



# DELIVERING INSIGHTS FOR BETTER BUSINESS ADVANTAGE

Business Insightful Services from ADMnext

# Are you utilizing your data to the fullest?

The digital transformation efforts of today's modern enterprises are generating massive amounts of data – but unfortunately – many organizations are not utilizing this invaluable asset to its full potential.



*Digital transformation is creating massive volumes of diverse data. Although most enterprises are sitting on a goldmine of operational data from business processes, users, customers, IT assets and external sources, they are unable to fully utilize it to create actionable insights to improve operational and process efficiencies.*

**Everest Research**

## Seeing data as a catalyst for competitive advantage

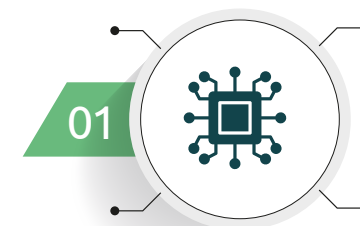
The overall success of digital transformation efforts – and your business as a whole – will depend on how well data can be utilized to create a sustained competitive advantage and offer your customers superior business outcomes and experience. For tomorrow's market leaders, this means implementing solutions that enable the effective analysis of complex and diverse data sets – including, but not limited to, data generated by IT systems – and the ability to align it precisely with key business outcomes.



# DATA-DRIVEN BUSINESS INSIGHTFUL SERVICES FROM ADMnext

## DATA-DRIVEN BUSINESS INSIGHTFUL SERVICES AS PART OF ADMnext

As part of our ADMnext offering, Business Insightful Services enables our clients to get the most out of all their data and align it exactly with the future business outcomes they seek. We commit to supporting them as next-generation IT organizations that can:



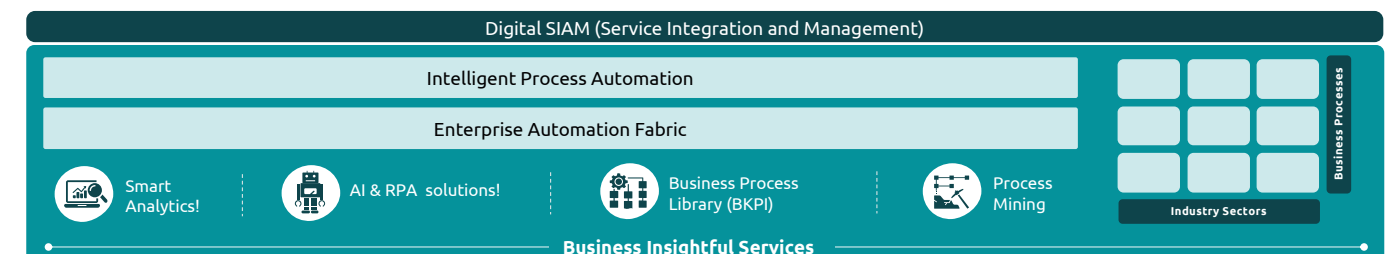
01 Utilize the latest technology (including AI) to exploit system data and align



02 Display what excellence in the industry can be by benchmarking KPIs against



03 Drive continuous improvement by consistently evaluating



“

Enterprises lack a shared set of KPIs across IT and business teams that clearly identify accountability for business outcomes. To create meaningful value for business, digital transformation outcomes should be aligned to measurable business outcomes and KPIs, including the ability to measure both IT performance and efficiency of business processes that IT enables.

Everest Research



## HOW DO WE DO IT?

# THE METHODOLOGY

## HOW DO WE DO IT?

Business Insightful Services helps display the value of IT through business metrics, proactively utilizing applications and infrastructure insights. The methodology encompasses Business Process Discovery, Analysis, Measurement and Benchmarking, and Securing Desired Business Outcomes.

