



# Connected Office

Surround your employees  
with great experiences

# Smarter, simpler ways to interact with your surroundings.

Expectations about the “office experience” are changing quickly. Organizations need to allow new ways of working, improve office safety, lower real estate costs, reduce the environmental footprint, and get better information about building usage patterns. At the same time, employees want better office experiences that allow them to get more done in less time, with less hassle. They need:

- Flexible, intelligent space, adjusted to their needs
- Safe working environment
- Fast, reliable access to high-performance networks
- Hassle-free booking of desks, meeting rooms, parking spaces
- Smart, secure ways to communicate and collaborate with colleagues
- Omni-channel access to all tools and perks
- Responsive, personalized service and support

Capgemini’s modular **Connected Office** services take the office experience to a higher level for employees and visitors in any office environment, including home offices. With Connected Office, you can deliver personalized, data-driven, intelligent solutions that bring productivity, job satisfaction, and loyalty to new heights. The result is a continuous increase in your reputation and your business results.

It’s all part of the **Connected Employee Experience** portfolio, a comprehensive array of services that bring a new level of choice, quality, and consistency to employee engagement, interactions, and support.

## Four categories of services, unlimited possibilities

The Connected Office portfolio includes services categorized into four domains: **Enterprise Connectivity, Employee and Visitor Experiences, Smart Building, and Smart Spaces.** A closer look at each category and associated services is provided in the next page.

### Enterprise Connectivity Services

Network connectivity is the backbone of the user experience. Enterprise Connectivity Services monitor network

## A great office experience makes great business sense.



- **20%** of HR leaders’ site the employee experience as a major factor in organizational success.\*
- Over **40%** of HR professionals say employee engagement has a very high impact on customer service.\*
- 76% Sustainability, percentage of Millennials that consider a company’s social and environmental commitments when deciding where to work.\*
- Over 25% of employees that report missing deadlines and important actions are because of meeting room tech malfunctions.\*
- 45% of office real estate was not used during working hours (pre-COVID).\*
- Companies with high employee engagement are 22% more profitable than those with low engagement.\*

performance, maintain your security posture, and measure and improve the user experience with the help of extensive data analytics. Specific offerings include:

- **WiFi Network Experience Assessment:** Our experts analyze the quality, reliability, throughput, and availability of your connections. All tests are performed from the end-user perspective, measuring their actual network experience. We then share recommendations to make your wireless network more secure and reliable.
- **Network Design and Deployment (WiFi, LAN, SD-WAN):** Our consultants provide guidance for the design and deployment of high-quality networks that will deliver a superior user experience. Your network can then be cost-effectively managed by our global Network Operation Centers.
- **Network and IoT Security:** Remote working increases security challenges. Capgemini delivers consulting and SOC services to improve the security of the corporate network, guest networks, and IoT endpoints.

\*HR.com/GLINT, State of Employee Engagement Report 2019.

\*Improving Employee Engagement with Internal Communications, SMARP Study.

## Connected Office Portfolio

Unified Digital Workplace Experience	Right-sized Office Space	Greener Credentials	Seamless Smart Space Experience	Improved Office Safety
--------------------------------------	--------------------------	---------------------	---------------------------------	------------------------

Enterprise Connectivity	Employee and Visitor Experiences	Smart Building	Smart Spaces
WiFi Network Experience Assessment	Connected Employee Experience Hub	Smart Sensors	Smart Meeting Rooms and Huddle Spaces
Network Design and Deployment (WiFi, LAN, SD-WAN)	Visitor Management	Smart Building & IoT Platform	Smart Desks
Network and IoT Security	Digital Signage	Managed IoT platform	Home Office Experience
Network Optimization for Remote Access and Cloud Services	Usage Analytics	Facility Analytics	Tech Bars – Lockers & Vending Machines
WiFi Location Analytics and Indoor Navigation			Innovation Lab

### Technology Partners

Microsoft	Google	signagelive	Lenovo	logitech	Jabra GN	SAMSUNG
CRESTRON	aruba <small>a Hewlett Packard Enterprise company</small>	SIGNIFI	Envoy	poly	CISCO	hp

