

Capgemini

aws

NEW
YORK
LIFE

SEGUROS
MONTERREY

THE FUTURE
OF SMNYL
IS TODAY

INNOVATION DAY





SEGUROS
MONTERREY

ARTIFICIAL INTELLIGENCE POWERED OPERATIONS

Daniel Zavalza

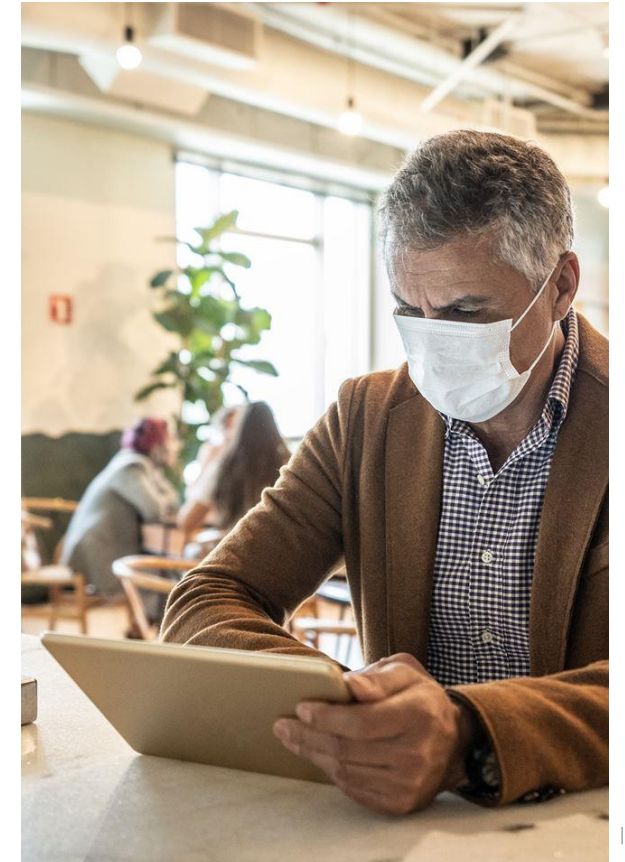
INNOVATION DAY



OUR VISION

To enable people with personalised, intelligent, and relevant services that keep them productive and allow them to be better each and every day.

Step forward to the future, and we see a world where support has transformed from something reactive, impersonal, and focussed on IT issues to one that is adaptive, tailored to the needs of the employee, and encompasses all aspects of work-life; always ready and available to assist with keeping them productive, engaged, and educated on the technologies and services across the enterprise.



CURRENT MARKET TRENDS AND CLIENT IMPERATIVES ARE GIVING RISE TO MANY OPPORTUNITIES FOR **BUSINESS** AND **IT**...

The
current
trends changing
and shaping
tomorrow's
markets...



Leveraging new technologies and business models



Leading the Industry with Sustainable Business Outcomes



Agile IT Estate “fit for future”
(e.g., product centric, & new ways of working)



Driving Cost Reduction and Continuous Improvement

HOW DO WE GET YOU THE FUTURE YOU WANT? THAT DEPENDS ON WHERE YOU ARE AND HOW TO GET THERE

Business Trends	Persona	How to get what you want
-----------------	---------	--------------------------

 **Leverage New Technology**

 **Lead the Industry**

 **Agile IT Estate 'Fit for Future'**

 **Cost Reduction & Continuous Improvement**

Innovator

Transformer

Optimizer

Increase pace of innovation and digital application deployments

Transforming the IT landscape to enable new business models and ways of working

Reduce cost to support and run; optimize business service levels to business strategy

... SO YOUR FOCUS ON KEY BUSINESS PRIORITIES IS CRUCIAL IN OPTIMIZING THE 'HERE-AND-NOW', WHILE INNOVATING AND DISRUPTING THE FUTURE



Leverage New Technology

Harness the value of **the latest, cutting-edge technologies and insights** to drive and support **disruptive Business Models**.



Lead the Industry

Align to industry and market trends demonstrating the value of IT through business metrics. Proactively utilize applications and infrastructure **insights to achieve sustainable business outcomes**.



Agile IT Estate 'Fit for Future'

Continuously optimizing the portfolio across Applications, Platforms, Infrastructure whilst ensuring security and data integrity. Facilitating the transition to **agile product-oriented** ways of working.

