



# DIGITAL TWIN

Establish the foundations of frictionless transformation and continuous innovation



GET THE FUTURE  
YOU WANT



## A frictionless future for finance

Intelligent automation, artificial intelligence, and other emerging and innovative technologies promise a revolution across every aspect of your business, no more so than in your finance and accounting (F&A) function.

Despite this digital shift, organizations face a range of frictions, or oppositions to high performance in business operations, which often lead to an impaired customer and employee experience, inefficient and tardy decision-making, reduced speed to market, and the inability to keep pace with rapidly changing regulatory environments. Nevertheless, customers expect a frictionless experience, while shareholders expect the value of the organization to increase through innovation, long-term growth, and sustainability, enabled by a frictionless vision and roadmap.

Countering friction requires the evolution of operating models, breaking down internal barriers, taking control of data, and redefining finance processes for the digital age – delivering improved business outcomes that drive frictionless value for the CFO. The finance function is a key protagonist of this evolution, and is moving from being a clean up act of frictions within the enterprise to a catalyst of business model disruption and innovation.

## Drive a virtuous cycle of continuous improvement and innovation

Cappgemini's Digital Twin solution is an integral element of our Frictionless Finance offer, and a key component of our [Digital Global Enterprise \(D-GEM\) platform](#). Our solution leverages artificial intelligence (AI), intelligent automation, and data to drive a virtuous cycle of business mining, modeling, simulation, and improvement in a secure, digitally-isolated scenario that delivers continuous innovation to your finance function:

- Identify strengths and overcome weaknesses across your organization, including capacity limitations, bottlenecks, critical points of failure, and interdependencies
- Enable frictionless decision-making through delivering data and insights
- Capture, evaluate, and prioritize opportunities for end-to-end process transformation and improvement
- Measure the impact of potential changes prior to them being implemented to a live environment
- Create and test alternative flows and outcomes to understand how to deliver optimum value
- Monitor your return on investment.

In turn, this transforms your finance function to drive frictionless, enterprise-level value and outcomes across your organization, including enhanced customer experience and decision-making, improved working capital and productivity, and reduced operating costs.



## Deliver frictionless outcomes through linking your operations and transformation

As part of Capgemini's renowned [Digital Global Enterprise Model \(D-GEM\) platform](#), our Digital Twin solution drives a feedback loop of data-driven transformation and continuous innovation that delivers enhanced service and business outcomes through:

- **Business mining** – identify process improvement opportunities, and extract your process metrics and metadata to facilitate model creation
- **Modeling** – create a virtual representation of your “as-is” operational business and visualize your “to-be”
- **Simulation** – use simulations to test process improvements, alignments to a digital global process model, and mathematically predict outcomes and return on investment
- **Improvement** – prioritize improvement initiatives for implementation and measure success.

Our solution underpins and supports our core finance solutions, leveraging an AI-augmented workforce, AI-driven operating models, and a partnership philosophy to drive frictionless processing. This enables your organization to transition to – what we call – the [Frictionless Enterprise](#).

## Realign your target operating model to deliver the Frictionless Enterprise

Our [D-GEM platform](#) is an AI-based, digital business transformation platform that encompasses the tools and techniques for reshaping and streamlining your finance processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, user experience.

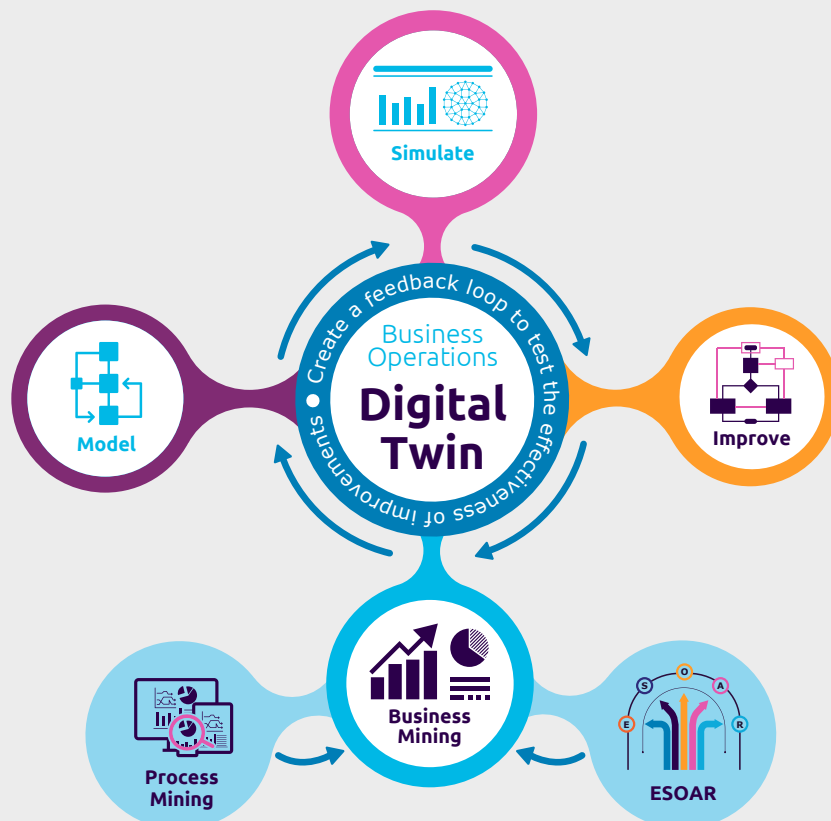
By dynamically adapting to your organization's business challenges to address each and every point of friction in your business operations, D-GEM provides a complete overview of your processes, guiding the right digital operating model for your organization. It also accelerates your transition to frictionless, future-proof processes, enabling you to remain competitive in a rapidly changing, digital business context.

## 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.



## Why Capgemini?

As practitioners as well as consultants, Capgemini is uniquely positioned to help you reimagine your F&A for the automated age. As one of the world's leading technology providers, we have a rich history of transformation, with renowned, market-leading F&A services underpinned by a strong tradition of innovation powered by intelligent automation.

This combination of technology, methodology and a deep pool of more than 15,000 finance and accounting experts – including tax, analytics and controller specialists – means that we work with you in a truly collaborative manner to deliver accelerated value while minimizing risk to your business.



To learn more about how our Digital Twin solution establishes the foundations for continuous improvement and innovation across your finance and accounting function, contact: [businessservices.global@capgemini.com](mailto: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 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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