



ENTERPRISE AUTOMATION FABRIC

As the world is at an unexpected crossroads, business leaders are rapidly re-assessing strategy, priorities and focus. Today, there is an unprecedented chance to redefine enterprise; to embed new and more agile ways of working, boost innovation, and enhance customer experiences. Simultaneously there's scope for realizing new revenue opportunities, reducing costs and – perhaps for the first time – doing so at scale.

In fact, most businesses believe that the commercial ambiguity created by the global pandemic has served as a catalyst for transformation in their organizations.

A recent Capgemini Research Institute study¹ shows that 68% of businesses surveyed had either already accelerated or launched new transformation initiatives or were planning to do so once recovery begins.

The same research notes that three trends will dominate the reshaping of the enterprise world: That remote working will be part and parcel of our lives, organizations will rethink production and supplier networks, and these – and more changes – will be driven by a digitization and automation boom.

INTRODUCING ENTERPRISE AUTOMATION FABRIC TO DRIVE BUSINESS BENEFITS... AND PAVE THE WAY FOR DIGITAL TRANSFORMATION

Being digital isn't just about technologies. We believe that true success is measured by the ability to navigate change while orchestrating new and innovative ways of working. In other words, by bringing people, processes and technology together to identify opportunities that can drive and impact business results.

However, to create and unlock true value for customers, digital transformation is imperative. While intelligent automation bridges the gap between the data it provides and the experiences clients want their customers to have, digital transformation makes it possible. Additionally, in the wake of disruptive technologies on the application and infrastructure front, the need for an integrated business and technology fabric is critical to achieving success. Also, considering that XLA (Experience Level Agreement) is the new SLA, we at Capgemini are

constantly innovating and evolving our technologies to progress towards enhancing customer and employee experiences.

Enterprise Automation Fabric is the result of our efforts towards addressing the aforementioned expectations. The fabric holds a unique position to aid clients in achieving business value and ROI right till the end of the chain – the customers. In the Age of Agility where the world of work is hybrid, business resilience is instrumental, speed is the key, and transformation is a norm, Enterprise Automation Fabric empowers companies with its intensified digital technological advancements to achieve more, together – the mandate for CIOs and CTOs today.

ENTERPRISE AUTOMATION FABRIC

Enterprise Automation Fabric is an insights-driven, purpose-built, plug and play system to unlock a seamless digital IT-management ecosystem. It enables effective infrastructure & applications services, and business operations delivery to provide data-insights-driven automation at its full potential for businesses to reap maximum value across the entire operation, and at scale.

Based on state-of-the-art technology, it facilitates the capture of events produced by the operational system and synthesizes it into business relevant insights, by generating an intuitive view to provide real-time health of the client's business operations.

Additionally, diverse technological capabilities are weaved in to enable standardized and effective service management and governance resulting in an enhanced end-user experience.

Finally, Enterprise Automation Fabric helps businesses to move from operations focused, limited value, isolated deployment of automation to an enterprise-wide, automation-first approach. It means that our clients can now accelerate their automation journey and unlock business value across business and IT operations.

Our Value Proposition:

- **Enable Frictionless Business Operations by improving business process and IT alignment:** Simplify and standardize the alignment of business processes and IT solutions through best practices KPIs and data-driven

insights in order to increase business performance and achieve tangible outcomes.

- **Deliver Frictionless Enterprise IT by unifying and standardizing IT operations across the enterprise:** Industrialize Enterprise IT tooling by establishing a unified operating fabric providing efficient management & governance across business applications, digital & data platforms and hybrid infrastructure.
- **Improve visibility across Business & IT by enhancing observability and creating insights from data:** Provide end-to-end monitoring of business processes, applications and infrastructure while accelerating remediation using Machine Learning. Take advantage of a unified Data for Ops solution to improve quality, proactively identify cost reduction opportunities and support innovation.
- **Enhance Employee Experience:** Leverage analytics, insights, and automation to increase proactivity with AI enabled virtual assistance to provide IT support to the end user
- **Secured and Resilient Automation that's ready for today and the future:** Drive consistency of delivery & continuous exploitation of the latest automation opportunities through our "Automation by Design" approach. Enable an effective automation governance and value realization driven by tangible KPIs