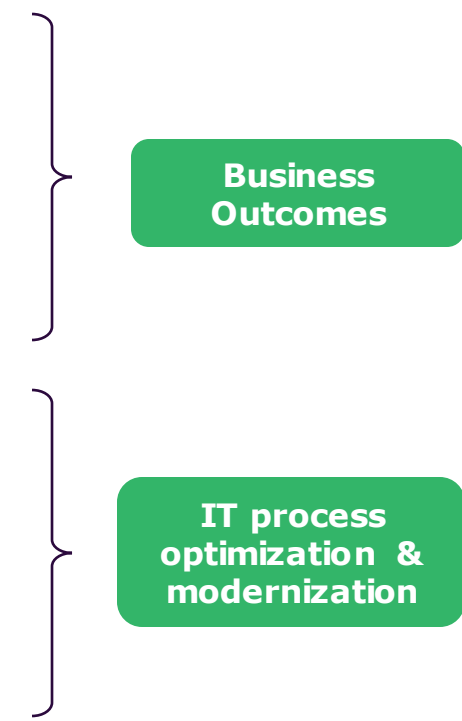
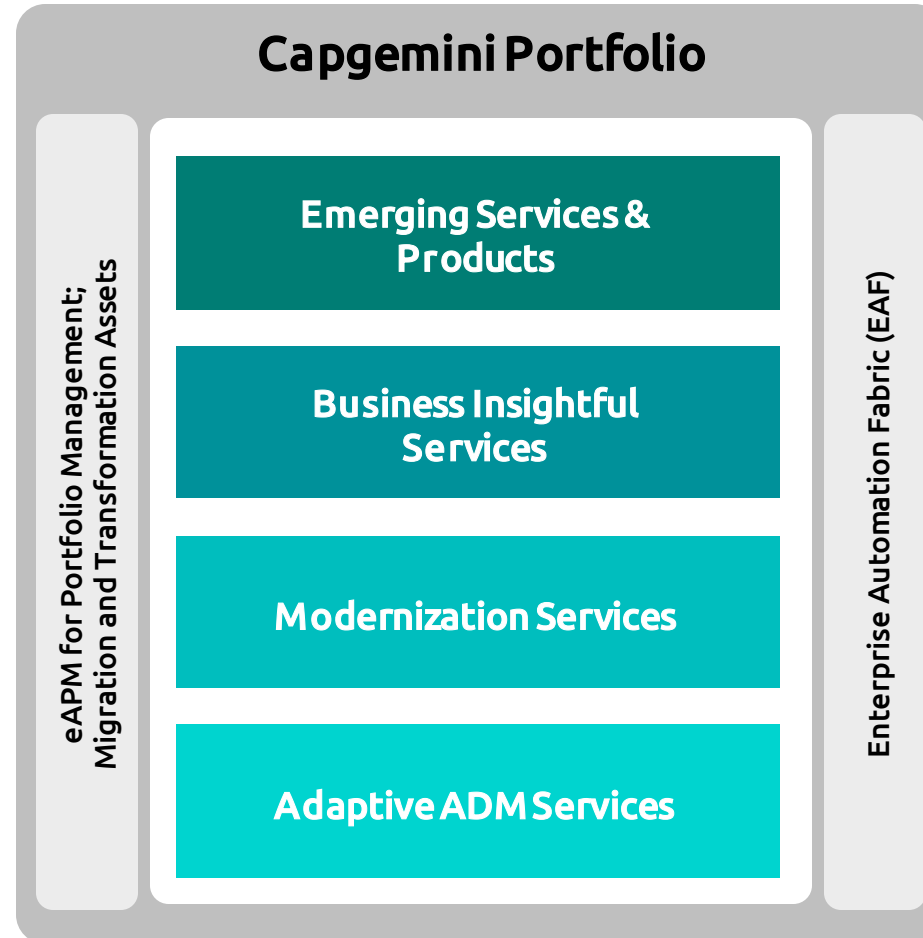


Cost Reduction & Continuous Improvement

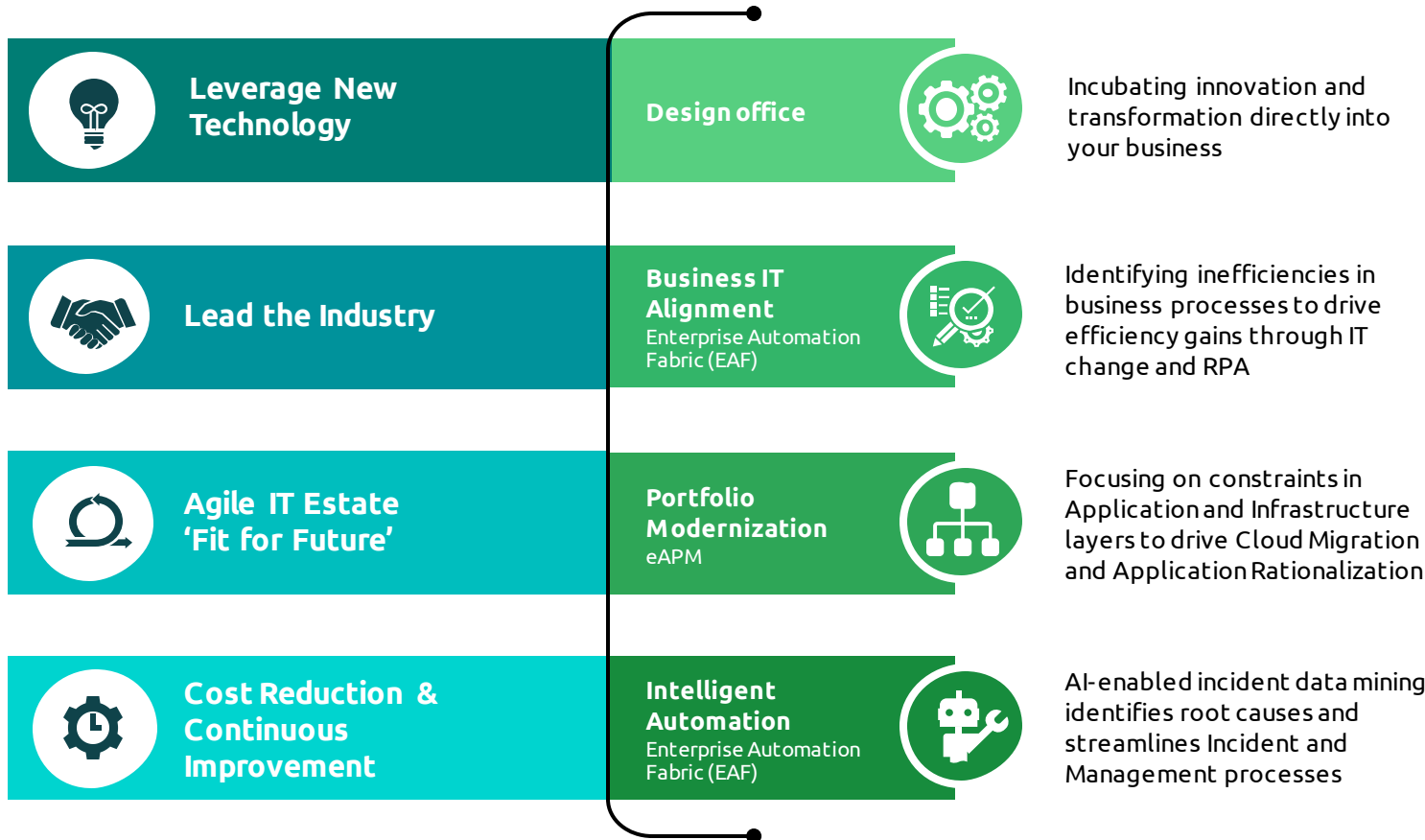
Increasing operational efficiency and industrialization to drive continuous TCO reduction across Applications & Infrastructure with positive environmental impacts. Achieving the businesses requirements with **increased speed and flexibility** for risk mitigation and efficiency.