### BUSINESS PROCESS DISCOVERY

Analyzing all current processes, capturing existing KPIs, and linking processes to applications:



- Defining "As-Is" business processes (manual and documented) and planning out process-application strategy
- Identifying Business KPIs for the associated process
- Mapping SMART AM KPIs with corresponding Business KPIs
- Identifying process root cause(s) of associated system failures and SMART AM KPIs to link and align IT with the Business

### ANALYSIS, MEASUREMENT, AND BENCHMARKING



Comparing with industry benchmarks (or internal) and baseline KPI and process performance:

- Identifying systems of records for required data to compute Business KPIs and linked SMART AM KPIs
- Establishing a monitoring mechanism and frequency

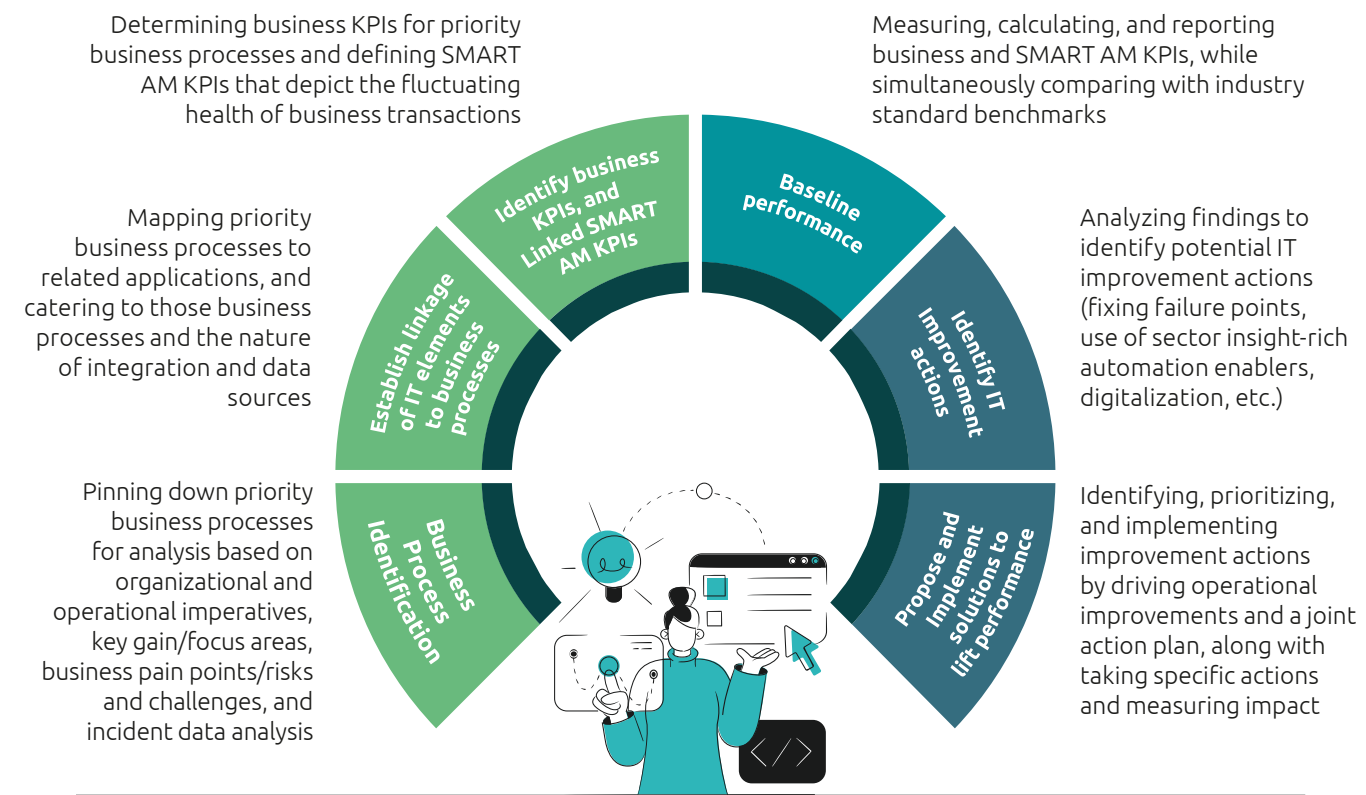
### SECURING DESIRED BUSINESS OUTCOMES



Solution optioneering, continuous improvement targets, and deploy prioritized solutions:

- Identifying standards and benchmarks and assessing deviations
- Determining improvement options (Dev-Ops, Automation enablers, etc.) to lift KPI performance
- Deploy prioritized improvement options

