Digital Global Enterprise Model

A digital business transformation platform that delivers the Frictionless Enterprise

Digital Global Enterprise Model

50% improvement in days sales outstanding

30% improvement in time to market

25% sales growth in digital revenue streams

25% improvement in forecast accuracy

90% employee experience

Achieving operational excellence in the digital age

There is a step change – a revolution, some would say – in the way an organization can leverage technology and data to drive operational excellence in transactional processing.

However, despite this digital shift, established organizations face a range of frictions in their business operations that often lead to:

- Impaired customer and employee experience
- Inefficient and tardy decision-making
- Slow speed of processing
- Reduced speed to market
- Inability to keep pace with rapidly changing regulatory environments.

To truly compete in today's continuously changing business environment, an organization must look at the root causes of why frictions exist, with respect to the way it has been structured, its processes developed, and its data stored.

By removing internal barriers that impact the ability to serve its customers, and focusing on market agility through redefining the orchestration of business processes, an organization can create a vision of a new, frictionless future for its business operations.

> *D-GEM provides a complete overview of an organization's people, processes, technology, and governance with control points, accelerating the transition to transformed, future-proof processes.*

Brijesh Patel
Head of FPIA Product Development, Capgemini's Business Services
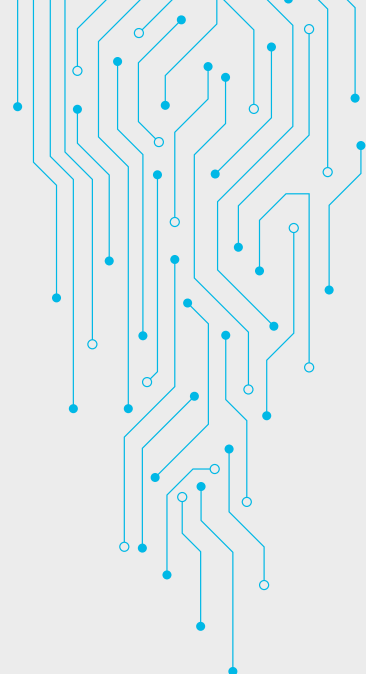
A proven platform for digital business transformation

Capgemini's renowned Digital Global Enterprise Model (D-GEM) platform encompasses the tools and techniques for reshaping and streamlining your business processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, user experience. In turn this enables your organization to transition to – what we call – the Frictionless Enterprise.

By dynamically adapting to your organization's circumstances to address each and every point of friction in your business operations, D-GEM enables your organization to augment its technology and processes, as well as changing the culture and mindset to reduce inefficiencies to a minimum.

In short, D-GEM provides a complete overview of your processes, guiding the right digital operating model for your organization and accelerating the transition to frictionless, future-proof processes in a systematic and structured way. This enables you to remain competitive in a rapidly changing, digital business context.