CAPGEMINI ADDRESSES KEY CXO PRIORITIES WHILST DELIVERING SUSTAINABLE BUSINESS OUTCOMES

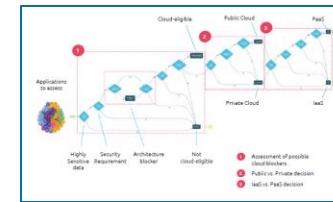
Key market trends delivered through layers.....



... ENABLING AN INSIGHTS DRIVEN TRANSFORMATIONAL APPROACH TO YOUR FUTURE.




ADM next drives transformation across business imperatives based on actionable insights




... AND DELIVERS THE BUSINESS PRIORITIES THAT ADDRESS THE EMERGING INDUSTRY BUSINESS & IT TRENDS

Key market trends delivered through ADMnext layers.

 **Leverage New Technology**

 **Lead the Industry**

 **Agile IT Estate 'Fit for Future'**





 **Cost Reduction & Continuous Improvement**

Emerging Services & Products

-  Sustainability Services
-  Digital Experience (CX) Services
-  Trusted AI @ Scale (Perform AI) Services
-  Edge & xIoT Platform Services
-  Digital Manufacturing Services

Digital SIAM (Service Integration and Management)

Business Insightful Services

-  Smart Analytics
-  AI & RPA solutions
-  Business Process Library (BKPI)
-  Process Mining

Intelligent Process Automation (IPA)

Enterprise Automation Fabric (EAF)

Industry Sectors



Business Processes

Modernization Services

-  Cloud Transformation
-  Application Modernization
-  Digital, Microservices Platforms (DCP)
-  Business Insights
-  Cybersecurity
-  Organizational Change Management

Adaptive ADM Services

Industrialization & Automation (Continuous Service Improvement)

-  Transition
-  Support Maintenance Enhancement
-  Build
 - Agile/DevOps
 - Waterfall
 - Testing
-  Embedded Innovation
-  Landscape Management
-  Decommission

Processes

Applications

Platforms

Organizational Assets and Enablers

-  Industrialized Assets
-  Transformation Framework & Solutions
-  eAPM
-  Enterprise Automation Fabric (EAF)
-  ADM Office
-  Design Office
-  Contracts & Commercials

A CASE STUDY: INTEGRATING IT & BUSINESS PROCESS

Global chemicals company, after a large first-time outsourcing and optimization play to cut cost and improve quality.

Solutions best suited for this part of their journey

Outcomes Achieved

Transformer



Optimizer



Leverage New Technology



Lead the Industry



Cost Reduction & Continuous Improvement



Insights-driven Automation

E2E Integrated ITO & BPO Solution with heavy focus on leveraging best-in-class **new processes** and OCM

Large Scale Business Transformation with focus on technology enabled solutions—Automate to insight

Pervasive Automation Effort including deployment of Enterprise Automation Fabric, and implementation of new tools and platforms

- **Cost reduction by >50%**
- **>\$50M** of additional quantified transformation
- Robust automation across all scope areas with ~40 new tools and technologies leveraged
- Integrated operating model with E2E visual dashboards for service health and business analysis

This slide to include industry specific content where possible.

