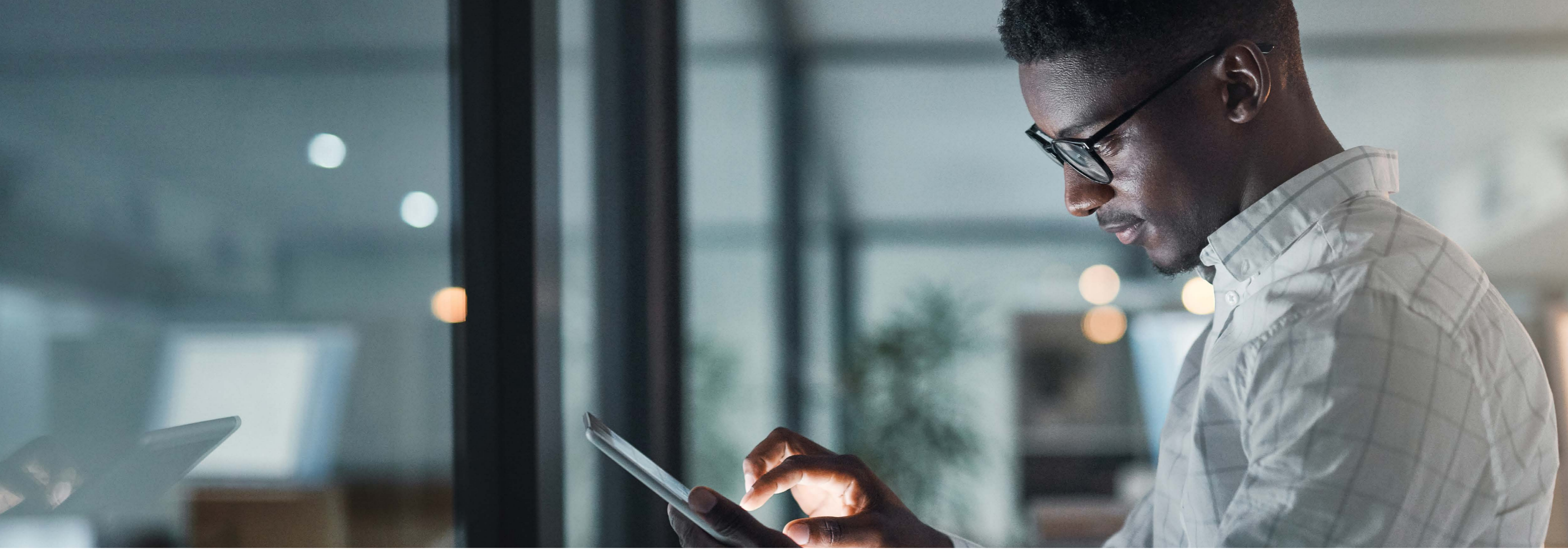


**ENTERPRISE SERVICE
MANAGEMENT (ESM)
WITH CAPGEMINI AND SERVICENOW**

Drive business value by taking control of complexity.



ACHIEVE EXCEPTIONAL USER EXPERIENCE IN AN EVER-EVOLVING WORLD.

The world never stops evolving. But as new challenges continue to arise - whether it's the global pandemic or the next huge leap forward in technology - your biggest of all is meeting customer and employee demands for ever greater user experiences.

So, how can you keep delivering these great experiences, even with the landscape being in constant motion? Getting it right has a critical impact on business outcomes and is why the most successful enterprises around the world never compromise on the quality of their user experience.

Accelerate your journey to exceptional user experience with a holistic approach that focuses on your entire business ecosystem. Capgemini and ServiceNow work together to provide an Enterprise Service Management (ESM) solution that delivers the right combination of technology, experience, and credentials to help you deliver superior business outcomes.



OVERCOME THE CHALLENGES USING ESM ON NOW

The digitally evolving market is witnessing focus towards workforce, workplace and workflow transformation as priority. As the world of work is changing and enterprise software solutions are expected to meet the needs of cross functional

service lines, including IT. Capgemini with experience and expertise of proven success of unlocking the power of ServiceNow is helping organizations to overcome challenges and embrace service transformation with the desired business outcomes.