Shaping the future of frictionless operations

The application of our D-GEM platform enables us to respond rapidly to your changing requirements and deliver specific business outcomes in a value-focused way. This helps shape the future of your organization's business operations across five key areas:
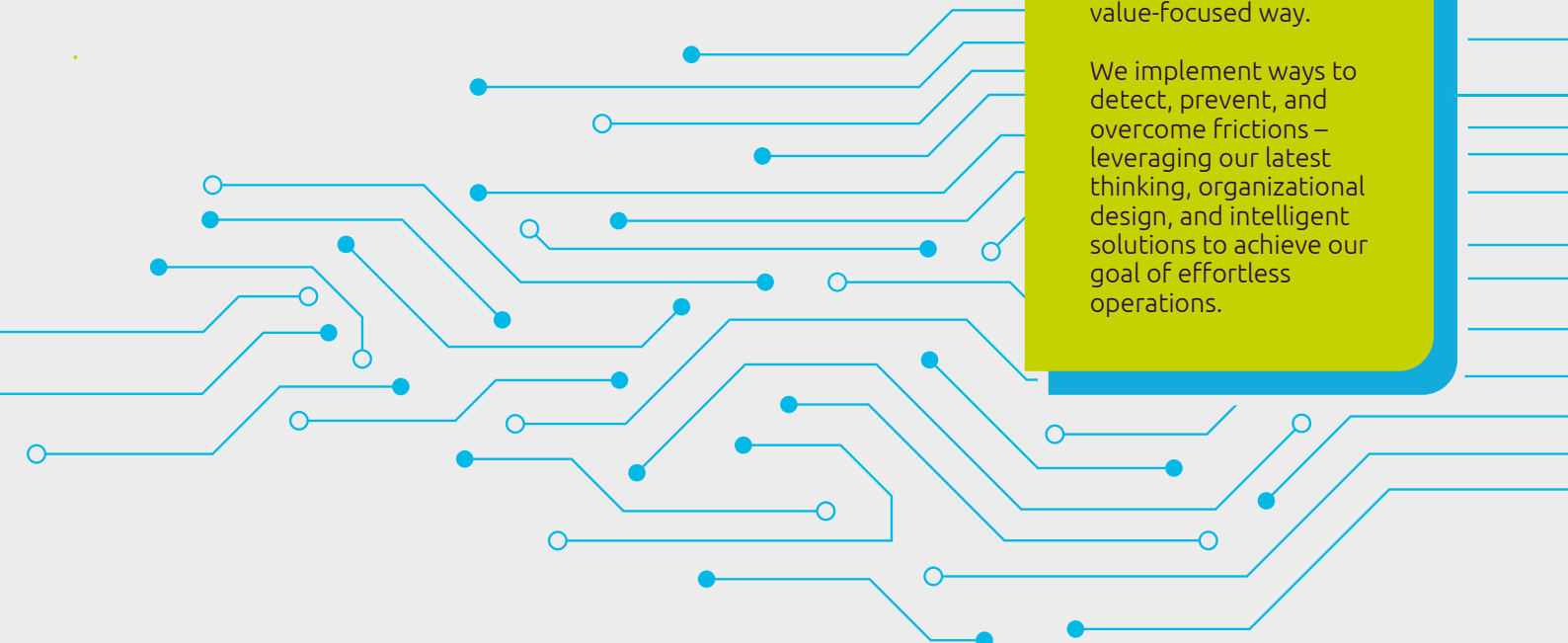
- **Intelligence** – real-time operational and predictive insights to accelerate decision-making
- **Workforce** – traditional operating models built on people that drive processes are morphing into an AI-augmented workforce, where AI drives the process and harmonizes with employees
- **Proximity** – breaking down barriers to enable digital integration of customers into a business ecosystem that makes it as simple as possible to transact
- **Controls** – traditional controls are built into and monitored by core processes and infrastructure to deliver greater control over the financial rigor of results, and in particular sales, working capital, governance, and business continuity
- **Technology** – as a robust foundation and the means by which continuous innovation is introduced, a state-of-the-art technology ecosystem is key to breaking down barriers, streamlining processing, harnessing data, and eliminating exceptions.

The Frictionless Enterprise

The Frictionless Enterprise seamlessly connects processes and people, intelligently, as and when needed. It dynamically adapts to your organization's circumstances to address each and every point of friction in your business operations.

At Capgemini, we have applied the Frictionless Enterprise to enhance cohesion across our entire suite of products and services. This enables us to respond rapidly to your changing requirements and deliver your specific business outcomes in a value-focused way.

We implement ways to detect, prevent, and overcome frictions – leveraging our latest thinking, organizational design, and intelligent solutions to achieve our goal of effortless operations.

The Frictionless Enterprise powered by Capgemini's D-GEM platform

Digital Global Enterprise Model

Shaping the future of:

Intelligence
- Real time
- Predictive
- Environmental, social, and governance default

Workforce
- Augmented AI
- Gig economy
- Virtual/Hub

Controls
- Dynamic governance, risk, and controls
- In-built AI
- Cybersecurity

Proximity
- Customer focus
- Edgeless operation model
- Scaled automation

Technology
- Cloud/Platform-based
- Low code
- Digital twin simulation

At Capgemini, we use the Digital Global Enterprise Model – our proprietary business transformation platform – to help our clients remain competitive in a rapidly changing, business context. This, in turn, enables the Frictionless Enterprise.

Manuel Sevilla
Chief Digital Officer, Capgemini's Business Services

To learn more about how Capgemini's D-GEM can help deliver the Frictionless Enterprise and enable your organization to remain competitive in a rapidly changing, digital business context, contact: **businessservices.global@capgemini.com**

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 €17 billion.

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