Key Info

Scope across ADM, Infra, and BPO

Global Operations with 4,000 Employees

First time outsourcer going through large restructure

~460 FTEs

Remote Transition at Covid shutdown

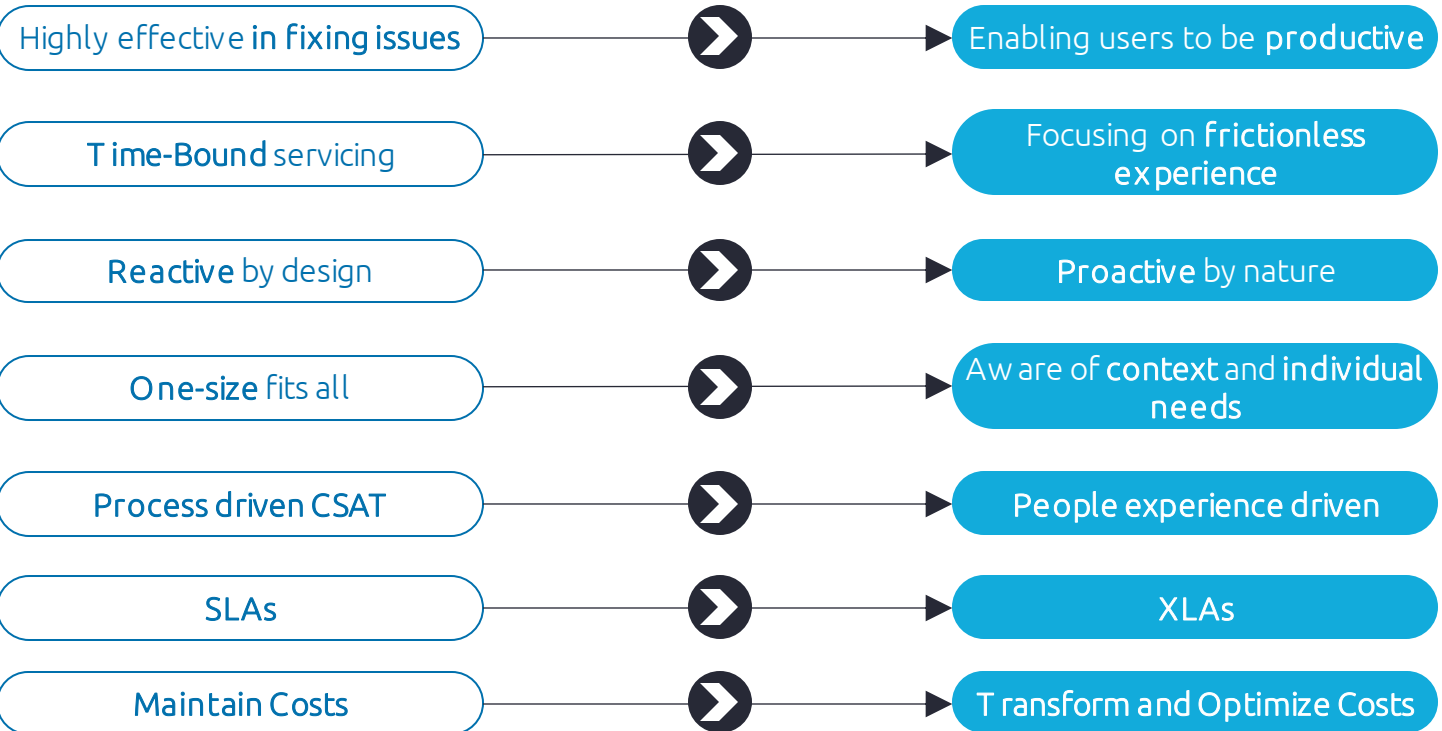
Highly competitive advised RFP process



TOWARDS PEOPLE EXPERIENCE IN SUPPORT

Traditional – I solve and close tickets

Journey to People Experience – I help people to do their business



SUPPORT AND OPERATIONS SERVICES IN DETAIL



People experience

Proactive support to look after you

Embedded Intelligence for personalised and tailored support

Experience focus and XLA Measures

Available onsite when you need to come see us

Outcome

Capabilities

Technical Experts	Training & Adoption
Line of Business Expert	HR/ Finance/ Facilities
Field support	AI to assist agents (Bots, buddy, etc.)

Predictive Support

Provide me solutions and updates for things you know are impacting me.

Zero Touch

Keep my devices and applications healthy so that I am productive

Assisted Solve

I engage with a VPA (bot) to get knowledge or solve with automation

Onsite Support

Come to me when its critical and I need help in person

Smart Routing

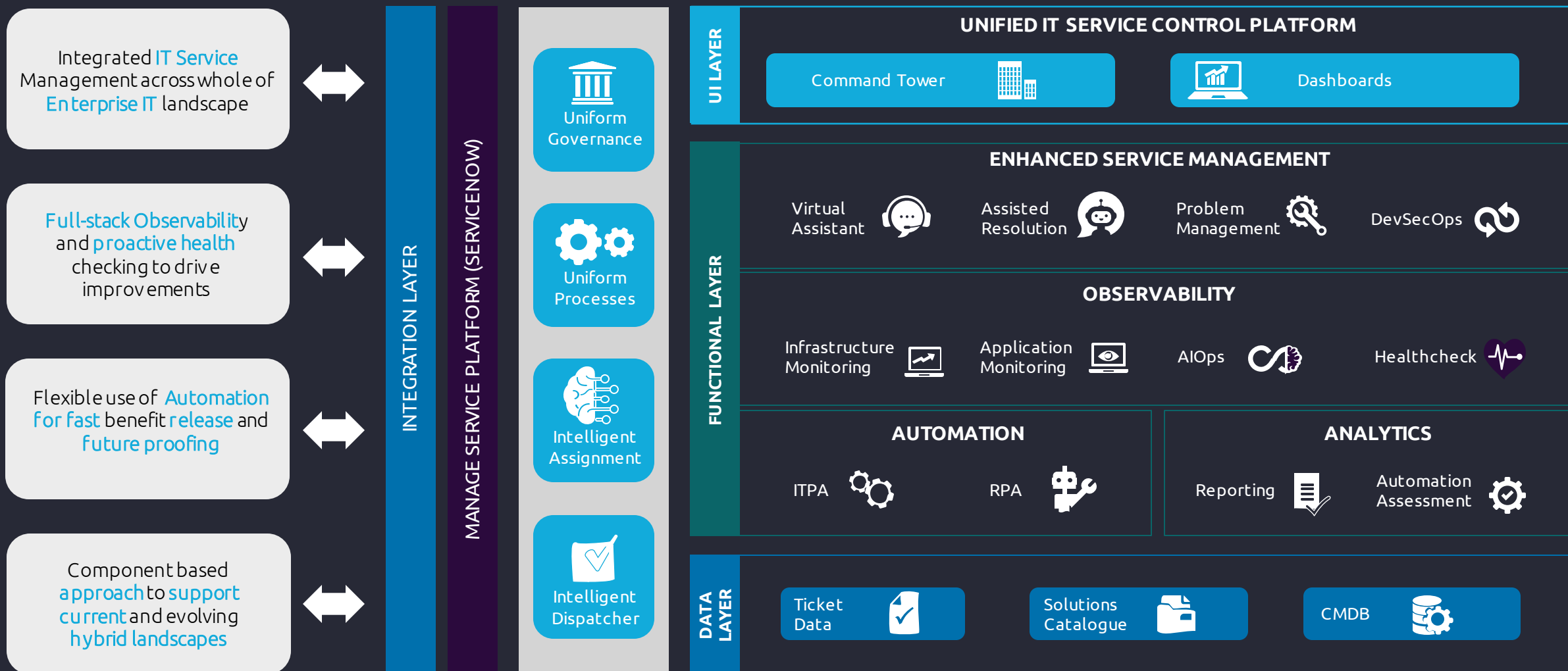
To the right person based on info collected on the journey