Today's challenges	Your business outcomes with ESM
◆ Growing expectations	◆ Optimize people experience by streamlining service management
◆ Increasing regulatory demands	◆ Introduce agile ways of working
◆ Replacing manual legacy processes	◆ Maintain brand trust by minimizing risk exposure
◆ Rapidly changing technology	◆ Maximize the value of your existing capital investments
◆ Unreliable, siloed data	◆ Attain and retain top talent by engaging employees
◆ Suppliers increasing exponentially	◆ Improve your operational efficiency with lean automated processes
◆ Cost and profitability pressures	◆ Accelerate your ESG strategy
◆ COVID-19 creating a new working paradigm	
◆ Embedding an Environmental, Social and Governance strategy	

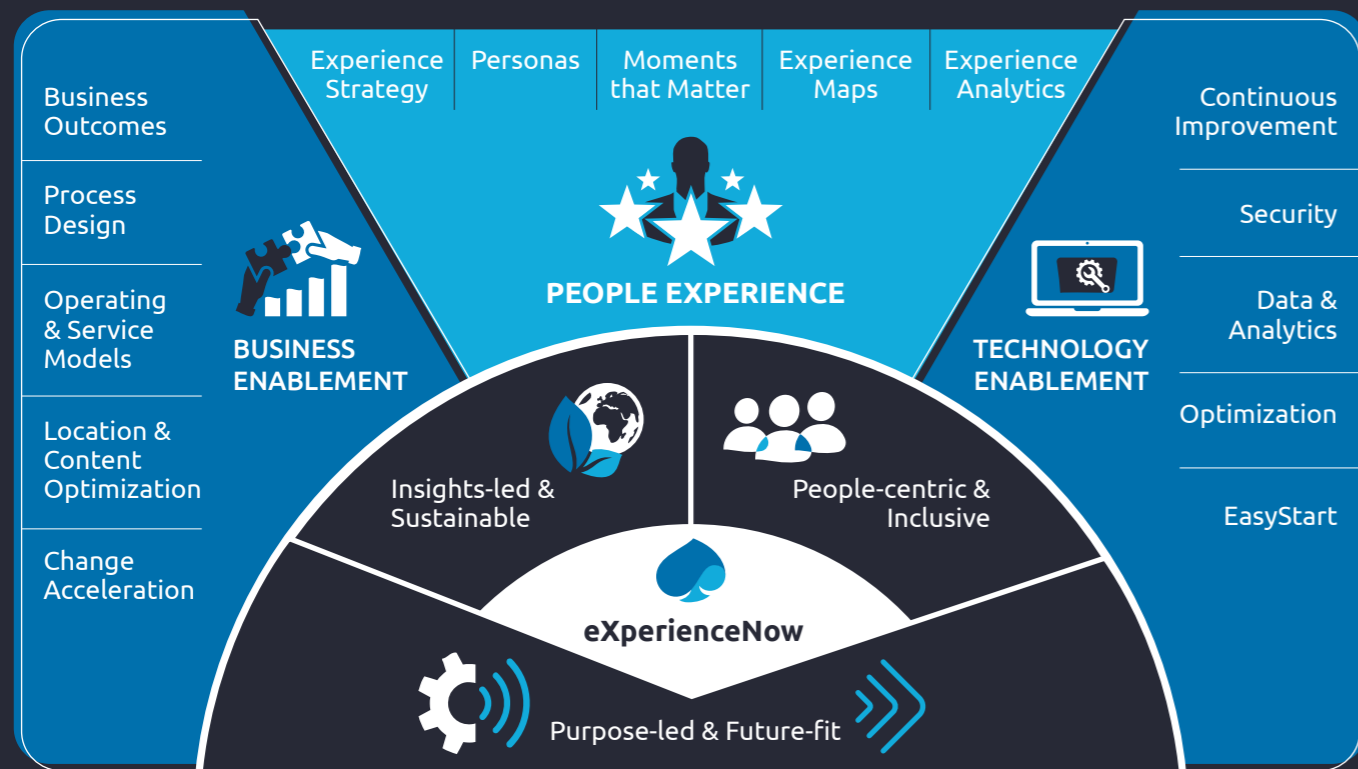
WELCOME TO THE FUTURE OF EXCEPTIONAL USER EXPERIENCE, WITH eXperienceNow.

To meet today's evolving expectations, your enterprise must transform the way it thinks and acts.

eXperienceNow, Capgemini's proprietary approach to driving positive change across your organization, is key in supporting this journey. It's more than just a ServiceNow technology implementation. Our approach seamlessly combines three core principles - People Experience, Business Enablement, and Technology Enablement - in a way that enables you to create exceptional user experiences and sustainable business transformation outcomes.

Capgemini and ServiceNow's ecosystem supports you in:

- consolidating management platforms
- enabling workflow automation
- improving knowledge management tools for employees
- enhancing the user experience of internal systems.