# DATA-DRIVEN BUSINESS INSIGHTFUL SERVICES FROM ADMnext



# ENABLERS AND ACCELERATORS

Our Business Insightful Services methodology is supported by the following key enablers and accelerators, which include:

- **Business Command Center** – Business and IT-based dashboards (see further details below)
- **Business Process Framework and KPI library** – An industry and business-function-aligned framework to accelerate delivery and streamline time to value
- **Business Process Insights** – Process mining methods and tooling to quickly convert application data into actionable information
- **Function and sector-specific AI/ML use cases** – Powerful examples that showcase AI/ML capabilities to address specific pain points
- **Function and sector-based automation solutions** – Pre-defined solutions that target issues throughout IT and business and provide templated solutions.

## THE BUSINESS COMMAND CENTER A key enabler of Business Insightful Services



Optimize your IT workload and improve overall process efficiency



100% Business Process, Applications, and IT infra performance visibility



Fully customizable

A key tool in delivering Business Insightful Services is Capgemini's Business Command Center. Business Command Center is a holistic, insight-driven, business-focused application management solution that helps you drive improvements in performance, efficiency, and competitiveness. It applies business process and IT services monitoring, process mining, benchmarking, and Failure Mode Analysis (FMA) and Machine Learning (ML) to analyze and optimize your IT workload and improve overall process efficiency.

Business Command Center brings together and clearly displays your Business Process, Applications, and IT infra performance in a unified dashboard that provides complete visibility into the efficiency of your business and IT. It can be customized to your requirements. So, whether you want a quick deployment of a simple dashboard, a customization on your SAP environment, or a full phase deployment on any IT environment, there is a Business Command Center solution for you.





# BUSINESS INSIGHTFUL SERVICES

IN ACTION

Business Insightful Services are delivered across different industries using industry-specific KPIs and benchmarks.

## DATA-DRIVEN BUSINESS INSIGHTFUL SERVICES



The following selection of examples shows all the business benefits that can be achieved:

**A.**  
Faster, more efficient PO processing for a global US beverage company



Consumer Products, Retail, Distribution & Transport

**Challenge:**

During the pandemic, the company was experiencing delays in PO processing and fulfillment from suppliers, while bottlers had to manually address unwanted and duplicate shipments for plant-to-plant transfers.

**Solution and results:**

With Business Insightful Services and our Automation Enablers, PO pain points were discovered, and we were able to deliver:

- An 8% reduction in PO processing cycle time
- Improved on-time availability of raw materials
- End-to-end visibility of P2P value chain and insights on areas needing improvement
- 100% Reduction of redundant outbound shipments for inter-plant stock orders
- An accurate picture of open shipments in the shipment monitor

**B.**  
**Ensuring on-time completion of financial month-end closures for one of North America's largest energy and utility service providers**



Energy, Utility & Chemicals

**Challenge:**

The organization was experiencing delays and discrepancies with financial month-end closures. Reducing the time required here was critical for optimizing technical process elements and providing better technical support.

**Solution and results:**

With Business Insightful Services, month-end closing business process was mapped end-to-end to IT applications. Failure points were prioritized, and SMART AM KPIs were defined. Monitoring and Pro-active checks were implemented throughout the process flow. Overall, we were able to ensure that:

- All SMART AM KPIs and Business KPIs are met
- Financial month-end closures are completed successfully and on-time (within three days and with 100% data accuracy) every month since implementation

**C.**  
**Managing service order data synchronization for one of UK's largest energy and utility service providers**



Energy, Utility & Chemicals

**Challenge:**

The company was experiencing service order data synchronization issues due to the non-availability of meter inventory and premise information – and this was causing processing errors. Manual interventions to investigate, correct, and reprocess service orders were required and would involve multiple teams that would manage individual systems and business processes, which was time consuming, error prone, and costly.

**Solution and results:**

Through Business Insightful Services, business processes were mapped with corresponding IT systems and the root causes of systems failures were identified. Proactive checks for service order data synchronization errors are always made, and overall, we were able to bring:

- Automatic error detection (7% on average)
- Substantial savings in effort, time, and money through 100% correction of data synchronization errors via a rule-based framework that eliminates manual intervention

**D.**  
**Order-to-cash insights for a global manufacturer in the security market**



Manufacturing & Automotive

**Challenge:**

The organization was looking for insights into how it was losing time throughout its process management. Access to data was limited both in volume and geographical region – so insights were restricted.

