Capgemini

EMPLOYEE EXPERIENCE
WORKSPACE SERVICES

Work smarter

YOUR PEOPLE ARE YOUR MOST IMPORTANT ASSET

The problem is, recruiting and retaining talented employees is increasingly difficult. Keeping employees becoming engaged is therefore crucial to the future of every organization.

The technology your staff use for their work plays a key role in making this happen, and much more. Besides, Workspace systems enable your employees to work smarter. They make your business operations more sustainable. And they can even help to attract new staff into your organization.

Capgemini's Workspace services enable you to realize the full potential of technology in the workplace, helping your organization to break new ground in terms of productivity, sustainability and inclusivity.

EMPLOYEE EXPERIENCE

Workspace | Collaboration & Empowerment | Office | Support | Framework

POWERING PRODUCTIVITY

Every organization faces a productivity paradox. Employees are the #1 factor that determines productivity, but because competition for talent is so fierce, every organization must do more with fewer people. Our workspace offer is focused on improving employee productivity, so you can drive maximum value from your team.

- **The right tools.** We start by understanding how your employees work, whether they're on the shop floor, factory floor or sea floor. Then, we build task-focused technology solutions that reflect each

employee use case. This way, we empower every one of your staff to work smarter and faster.

- **Efficient onboarding.** With zero-touch onboarding, we can ship devices directly to your employees and configure them automatically on site, saving your IT team time and effort.
- **Cloud-enablement.** With our workspace solutions, employees can start working immediately using their own online devices – wherever they're based – with secure access to applications, data and other corporate resources.
- **No distractions.** Our solutions are designed for user-efficiency. Employees have access to only the tools they need to do their work, to help them focus, prevent distractions and enable them to work more productively.

WE MOVE WITH YOU

Your business' workplace requirements evolve constantly. Our flexible, employee-centric DevOps approach enables us to respond to these changes and ensure your security, compliance and commercial requirements don't add friction to your technology experience.

We involve your employees in the creation of your workplace transformation strategy to ensure we understand and respond to their daily needs, and can support them to drive value from your technology.

As a result – and unlike other service providers – we can commit to and contract on business outcomes, to tackle the challenges that matter most to your business.

- **No downtime.** Your workspace devices will be robust and capable, to prevent them from breaking and to ensure they work wherever they're needed. Workspace solutions are designed to support in-office and remote working, providing access to apps and data from any location. Predictive monitoring spots tech issues before they occur, so that devices can be fixed, replaced or upgraded without disrupting employees' work.
- **Resilience by design.** Our solutions enable staff to continue to work productively during periods of disruption. During the COVID-19 pandemic, for example, our clients were able to switch their entire workforce to home-working in days, having already set up systems for remote working.
- **Frictionless support.** Every employee has access to our expert support, using the channels that match their role and personal preferences. Staff working in noisy environments like shops and factories, for example, will have access to chat support, to save them having to make phone calls.
- **Continuous optimization.** Our solutions collect data on how your staff use your workplace systems. We use these insights to develop an innovation roadmap that suggests new opportunities for automation and new ways to use technology to meet your changing business requirements.

ENSURING INCLUSIVITY

Making your workspace systems more user-centric doesn't only improve productivity today. It sets the foundations for success tomorrow, by driving employee engagement, confidence and inclusivity.

- **Empower staff.** Your employees' confidence with technology changes from one individual to the next. We work to understand your employees' behaviours, drivers and needs to build technology strategies that bridge the 'digital dexterity gap' and enable all your staff to use your workspace systems effectively.
- **Streamline your support.** We provide technology support via a range of channels, to suit employees' preferences and abilities. Younger employees, for example, often prefer using chat support. Staff with visual impairments may require phone-based options.

- **Educate.** Our workspace solutions improve employee efficiency over the long term. We assess gaps in your employees' technology knowledge and train them to use your systems. We drive adoption using gamification and other behavioural change techniques.
- **Expand your talent pool.** Making your workplace more inclusive opens up opportunities to recruit staff who might have been unable to work with you in the past. For example, those who can only work from home, or those based abroad.

BUILDING SUSTAINABILITY

The technology your teams use has an outsize impact on your business' sustainability. We design and deploy your workspace systems according to Capgemini's Sustainability Impact Framework for recording, reporting and reducing carbon emissions, to help you step up your sustainability efforts and act as a climate leader.

- **Strategic strength.** The shift to sustainable thinking has changed the way organizations think about their IT estate, including their workplace systems. We use technology as an enabler for sustainability. First, to help employees work more sustainably (for example, by enabling them to work from home to cut their travel emissions.) Second, by helping them to use more sustainable technologies (for example, by selecting more energy-efficient devices.)
  At the beginning of our engagement, we work with you to explore the wider environmental context for your employee experience, including your business' sustainability vision, strategy and commitments. This forms the basis for how we design your workspace solution and the metrics we use to measure success.
- **Everyday action.** We improve your sustainability performance in three key areas. First, by providing your staff with sustainable, energy-efficient devices. Second, by presenting your sustainability data in real-time, to contribute to the transparency of your supply chain. Third, by configuring your employees' devices to work as efficiently as possible.

