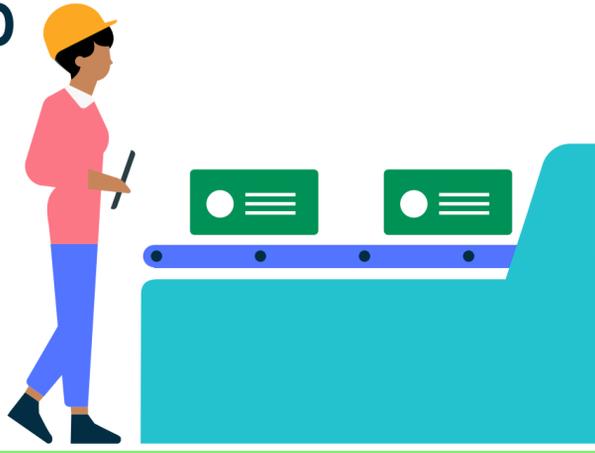


# Accelerating Industry 4.0 advancement with an ecosystem of innovators

How ServiceNow and Capgemini are powering manufacturing innovation for a new era



## The manufacturing industry is innovating on multiple fronts, at an extraordinary pace.

We polled 900 executives in 13 countries and found that manufacturers are investing more in advanced technologies than almost any other industry.

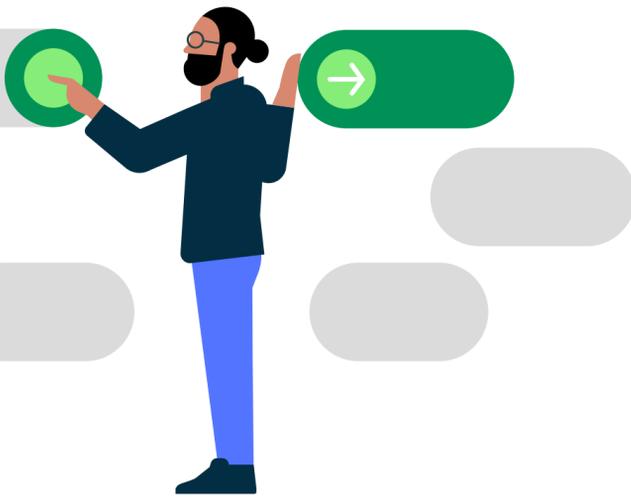
They're innovating to drive:



An entire ecosystem of innovators is working together to power an Industry 4.0 revolution across people, process, and technology—to help manufacturers achieve their ambitions.

## With manufacturing experiencing a global workforce shortage, manufacturers are rethinking work architecture and reskilling workers to meet rising production demands.

**Their goal?** Automate what's possible while giving workers digital tools that will help them complete tasks more efficiently.



**53%** of manufacturers polled rated providing staff with tech/data/tools as a top optimization strategy.<sup>1</sup>

- Tech
- Data
- Tools

However, using better technology isn't enough for manufacturers to achieve productivity gains. To be effective, manufacturers need to make sure workers can make the most of the tools presented to them.



### Shopfloor Solutions (DSS) powers standardization

Manual processes and paper-based instructions hold back productivity and efficiency in a smart factory. Capgemini's digital Shopfloor Solutions (DSS) improves the shop-floor experience and helps performance via standardized processes. The user-friendly and easy-to-configure digital app provides quick access to instructions and tracking tools.

[Learn more](#)

## The next-generation factory requires work to flow seamlessly across the entire enterprise—giving every department from production to customer service the information it needs, at the right time.

By reinventing the way work and data flows, manufacturers can simplify the steps of doing business with customers and partners across their ecosystem.

**62%** of manufacturers rated digitized workflows across the organization as a top optimization strategy<sup>1</sup>



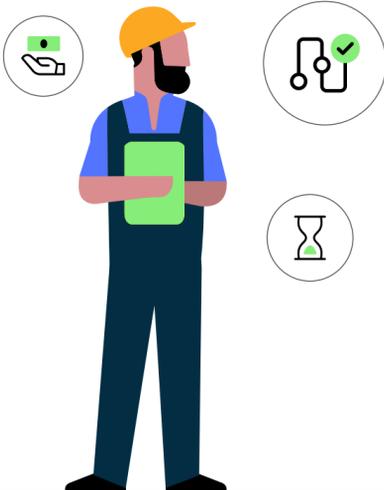
### Get data for actionable insights

Capgemini's DSS connects the shop floor to the business seamlessly. Insights can be used to run advanced reporting, quality reviews, and proactive maintenance on shop equipment. With direct inputs from the shop floor and standardized processes, DSS can provide the right details at the right time to make better, more informed business decisions.

[Learn more](#)

## In manufacturing, Industry 4.0 advancements are underway, but at an uneven pace. Manufacturers are increasing their optimization investments to improve performance quality, safety, and efficiency, and drive economic recovery from recent years' disruptions.

These investments in low-code tools, artificial intelligence, and other advanced technologies drive resiliency at scale.



### Top five

technologies driving optimization in manufacturing<sup>1</sup>

- 1 Cloud technology/data storage
- 2 Business-specific applications
- 3 Robotic process automation
- 4 Internet of things (IoT)
- 5 Workflow automation



### Get the digital future you want

Capgemini's DSS is already helping manufacturers realize value in usability, traceability, and ease of data entry. Connecting the shop floor to the business makes auditing easier with historical maintenance work records and improved compliance. And workers can be more efficient using a smartphone application that makes their jobs easier.

[Learn more](#)

Discover how ServiceNow and Capgemini are driving optimization efforts across the manufacturing value chain.

[Learn More](#)

<sup>1</sup>Source: ServiceNow/ThoughtLab global survey