Training & Adoption

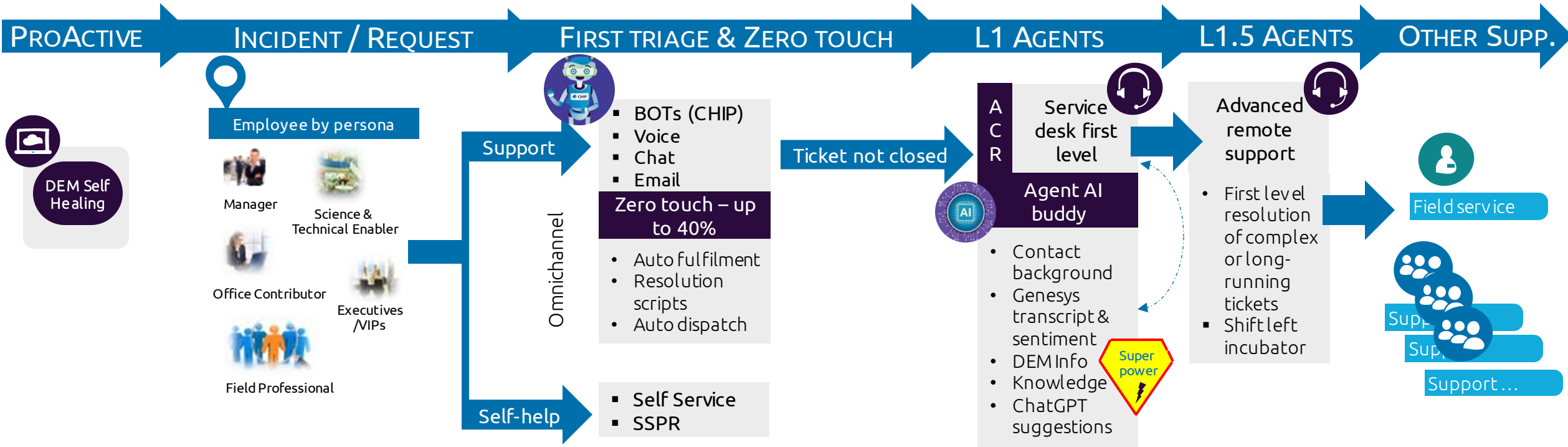
I learn new technology of business skills using multimedia content



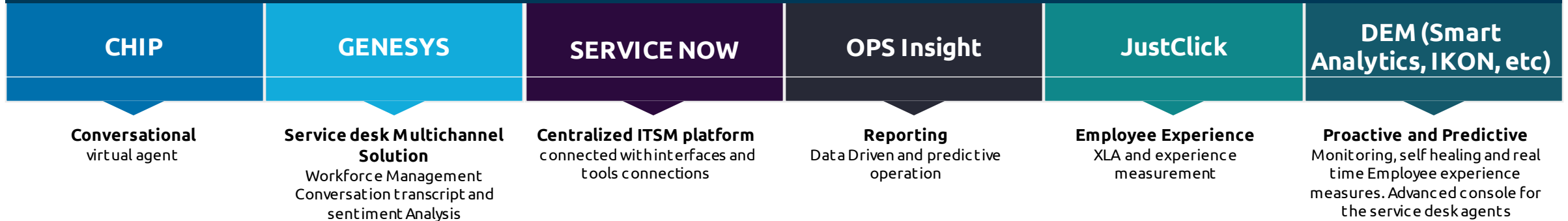
ADAPTIVE CLOUD OPERATIONS IS ENABLED BY CAPGEMINI ENTERPRISE AUTOMATION FABRIC DEPLOYING FLEXIBLE, EVOLVABLE AUTOMATION AND INTEGRATED ITSM ARCHITECTURE



CAPGEMINI SUPPORT SERVICES POWERED BY OUR FACTORY



ITSM – built-in intelligence



SMART ANALYTICS

Adaptive ADM Services

AP App. Performance Management CoE	2	SI SIAM	15
IK IKON	6	SF Solution Finder	25
FM Failure Mode Analysis	10	AM AppMon	35
CN Candle Stick	14	AF Auto FMA	45
RO RooCA	24	IM Intellimap	4
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PREDICTIVE ANALYSIS TO DRIVE DOWN TICKET VOLUME

CUSTOMER PROBLEM



Customer needs to drive better business performance through productivity, proactive approach to address pain areas and prevent issues.

Incident ticket data can become a management instrument for customer to provide guidance for making sound and supported business decisions for improvement.

Customer can use the gained insights to improve the overall maturity of their application landscape.