- Network Optimization for Remote Access and Cloud Services:** We can assess your existing environment and help you provide secure access to resources, optimize bandwidth, and cut costs.
- WiFi Location Analytics and Indoor Navigation:** Capgemini extracts extra value from your current wireless infrastructure and provides information and insights about people flow, space utilization, and consumer behavior. We can provide indoor navigation capabilities that allow employees and guests to easily find and book rooms, desks, restrooms, printers, and more. We can provide end-to-end connectivity services after the deployment, with day-to-day maintenance, Wi-Fi analytics, user experience monitoring, management of sensors/ devices, and equipment updates as required.



## Employee and Visitor Experiences

These services help you demonstrate to employees and visitors that you care about the experience of everyone who interacts and collaborates across your business. We are supporting customers to take user experience to the next level, improving communication, enhancing brand and boosting productivity thanks to our apps and solutions. Specific offerings include:

- Connected Employee Experience Hub:** An integral part of many Digital Workplace strategies our all-in-one Hub platform provides mobile and web applications for employees and delivers a unified digital workplace experience. It integrates a variety of modules including services that support **facilities** (booking a space, incident reporting, energy efficiency ordering resources, etc.), **IT** (service catalog, virtual assistant integration), **HR** (recruitment support, interactive onboarding, employee development, alumni features) and **corporate systems** (authentication, access management, and building security). The Hub also connects employees to the office in a social dimension – for those who **work from home**—ensuring they are informed about important events, supporting collaboration and communication at a distance. The platform is ready to support thousands of users in multiple locations. The Connected Employee Experience Hub can be extended to multiple use cases in multiple locations to address a wide range of needs. Capgemini’s experts can tailor features and capabilities to your specific requirements.

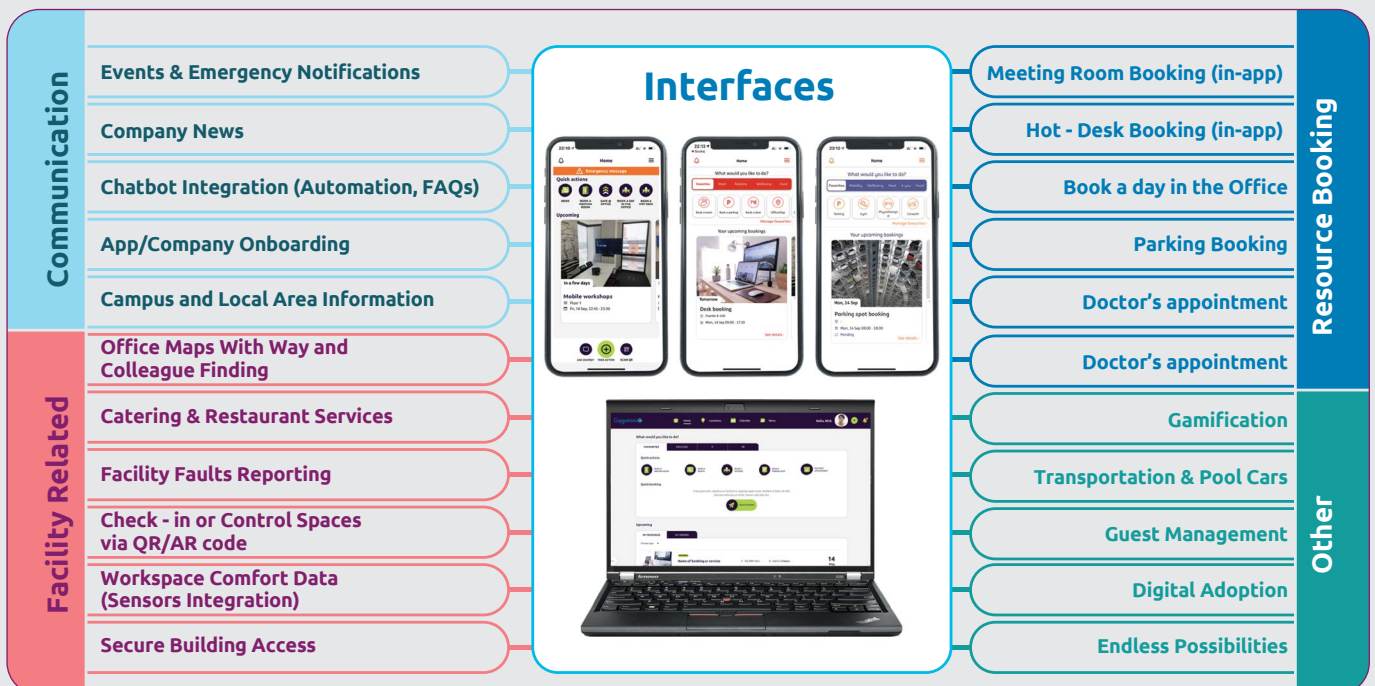
- Visitor Management:** We can quickly improve the guest experience with a **self-check-in process, automatic badge printing, Wi-Fi access provisioning**, and more. Employees can control who is visiting and when, and they can receive notifications of guest arrival.
- Digital Signage:** Our Digital Signage solutions offer an effective communication channel in workplace environments by leveraging players, screens and dynamically generated content that will impress visitors and employees.