- **Meaningful monitoring.** Our workspace solutions gather sustainability data constantly, storing information in a common data model for ongoing analysis and impact modelling. This data enables you to set meaningful, science-based targets, identify areas for improvement and educate employees on how their technology habits affect your organizational footprint.

Our Sustainability Impact Framework is aligned to key sustainability accreditations worldwide – including CDP, CSRD2023, the EU Taxonomy, SBTi and more – so you'll save time on reporting, too.

- **Recruit & retain.** ESG performance is an increasingly important factor in employees' attitudes towards employers. By integrating sustainability into your workspace strategy, your staff can be confident that you're working hard to minimize their impact, every day.

CAPGEMINI WORKSPACE IN ACTION

Client: A Leading Energy Company in Europe

Phase 1: Emergency Response

Our client is a sustainable energy in Europe, serving 2 million customers As the COVID-19 crisis accelerated in 2020, they recognized that the Government was likely to order all employees to work from home, within days.

They turned to Capgemini to plan, test and implement their home-working strategy to increase the number of staff working at home from 400 to 4,000 overnight. This included 1,000 external employees at the company's call center.

The challenge: with no time to supply staff with company-owned devices, we had to enable employees to use their own devices for the switch.

Our solution: to leverage the company's Microsoft Azure cloud infrastructure – built by Capgemini company Sogeti – to scale up and provide massive numbers of new cloud workstations at speed.

Having tested our solution immediately, we completed the cloud workspace rollout in days, providing full staff training to keep the company's systems secure and to enable staff to use the system for their individual requirements.

By enabling staff to work from home, A Leading Energy Company saved an estimated **€60,000** in lost business, every hour.

Planning & testing was completed in hours, before the government announced a country-wide move to homeworking. Deployment was completed in days.

Microsoft Azure solution offers best-in-class agility, scalability and security across a broad range of devices

Phase 2: Ongoing Optimization

With an initial strategy in place, the company then sought our help to make their move to remote-working permanent, by reviewing and replacing the devices used by employees. In addition to staff working from home, our review also covered devices used by staff in the field, including engineers and consultants working on-site with clients.

Our two primary goals were to optimize workspace stability and employee productivity. Capgemini selected Microsoft Azure devices for their seamless integration with Microsoft 365 software, which enabled the company to build intuitive, bespoke employee experiences for a broad range of user personas.

Environmental impact was a critical design factor. Device working life and recyclability were both considered, as was the level of power consumed by each device when employees performed key tasks for their business unit.

Employees were given a choice of four Azure devices. We managed the delivery of 4,000 devices to employees' homes and ensured a seamless handover for staff, testing and configuring each one for immediate use.

1,500 devices delivered in first two waves

Flexible, stable workspace strategy in place, which can be expanded in future with a rapid roll-out of new devices