OUTCOMES & VALUE



- Reduced number of incidents
- Optimization of resource utilization
- Increased operational efficiency
- Proactive management

ASSET DESCRIPTION



This analytics **tool** provides actionable insights on ADM workload, viz., tickets, Service Requests, etc. in an automated and industrialized manner. The solution uses Natural Language Processing and Predictive Algorithm capabilities.



SMART ANALYTICS DEMO



The screenshot displays the ADMnext dashboard with the following data and components:

- Records:** 28,585,822 (4 September 2018 - 2:24:37 AM)
- Clients:** 1,150
- Tables:**
 - SBU:**

SBU	Count
AppsOne	762
AppsTwo	329
FS	39
Sogefi	20
 - Region:**

Region	Count
North America	589
Rest of Europe	221
United Kingdom and Ireland	130
France	117
Asia Pacific	83
India and Middle East	28
Benelux	2
 - Sector:**

Sector	Count
CPRDT	281
Energy, Utilities & Chemicals	175
MALS - Manufacturing	172
Telecom, Media & Entertainment	108
FS - Banking	79
MALS - Life Sciences	78
Others	60
FS - Insurance	58
MALS - Automotive	58
Public Sector	54
ITeS	18
Hitech	18
- Line Chart:** Shows a steady upward trend in records from Sep17 to Sep18, starting at approximately 8M and ending at 28M.
- Navigation:** Includes a login form with fields for Username and Password, and buttons for Login, Load Data, and a link for Forgot Password? Send an e-mail.
- Branding:** Capgemini logo, ADMnext logo with tagline "Excel | Enhance | Innovate", and Smart Analytics logo.

FAILURE MODE ANALYSIS (FMA)

Adaptive ADM Services

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GUIDES BUSINESS DECISIONS WITH ACTIONABLE INSIGHTS

CUSTOMER PROBLEM



- Customer's volatile and unstable applications require high availability
 - Customer seek to stabilize their critical applications and reduce the overall cost of maintaining their portfolio
- For the above requirements, there is a need to proactively identify the potential pain points and solutions to overcome these, even before the applications hit them.

OUTCOMES & VALUE

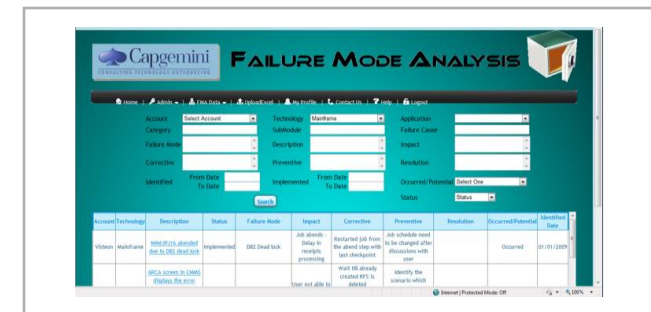


- Improved incident turnaround time
- Improved stability of the application portfolio by preventing incidents through implementation of preventive measures
- Improved maintainability of application portfolio, thus reducing the cost of maintenance by providing ready knowledge repository of all known issues with corrective actions
- 20% to 30% reduction in repeated incidents leading to 10% to 15% reduction in IT support effort

ASSET DESCRIPTION



FMA is a structured **methodology** to perform proactive Problem Management. It provides a methodology for identifying recurring or potential failures in an application and to determine the impact of each failure. It further assists in risk analysis and determines Corrective and Preventive measures for underlying chronic problems in the portfolio.



** AI Game Changer Award 2018 for Innovative Application in AI

IKON

Adaptive ADM Services

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END-TO-END INCIDENT MANAGEMENT ROBOT

CUSTOMER PROBLEM



Customer is seeking reduction in cost of operations through Left-Shift and automation. Typical customer requirements include:

- Reduction in the cost of operations
- Elimination of analysis time for repeated incidents
- Effective utilization of the Knowledge DB (KeDB)
- Better predictability of incident resolution time

OUTCOMES & VALUE



- **Faster turn around time (TAT):** With effective usage of KeDB, reduce TAT of repeated incidents by about 20% and increase resource productivity
- **Consistency in ticket resolution:** With standard steps provided in a KO (Knowledge Object), consistency in resolving repetitive issues increase
- **Permanent Fixes:** Helps determine root cause of repetitive incidents and provide permanent fixes
- **Shorter Application KT duration:** new resources become productive faster after KT completion

ASSET DESCRIPTION



Capgemini's Award Winning AI Solution**, IKON is an Incident-Knowledge Object based cognitive robot which acts as a one-stop shop for effective and efficient service delivery. It is a Capgemini **proprietary tool** which uses Natural Language Processing (NLP) to identify nearest matching solution for an incident from the KeDB and has in-built Machine Learning capabilities helping it to become smarter with every interaction. IKON:

- Understands the incident details and selects the 'nearest' right solutions from KeDB
- Provides a view of the top 10 possible solutions

Level (L1)	Level (L2)	Open Incident(S) with KO Relevancy	Location	SAP-CC	Finance	>>	Summary
1	IKON023823	CLS CRITICAL - Assurance balance issue...	SAP Financials	New	K8088030 48%	K8088030 48%	
2	IKON023920	We had an issue in assured GL Account: 2143000 ...	SAP Financials	New	K8078844 41%	K8078844 41%	
3	IKON023647	Assured balance not matching SAP balance...	GL ACCOUNT RECONCILIATIONS SYSTEM	New	K8706028 50%	K8706028 100%	
4	IKON023824	CLS Critical - Cannot post to Profit Center...	SAP Financials	Assigned	K8718888 35%	K8718888 18%	
5	IKON023824	Items not the same in PRD and BR...	SAP Financials	Pending	K8050702 41%	K8050702 99%	