The **experience** of your employees and visitors will define whether you will be **successful in the market**. Take it to then **next level**, show that **you care**, improve **communication**, enhance **brand** and **boost productivity** with our apps and solutions.



- Connected Employee Experience Hub
- Visitor Management
- Digital Signage

**Employee and Visitor Solutions-** Improve communication and productivity



Connected Employee Experience Hub platform delivers unified digital workplace experience by providing seamless access to HR, IT, facilities/real estate services and more.

- Usage Analytics:** We provide statistics and analytics about the use of key software platforms and physical resources within your facilities, so you can predict and consistently meet the expectations of employees and visitors  
 Capgemini managed services include L2 management and L3 coordination for Visitor Management Services, Connected Employee Hub application, and Digital Signage. Our experts perform daily operational tasks and manage devices, analytics, and security to keep the visitor and employee experience high.

## Smart Building Services

Smart Building services give you options for optimizing space allocation, rightsizing the office environment, improving safety, reducing the environmental footprint, driving automation, and improving the employee experience. Specific services include:

- Smart Sensors:** Our OfficeSense sensors enable you to monitor the occupancy of rooms and desks, or check comfort levels such as temperature, carbon dioxide, humidity, noise, and light. You can visualize and track the data, and even set up alerts for specific conditions, enabling you to effectively utilize all of your facilities.  
**Now, when employees are eager to re-enter the office, the business must ensure this can be done in a safe and healthy way.** With our sensor technology, we can monitor waiting lines at coffee machines, elevators, stairs, and toilets. This data can be used to reduce unplanned contacts and deliver a safer office. We can also direct employees to specific empty desks and meeting rooms, to avoid people wandering through the office to find an available space.

- Smart Building Platform:** Capgemini makes it easy to customize smart building capabilities to your unique requirements. The platform can integrate multiple data sources, third-party software solutions, and new data sources specific to any building technology including access control systems, building management systems, existing network of IoT devices/sensors. The Smart Building Platform makes it easy to integrate software across multiple sources, including popular third-party solutions ranging from mobile apps that arrange moving logistics to major CRM solutions.
- Facility Analytics:** We enable you to see, understand, and continuously improve the usage of your facilities and all the resources within them. Our data can help you reduce your real estate requirements, leading to a significant reduction in costs. Thanks to multiple sensors and sensor types, user patterns can be discovered and modified through a number of actions. For instance, hot desk booking or room bookings can focus use in specific areas of the building. Unused parts of the building can then be optimized to consume as little energy as possible, whereas parts used by employees maintain comfortable parameters, delivering a positive impact on environmental footprint while reducing cost.
- Managed IoT platform:** We can provide asset and configuration management, sensor status monitoring, gateway and sensor firmware management, performance monitoring, and reporting capabilities.



