Capgemini

Intelligent Business Process Automation

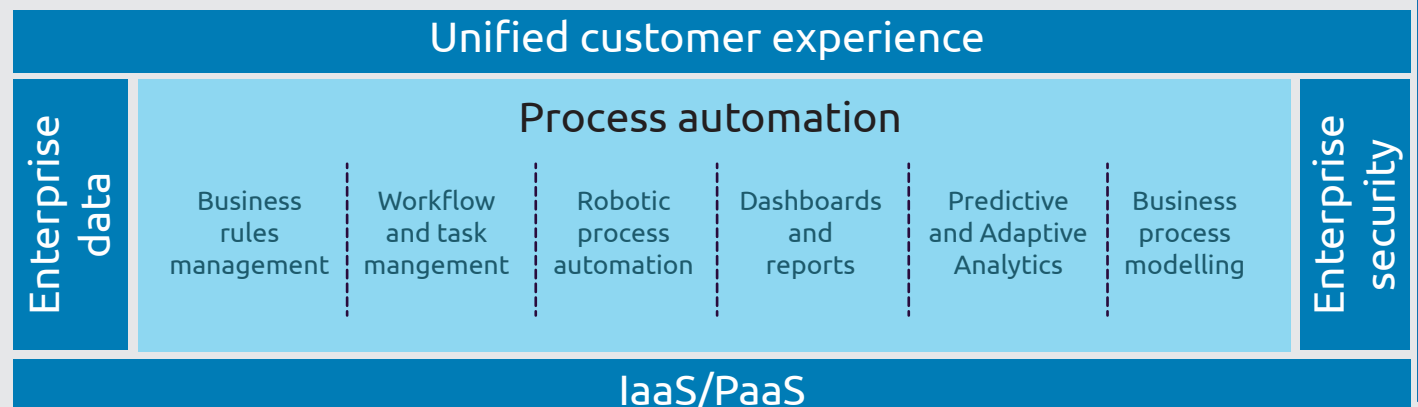## Why intelligent Business Process Automation matters now

Companies strive for faster and better insights into their operations. They need to be smarter to compete, optimized to control operational cost, and forward thinking to drive customer success. But the business process management of yesterday is not responsive enough in a disruptive market.

Intelligent Business Process Automation (iBPA) leverages forward-thinking solutions such as artificial intelligence, robotic automation, and cloud capabilities to improve the effectiveness of established business-process management tools. As the pace of innovation and industry disruption accelerates, businesses are turning to process automation to ensure they can both capitalize on data and get products and services to market quickly. In a large enterprise ecosystem, a lack of automation creates labor inefficiencies, and often makes the business overly reliant on IT for many common business requirements. iBPA helps bridge the gap between the business and IT to enable agility and empower transformation. Other benefits include:

- **Speed:** Time to capability moves from months to days
- **Efficiency:** Increase user productivity 20–30%
- **Cost effective:** Reduce operational costs by 50–80%
- **Agility:** Gain a competitive advantage by delivering an optimal, seamless customer experience.

Figure 1: Process automation enables agility and an improved customer experience

Unified customer experience							
Enterprise data	Process automation						Enterprise security
	Business rules management	Workflow and task mangement	Robotic process automation	Dashboards and reports	Predictive and Adaptive Analytics	Business process modelling	
IaaS/PaaS							

Industry recognition for Cisco iBPA program

- Gartner BPM Excellence Award (Global Service Logistics Organization)
- CIO 100 Award (Integrated Collection Management System)
- IDG Digital Edge25 Award (TARGA Product Quality Compliance)
- Stevie Bronze IT Team of the Year (Cisco-Capgemini-Pegasystems iBPA CoE Team)

iBPA success story: Cisco Systems

The situation

Cisco Systems has a wide range of underlying applications, data sources and systems of record. The company wanted to find a better way to unify these areas and get to market more rapidly. The business goals were to optimize market demand for new products and services, generate more revenue, gain a competitive advantage, and enhance the customer and partner experience.

The solution

Cisco partnered with Capgemini and Pegasystems to establish an enterprise-wide iBPA and process digitization framework to help drive the transformation and speed time to market across its:

- Selling and buying experience
- Service and consumption experience
- Back-office support services.

The team developed an iBPA Software-as-a-Service (SaaS) platform to help Cisco realize its vision of enterprise digitization. The entire platform is hosted and runs on Cisco's private cloud and can be extended and scaled to meet any requests based on how many use cases run on the platform.

The results

Cisco supports more than 14 functional domains with this iBPA SaaS platform; this provides an architectural framework that can be applied to each use case without having to start every request individually. It now has a 24/7 view across all business lines globally to ensure 99.95% uptime.

Other benefits include:

- Increasing user productivity by 22%
- Reducing operational costs by 75% In key business domains
- Cisco's Integrated Collection Management System team decreased credit holds in duration by 6% while gaining 120,000 human capital hours quarterly by enabling key work automation
- Transitioning inventory from new buy to repair by 15% while reducing the number of return-material requests by 10%
- 3,200-plus regulatory standards met across more than 150 countries
- Reporting on new regulations across the global footprint.

> **"** *Successful digital transformations do not begin and end with the technology, but require strategic planning, enterprise readiness, organizational change, and a scalable enterprise architecture that can keep up with the dynamic pace of business and IT evolution. Capgemini's intelligent Business Process Automation solutions provide a comprehensive framework for success for its customers in various stages of maturity for realizing a truly digital enterprise."*

Abhijit Banerjee
High-Tech Solutions Leader

Capgemini's iBPA expertise for entertainment and media customers

The Capgemini iBPA solutions team has proven experience, extensive partnerships, a dedicated center of excellence, and a comprehensive set of capabilities.

Comprehensive solution expertise

- Digital customer care
- Marketing and campaign management
- Digital workforce
- Digital supply chain
- Business process management
- Business rules management
- Unified user experience design
- Enterprise data and information exchange
- Enterprise security
- Workflow and task management
- Dashboard and reports
- Predictive and adaptive analytics
- Workforce intelligence
- Robotic automation

Proven partnership

Capgemini has a platinum-level partnership with Pegasystems and we are a consistent winner of Pega Partner Awards. Recent awards include:

- 2017: Partner Excellence in Driving Growth
- 2017: Stevie Award for IT Team of the Year for the Cisco-Capgemini-Pega iBPA team
- 2016: Partner Excellence in Driving Growth
- 2015: Sales and Business Development Partner of the Year

Global Centers of Excellence

A global team of trained specialists bring business process, design, and process automation know-how across industries. Investments in technology centers of excellence include dedicated process automation R&D investments. Capgemini has delivered iBPA solutions for sales, service, care, and other back-office services across clients and industries, including high-tech, telecommunications, media, and entertainment.

About
Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion (about $14.4 billion USD at 2017 average rate).

Learn more about us at
www.capgemini.com

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People matter, results count.