** AI Game Changer Award 2018 for Innovative Application in AI

CANDLE STICK

Adaptive ADM Services

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END-TO-END MONITORING SOLUTION WITH SELF HEAL

CUSTOMER PROBLEM



- Customer is looking for solution for below scenarios:
- Reduction in efforts involved to monitor logs from different business transactions
 - Single place to view the logs status and view the logs details at macro level
 - Faster troubleshooting of application/ system problems

ASSET DESCRIPTION



- Candle Stick provides a centralized **platform** for end-to-end monitoring of major ERP platforms and custom software. The platform integrates with ticketing systems and automation platforms to provide self healing. CandleStick:
- Periodically extracts application and system level logs and metrics from targeted systems
 - Pushes logs and metrics to Elastic
 - Uses Kibana to visualize the log and metrics collected

OUTCOMES & VALUE



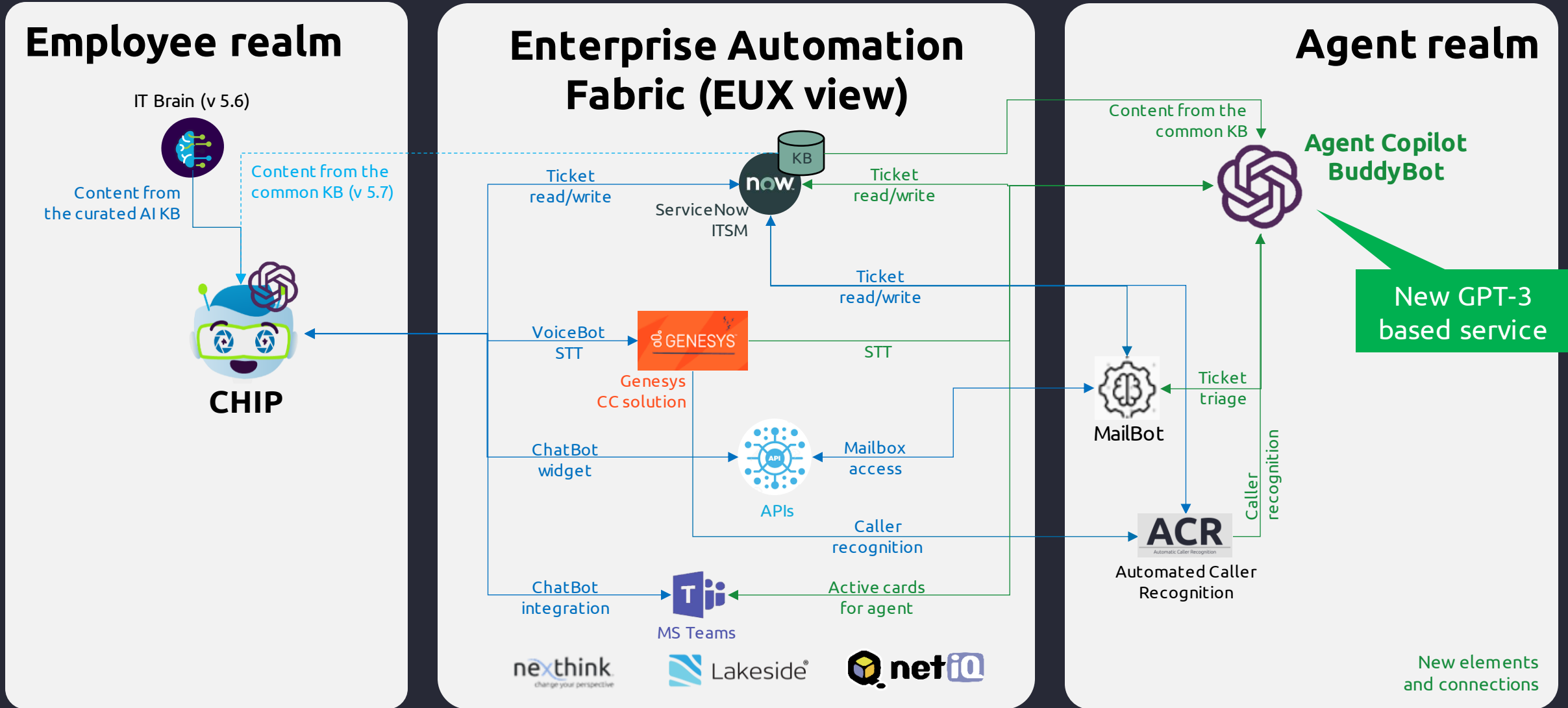
- Automated application log and system metrics monitoring
- Faster troubleshooting of system or application issues
- Easy to identify the problem and identify the reason. Supports issue exploration at Application/System component level
- Reduce Operations Cost: 25% logs monitoring time will be reduced and it helps reducing operations cost
- Single place to manage and monitor all logs

Date	Time	Application	Server	User	Class	Object	Sub	Status	Program	Transaction	Code	ID Number	Message
2021/04/17	13:04	ERP	194179	SEP	COPI	FILE	S	SAUTUSAP	SEP04			00A00000000000000000	LOGON SUCCESS
2021/04/18	13:02	ERP	194182	SEP	REVAL	FILE	S	PROGVAL	SEP04			00A00000000000000000	POSTVAL SUCCESS
2021/04/18	16:00	ERP	194183	SEP	CP	PROGCT	S	SAUTUSAP	SEP04			00A00000000000000000	POSTVAL SUCCESS
2021/04/18	16:02	ERP	194183	SEP	CP	PROGCT	S	SAUTUSAP	SEP04			00A00000000000000000	POSTVAL SUCCESS
2021/04/18	16:02	ERP	194183	SEP	CP	PROGCT	S	SAUTUSAP	SEP04			00A00000000000000000	POSTVAL SUCCESS

WE ARE ALREADY TESTING HOW WE EMBED GPT INTO OUR OPERATIONS



EMPLOYEE AND AGENT AUTOMATION REALMS – GPT-3 MVP 1



RaRe

Adaptive ADM Services

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REDUCING E2E RESOLUTION TIME WHILE INCREASING USER SATISFACTION

CUSTOMER PROBLEM



In an SAP application, when an user reports an issue/ error, the consultant does not always receive all the necessary information to solve the ticket. There is a situation when there is an exchange of communication to fetch the right information. This to-and-fro leads to business disruptions on account of increased resolution time, increased operational cost, high user dependency and user frustration.