## Smart Spaces

Smart Spaces are focused on improving specific spaces within a building. We bring together everything needed to improve the speed and efficiency of everyone's interactions with their surroundings. Key offerings include:

- **Smart Meeting Rooms and Huddle Spaces:** We help design and deploy smart conference rooms and huddle spaces to provide seamless and unified collaboration experiences. Features and capabilities include great audio/video quality, one-click to start feature, easy screen sharing, and the ability to auto-join meetings, adjust lighting and temperature, and book or cancel rooms. We also provide analytics and insights to help you optimize the use of core assets and constantly improve the user experience.
- **Smart Hot Desks:** Our experts help to create Service Catalog for different desk types that will be adjusted to user groups (personas) and will leverage best technologies to deliver unique experience for your employees.
- **Home Office Experience:** Capgemini can help you transform the home-office experience for your employees. We help you select and introduce devices and accessories such as headsets, unified docking stations, collaborative smart devices, Bluetooth speakers, and external cameras; as well as network devices such as remote access points that extend to users working from home or temporary work sites.
- **Tech Bars - Lockers & Vending Machines:** We can help you create an open, inviting environment that will completely transform the experience of onsite services for your employees. They will be able to book appointments through the Service Desk or use self-service tools to arrange repairs, get information, or learn about new elements of the digital workplace landscape. You can also extend Tech Bars with smart lockers and smart vending machines that expand self-service capabilities, simplify and automate delivery of accessories, and make temporary devices available 24/7.
- **Innovation Lab:** Connected Office solutions allow you to improve and transform any space. We can support you

in selecting and deploying solutions for Innovation Labs that will inspire your employees/guests and will become incubators of great ideas that shape the future of your business. We also offer Digital Workplace Innovation Lab as a Service, which gives your customers and employees constant access to the latest innovations in the digital workplace arena, and the ability to experience a set of use cases and scenarios first-hand.

Connected Office allows employees to return to work after a crisis in a safe and secure way thanks to Smart Office Sensors, which track office utilization and help control social distancing in the office environment, along with a comprehensive set of modules available within mobile/web apps for employees.

## Experience is our advantage.

Connected Office services are just one element of Capgemini's Connected Employee Experience portfolio, a comprehensive array of services that bring a new level of choice, quality, and consistency to employee engagement, interactions, and support.

Connected Office services can be delivered individually or integrated with any other service within the portfolio. Each offering complements and adds value to the other, creating an end-to-end value chain that brings advantages to users, IT, and the business.

For details about the other elements of the Connected Employee Experience, please download any of the brochures listed below.

[Connected Employee Experience overview](#)

[Connected Workspace](#)

[Connected Collaboration](#)

[Connected Support](#)

[Connected Experience Framework](#)

## Connect with us and see for yourself.

The best way to understand the capabilities of the Connected Office is to see them in action at our **Connected Employee Experience Showcase** facilities. Come and see a live demo, or contact us for details on how to access our virtual environment. In the meantime, visit our website at [URL] to learn more, and request **case studies** specific to your industry.



**Smart Spaces**- Improve everyone's interactions with their surroundings

## Analyst Recognitions

Recent analyst reports affirm both the current strengths of Capgemini's Connected Employee Experience portfolio and its steady evolution over the past few years.



Named a **Leader in Gartner's Magic Quadrant for Managed Workplace Services, Europe** for 2019 and 2020.



Positioned as a **Leader in NelsonHall's NEAT evaluation for Advanced Digital Workplace Services** for 2019 and 2020.