Capgemini-Microsoft partnership ensures software and hardware is continually optimized
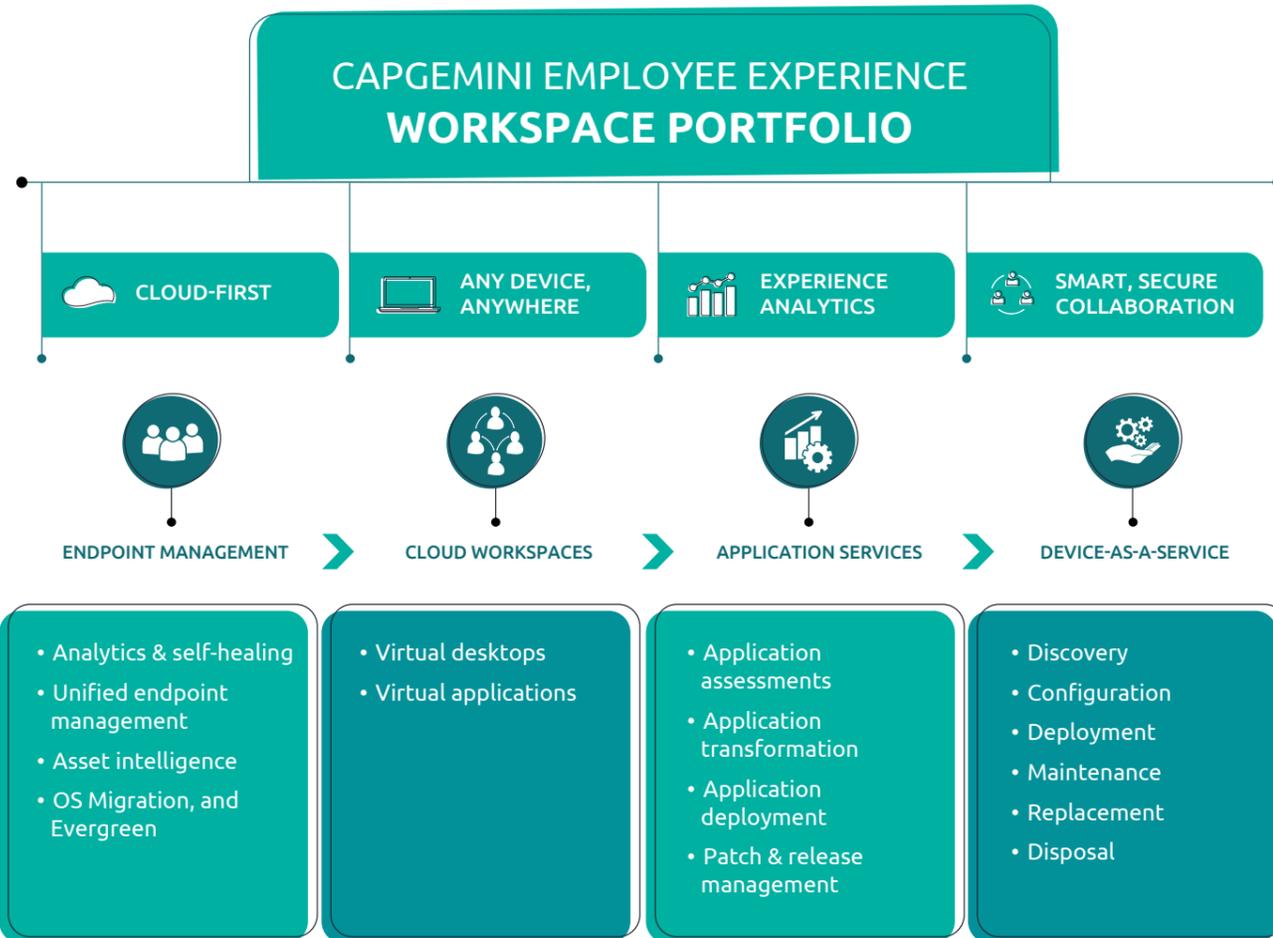
EVERY EMPLOYEE, EVERY STEP

Capgemini delivers the expertise and coverage to answer any workspace challenge. We contract our services around your target business outcomes, taking care of your technology choices so you don't have to.

- We'll set or reset your workspace strategy, working directly with your employees to understand their requirements.

- We'll advise on procurement, leveraging our close partnerships with leading technology providers to find the best solutions to your challenges.
- We'll own and implement your solution, configuring systems and training employees to use and drive value from their tools via gamification.
- Finally, we'll work with you to continually review your employee experience roadmap and the efficacy of your workspace solutions. With this insight, we'll suggest new ways to change and optimize your approach on a Continual Improvement (CI) basis.

CAPGEMINI EMPLOYEE EXPERIENCE WORKSPACE PORTFOLIO

CLOUD-FIRST	ANY DEVICE, ANYWHERE	EXPERIENCE ANALYTICS	SMART, SECURE COLLABORATION
ENDPOINT MANAGEMENT	**CLOUD WORKSPACES**	**APPLICATION SERVICES**	**DEVICE-AS-A-SERVICE**
• Analytics & self-healing • Unified endpoint management • Asset intelligence • OS Migration, and Evergreen	• Virtual desktops • Virtual applications	• Application assessments • Application transformation • Application deployment • Patch & release management	• Discovery • Configuration • Deployment • Maintenance • Replacement • Disposal

TECHNOLOGY PARTNERS

Microsoft · Google · Lakeside SysTrack · Lenovo · Droplet Computing · citrix · vmware · juriba · aws · hp · DELL · intel

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PART OF SOMETHING BIGGER

Capgemini's Workspace services are part of our Employee Experience portfolio – a range of connected services covering Collaboration & Empowerment, Office, and Support capabilities, and our Employee Experience Framework for mapping and managing your employee experience transformation.

Delivered alone or together, each service complements and adds value to the others, creating an end-to-end value chain that boosts productivity, sustainability and inclusivity for users, IT, and your business.

Working with Capgemini gives you access to world-leading expertise, global technology support, and breadth and depth of experience. This enables us to offer a truly comprehensive employee experience solution that makes the future of work work for you.

> The best way to understand the power of our Support services is to try them at our unique Employee Experience center.
>
> **Book your tour today, via Capgemini.com.**

500 clients supported

3.2m users supported via our service desks

1.5m end-user devices managed

18m desktop support incidents managed

Recognized worldwide

AVASANT LEADER Digital Workplace Services 2021

'Leader' in Avasant's **Radarview™** report for **Digital Workplace Services,** 2021

NelsonHall NEAT Leader 2021 Advanced Digital Workplace Services

'Leader' in NelsonHall's **NEAT Evaluation** for **Advanced Digital Workplace Services**, 2019, 2020 and 2021

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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