



CAPGEMINI'S SUPPORTCENTRAL ENABLES CITIZEN DEVELOPERS

No- and low-code platform enables citizen developers to build applications quickly

Challenge

- Businesses face a shortage of software engineers and need the ability to quickly make non-technical business users productive across the digital landscape.
- Customers are actively looking for IT solutions but face increasing backlogs and wait times to deliver custom apps for their organizations.
- Customers are looking to replace existing solutions that are now obsolete and reduce IT costs related to infrastructure and security.

Industry: Manufacturing, automotive, and life sciences

Location: Global

Technology and services:

Public cloud: Microsoft Azure

Opensource stack: Java, Spring Framework, React, Kubernetes, PostgreSQL, Redis



Solution

SupportCentral, a no- and low-code platform, is designed to empower any business user with a suite of tools to build robust applications quickly – up and running in production in minutes.

- **Business process automation:** Customers can create apps using our robust No-code Form and Workflow engine to create optimized versions of their digital work and automatically feed data back to their internal systems using integrations. External surveys can be deployed in minutes to help businesses react to user sentiment in real time.
- **Content management:** Solutions often require content management using a web portal with document management. Our Sites tool with Document Management easily creates intricate internal sites that are easily shared across the organization.
- **Reporting and integrations:** The last mile of any process is always reporting and monitoring. Leveraging our no-code chart capability, users can easily create real-time reports with multiple chart types out of the box and use integrations to complement any solution by moving data, either transactionally or in bulk, with other systems and ERPs. They can also trigger events by calling a REST API in real time when a manager approves a request.

Result

- Capgemini helped customers leverage forms and workflows to process over 30 million digital transactions where someone had to take at least one action in the month of July 2023.
- At a manufacturing group, shop-floor operations are moved into SupportCentral with a cost out of over \$500,000 in other vendor software which could not be customized as per the requirements.
- At an energy sector client, a customer chose to build a solution on SupportCentral over another competing tools for sentiment analysis. The client is currently saving \$100,000 per year by moving customer sentiments and surveys.

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 every day by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 360,000 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 2022 global revenues of €22 billion (about \$23 billion USD at 2022 average rate).

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