**500+**  
Clients supported

**2,324,594**  
users supported through service desk support

**1,388,133**  
end-user devices managed

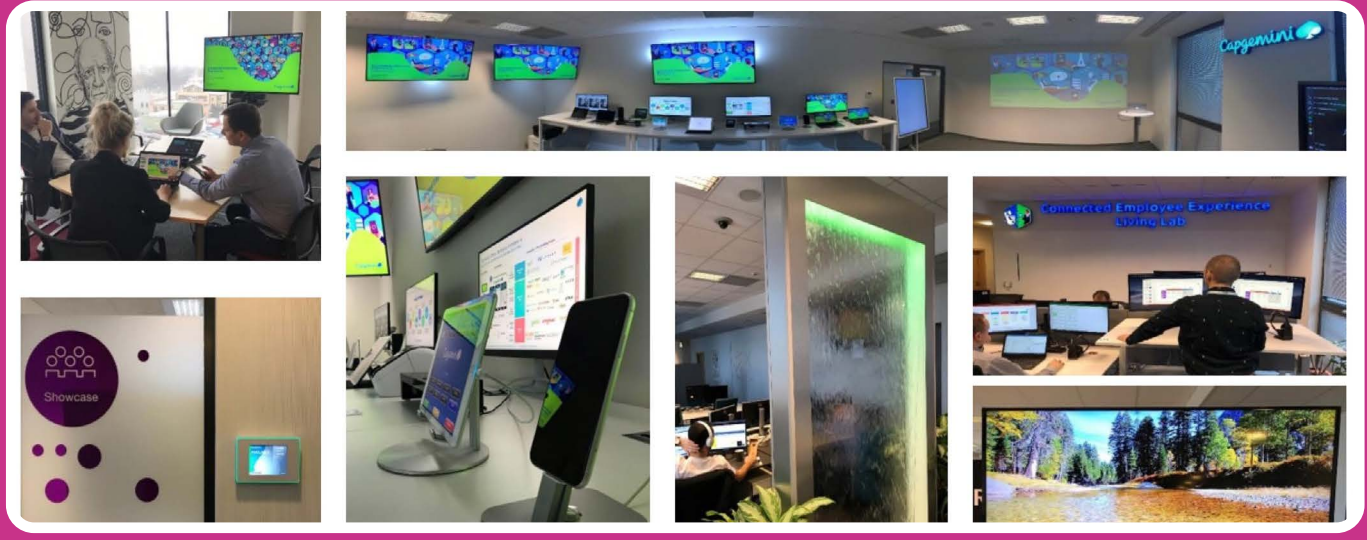
**18,722,594**  
desktop support incidents managed through remote resolution

## Leading Canadian bank

- **Project goal:** Build an end-to-end solution to improve the office experience at a new headquarters facility.
- **Methods used:** Self-service tools, virtual workspaces, mobility/BYOD capabilities, digital office components, seamless and secure access to data to enable a comprehensive Connected Office experience.
- **Benefits:** Capgemini provided a set of recommendations for creating an exceptional work environment at the new headquarters, including all of the above and the introduction of Tech Bars to improve the employee experience while reducing the costs associated with onsite support services.

## Real estate services division of a multinational enterprise

- **Project goal:** Modernize the property portfolio to optimize office space utilization and reduce the real estate cost.
- **Methods used:** A mutualized cloud-based platform for all connected buildings; different user interface formats to meet office stakeholders' needs; mobile app for employees and web portal for real estate; standardization of data and services sources, including floor maps and POI formats, web views, sensor types; analytical tools for real-time and historical data.
- **Outcomes:** Optimized the use of workspaces, reduced real estate costs, introduced new innovative services, and mobile application to employees; a smaller physical footprint reduced environmental impact through lower energy consumption.





## About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group 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. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion.

Visit us at

[www.capgemini.com](http://www.capgemini.com)

### People matter, results count.

This message contains information that may be privileged or confidential and is the property of the Capgemini Group. Copyright © 2020 Capgemini. All rights reserved.

This message is intended only for the person to whom it is addressed. If you are not the intended recipient, you are not authorized to read, print, retain, copy, disseminate, distribute, or use this message or any part thereof. If you receive this message in error, please notify the sender immediately and delete all copies of this message.

For further information please contact:  
[infra.global@capgemini.com](mailto:infra.global@capgemini.com)