative services, tools, and methodologies underpinned by a strong tradition of innovation powered by intelligent automation. IPA transformations can be based on our ecosystem of partner solutions or custom made developments, infusing AI and analytics at the core.

This combination of technology, methodology, and constantly expanding pool of trained and certified professionals enables us to work with you in a truly collaborative manner to deliver accelerated value and minimized risk to your business in the digital age.

We also leverage a realistic, pragmatic approach to intelligent automation, which is aligned with the expectations, aspirations, and outcomes of our clients' businesses, and our strong reputation as a trusted partner that focuses on transparency, privacy, and security precedes us.

For a wealth management leader
We developed an intelligent, end-to-end, and automated solution that reduced the manual processing of complex term sheet documents, resulting:

- 50% increase in productivity
- 40% reduction in manual processing

For a leader in pharmaceuticals
We equipped the client's its medical teams with AI-powered virtual assistants that deliver meaningful interactions with patients, resulting in:

- 225% increase in productivity
- The provision of treatment guidance in discrete and interactive conversational format

For a leading healthcare company

We leveraged an AI and analytics-based solution to extract and automate medical diagnosis documents, resulting in:

- 85.5% confidence score achieved
- The processing of dozens of millions of medical documents

For a multinational beverage retailer

We deployed and hosted an intelligent monitoring solution, encompassing more than 80 robots, led to improved quality, speed, and efficiency in an agile, secure, and scalable manner across our client's operations. This has resulted in:

- 70% reduction in cycle time for approval and handoffs
- 95% reduction in turnaround time for addressing dispute cases.

We are winners!

Everest has positioned Capgemini as a "Leader" in its PEAK Matrix® for Intelligent Process Automation Providers 2022, for the 4th year in a row, due to our extensive expertise in this area. While Avasant has positioned Capgemini as Leader in its Intelligent Automation Services 2021–2022 RadarView ™ report, for the second year running.

"Capgemini has emerged as a Leader and Star Performer in Everest Group's PEAK Matrix® for Intelligent Process Automation (IPA) solutions in 2022. In addition to its strong partner ecosystem in Intelligent Automation, it also offers a wide range of packaged solutions across different process areas. Capgemini's extensive library of use cases and pre-trained implementation accelerators, and varied consulting frameworks, differentiate and position it well for success."

Ashwin Gopakumar,
Practice Director, Everest Group

To learn more about how Capgemini's **Intelligent Process Automation** helps you deliver a scalable, intelligent process automation transformation strategy, contact: businessservices.global@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 over 340,000 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, fueled 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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