OUTCOMES & VALUE



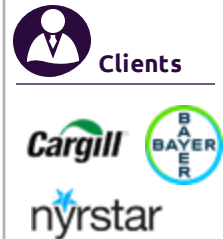
- Business users need not create tickets manually in the ticketing tool
- Average time saved/ ticket on clarifications due to RaRe is 20 to 25%
- % of L2 incidents for which no additional information is required is 50%
- Improvement in the TAT (Turnaround Time) for Ticket resolution leading to improved customer satisfaction

ASSET DESCRIPTION

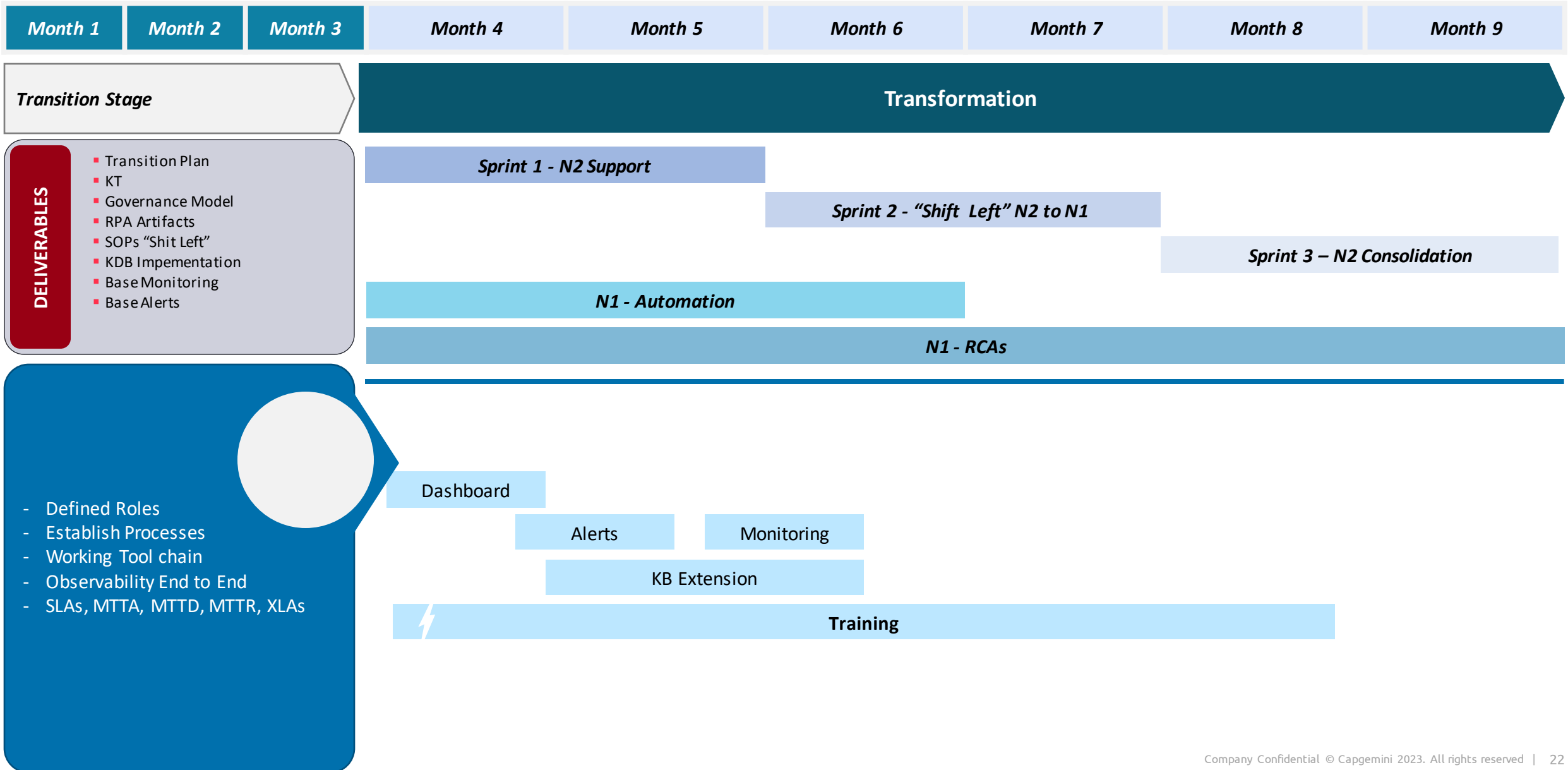


Rapid Resolve (RaRe) tool captures user session details, system information and error screenshot that provide the L2 team with all basic information needed.

Besides one-click information capturing, RaRe also includes features like automatic ticket categorization, pre-configuration of features, automatic system monitoring and interactive root-cause analysis. There is no or minimal dependency on the user.



TRANSFORMATION ROADMAP CASE STUDY





**GET THE
FUTURE
YOU WANT**



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 360,000 team members 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 2022 global revenues of €22 billion.

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