Capgemini is a ServiceNow Certified Alliance Partner and Elite Partner:

- ◆ **4.56 out of 5** ServiceNow CSAT Score
- ◆ **1500+** ServiceNow and Process Consultants
- ◆ **3000+** Certifications and Accreditations
- ◆ **500+** Delivered ServiceNow Projects
- ◆ **150+** ServiceNow Accelerators

Create exceptional user experiences to succeed on your digital journey, and tackle your biggest challenges, with solutions tailored to your business needs.

IT AND TECHNOLOGY SERVICES



Extract more value from your capital investments by accessing and using data effectively, integrating various systems, creating custom solutions, and automating a wide variety of functions. Our solutions include:

- **Digital Service Integration and Management (SIAM)** - take a holistic approach to manage IT and shared services
- **Connected Support Services** - deliver intelligent, personalized support and assistance



CUSTOMER EXPERIENCE

Deliver better customer experiences by streamlining service management with support from AI, machine learning, and predictive intelligence. Our solutions include:

- **Future Franchise Services** - a service and operations solution for a digital retail franchise model
- **Customer Experience on Now** - customer support management for industry-specific use cases

OPERATIONS EXCELLENCE



Build and maintain trust in your brand by minimizing risk and monitoring, reporting, and optimizing your footprint to accelerate your ESG strategy. Our solutions include:

- **ESG on Now** - design and build an Environment, Social and Governance (ESG) strategy with precise reporting and management
- **AI.GRC on Now** - embed Integrated Risk Management (IRM) in your enterprise with machine learning and predictive intelligence
- **Cybersecurity Services** - combine ServiceNow security module implementation with consulting



BUILD & OPERATE

Take employee performance to a new level by improving their user experience with improved and digitized workflows. Our solutions include:

- **Digital Shopfloor Services (DSS)** - improve worker performance through dynamic work institutions
- **Citizen Development on Now** - enable business teams to create custom workflows
- **Custom Applications** - create industry-specific workflows and solutions for your enterprise

EMPLOYEE EXPERIENCE



Facilitate workforce enterprise transformation that helps you engage employees in meaningful ways by automating manual repetitive tasks. Our solutions include:

- **Intelligent People Operations (IPO)** - HR operations outsourcing with the Now Platform
- **Connected Collaboration and Empowerment** - a toolset for hybrid working collaboration
- **Connected Workspace** - a toolset for working productively, anywhere
- **Connected Buildings and Spaces** - enhance your employee and visitor experience with smart buildings

CAPGEMINI AND SERVICENOW- PROVEN TO UNLOCK POTENTIAL.

The State of Texas transforms citizen services.

To modernize the capabilities, technologies, and services required to serve today's citizens, the State of Texas chose Capgemini as its Multi-sourcing Service Integrator (MSI). Capgemini delivered an end-to-end, business process-oriented approach that leveraged the Now Platform.

Results:

- **95%** overall customer satisfaction
- **77%** server consolidation
- **98%** change-management success
- **Reduced** state-wide **costs** for services
- **Strengthened security** and disaster recovery
- **Aligned service** component providers to business-based objectives



SCAN ME

Tropical Smoothie Cafe unlocks a new recipe for technology support.

As Tropical Smoothie Cafe opened more and more locations, the technical support needs of franchisees grew in complexity. In response, Capgemini developed a universal technology support model to consolidate and standardize processes.

Results:

- Cafe Tech Support addresses all IT needs quickly
- Franchisees often get a resolution to their issues at the first contact



SCAN ME

Signant Health accelerates clinical trials by transforming patient experience.

When Signant Health needed to enroll tens of thousands of patients into the clinical trial for Pfizer's COVID-19 vaccine, it used the Now Platform to transform the patient experience. It enabled one of the most difficult studies to date - which involved managing incidents from 46,000 patients - to be executed in just four weeks.

Results:

- Easily scaled to meet the ongoing demands of managing multiple studies related to vaccines and COVID-19 treatments
- Achieved a **95%** patient satisfaction rate with a more customer-focused experience
- Generated quality data while keeping patients engaged



SCAN ME

Hydro One manages disruption by quickly adapting payroll functions.

As an essential business, Hydro One is responsible for keeping the lights on throughout Ontario. It needed to ensure its payroll operations continued working smoothly, despite a major health crisis. Hydro One worked with Capgemini to develop and implement a work-from-home plan that allowed HR and payroll to continue operating seamlessly while the province was in lockdown.

Results:

- ServiceNow provided the day-to-day communications tool for enabling HR and payroll to work from home
- Processes were modified to shorten timelines and support employees during lockdown
- The payroll schedule was maintained for all stakeholders, without interruption



SCAN ME



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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