**Solution and results:**

Business Insightful Services provided a clearer view of transactional data process mining. Over 100 routes contributing to inefficiencies and non-compliance were uncovered. We recommended a targeted plan to review and reduce identified orders and items that were not being entered at the same time (against expected behavior), which was adding an average of five hours to the process. Overall, Business Insightful Services enabled:

- The retraining staff on how to enter orders correctly – improving journey time by an average 5 hours per transaction
- The removal of unnecessary process blocks – improving process journey time and releasing resource effort

**E.**  
**Ensuring efficient and timely completion of P2P and O2C for a leading US-based Oil and Gas service provider**



Oil & Gas

**Challenge:**

The organization's P2P and O2C processes around PO creation were leading to delays of up to 38-44 days.

**Solution and results:**

With Business Insightful Services, Business Process Focus Analysis was carried out, and relevant KPIs were identified and measured. Root causes of IT system failures impacting the corresponding business KPIs were also identified. This led to the following improvements:

- Reduced time in issuing POs to suppliers with a total order value of \$2M
- 25% manual effort savings

**F.**  
**Heightened control and visibility for a large fashion retailer**



Consumer Products, Retail, Distribution & Transport

**Challenge:**

The company wanted to increase control and visibility on its end-to-end digital order management value chain to drive improved efficiency & resilience leading to accelerated store performance.

**Solution and results:**

Using Business Insightful Services, we helped the organization define Business KPIs and map them to underlying critical business services performance and availability. We also deployed an integrated Business Command Center dashboard to provide a real-time view of Business KPIs, along with SMART AM KPIs performance, which provided actionable insights to improve availability and performance of critical services that impact order-to-ship cycle times. This resulted in:

- End-to-end visibility of the DOM process health
- The elimination of four hours in manual monitoring time per day
- The speeding up of response time to potential issues by 75%
- Raising the number of services being monitored by 100%
- Machine learning to enable the prediction of future service performance based on historical data.

**G.**  
**Deploying Business Insightful Services at a large UK public sector organization**



Public Services

**Challenge:**

The organization wanted to improve the efficiency of its critical business processes – especially order to cash (OTC) and record to report (RTR) business value chains, – while also developing better monitoring and measuring mechanisms.

**Solution and results:**

In conjunction with the SAP Solution Manager, Business Insightful Services and Business Command Center increased OTC and RTR process efficiency and delivered focused, insights based, automated KPI monitoring dashboards for the real-time visualization of KPI performance. This resulted in:

- Marked improvement in OTC and R2R process efficiency
- 76% month-on-month reduction in incomplete payment proposals
- 14% month-on-month reduction in billing block errors
- Heightened sales order visibility through dashboards
- Automatic alerts and improved monitoring of outputs
- Ability to derive additional insights through correlation of BKPI, IT service performance, and SMART AM KPIs.

## H.

### Accelerating KPI monitoring and data collection for a European Life Sciences leader



Life Sciences

#### Challenge:

The client's Radiology Department would create monthly reports for SCM process KPIs, along with KPIs to monitor supply chain waste. This report was prepared manually by extracting data from SAP into Excel and was leading to errors and delays.

#### Solution and results:

With Business Insightful Services, we developed an automated, near-real time KPI dashboard with KPIs for SCM performance (OTIF, inventory, Days of Supply, VAN replenishment) and KPIs to monitor supply chain waste (blocked stock, write-offs, etc.). The BPF team brought process mining capabilities for throughput monitoring of order flows to spot bottlenecks and processing delays quickly. Auto-generated insights reduced manual efforts and multi-channel capabilities – and overall – this resulted in:

- Cost Savings of approximately 50 resources days per year
- Dashboard "fix before fail" capability reduced negative business impacts
- Shifts from reactive, month-end reporting to near real-time KPI tracking.

To learn more about how we can help you completely align your data and IT with your desired future business outcomes, contact us at [admnextmarketing.global@capgemini.com](mailto:admnextmarketing.global@capgemini.com)

## 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 over 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.

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