*Artificial intelligence, analytics, and automation, while offering transformative potential business value, need an integrated approach across data, processes, and technologies. When deployed in isolated use cases at task-automation levels, they do not scale and provide their expected transformational impact on end-to-end process outcomes."*²

– HFS Research



FACING CHALLENGES? WE ARE HERE TO HELP

With Enterprise Automation Fabric, we aim to address key objectives of CXOs by ensuring:

OPERATIONAL EFFICIENCY:

- Enhanced Business process efficiency: cost reduction, removal of workarounds, etc
- Increased Business Process Availability & Stability

STANDARDIZED IT OPERATIONS:

- Reduced IT Cost to Service
- Improved velocity through IT support and development processes

VISIBILITY:

- Faster Decision making underpinned by Predictive insights
- Reduced business impact through Preventative maintenance of IT estate

EMPLOYEE EXPERIENCE:

- Increased Employee NPS score
- Improved adoption of IT initiatives

AUTOMATION:

- Reduced TCO for IT service delivery with wider use of automation
- Seamless consumer grade experience

WE ARE BUSINESS ALIGNED: FUTURE-READY, INNOVATION FOCUSED, AND INSIGHTS DRIVEN... AND WE'VE DONE IT BEFORE.

We are already delivering results for clients globally and in many industry sectors like CPRD, E&U, Manufacturing, Automotive, Telcos, Financial services, etc.

Enable Frictionless Business Operations

Global beverage retailer	Leading oil field service provider	Multinational communications & IT company
<p>80 bots were deployed to improve operational efficiency for 70% of high-impact activities</p>	<p>Achieved a 57% improvement in job run time on a record to report business process by implementing relevant business and SMART AM KPIs</p>	<p>Automated order processing with <2% exceptions leading to up to 30% efficiency gain for business users</p>

Deliver Frictionless Enterprise IT

Leading consumer electronics provider	Major manufacturing client	Major mass media and entertainment provider
<p>23% system generated incidents are self-healed powered by automation</p>	<p>Improved operational efficiency of incident management by ~13%, and triggered productivity gains by leveraging knowledge based assisted resolutions</p>	<p>27% ticket reduction was achieved using intelligent and proactive Problem Management, thereby helping in productivity gains</p>

Improve visibility across Business & IT

International cruise operator and travel leisure company	Leading insurer in the UK	Leading USA-based technology company
<p>66% reduction in system-generated incidents through Intelligent Event Management</p>	<p>Achieved EUR 30,000 in cost savings owing to improved resolution time and reduced downtime resulting in agility and faster time to market</p>	<p>30% reduction in number of outages was achieved via Predictive and proactive End to End Monitoring</p>

Enhance Employee Experience

Agricultural biotechnology company	French multinational construction producer	Nordic hotel chain
<p>Achieved 59% improvement in Turnaround time to secure ISO approval to enable business process changes</p>	<p>Attained a high CSAT score of 6/7 and 9% improvements in scores for projects</p>	<p>Automation resulted in 70% accelerated speed leading to employee motivation and satisfaction by reducing repetitive tasks</p>

Secured and Resilient Automation

IT department of a leading European bank	Leading international airport	Large European car manufacturer
<p>Automated 159 use cases, 72% Unix BAU tasks, and 40% database tasks</p>	<p>Standardized automation scripts and self-heal capabilities to achieve 30-50% auto-resolution on incidents</p>	<p>Touchless autonomous resolution on upwards of 70% Tickets</p>



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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1 Capgemini Research Institute, Fast-Forward to the Future. Defining and winning the post-COVID new normal, July 2020

2 HFS Research, Solve the Automation Scale Challenge with Integrated Automation, Fersht, Snowdon, Gupta, Christopher, Bandopadhyay