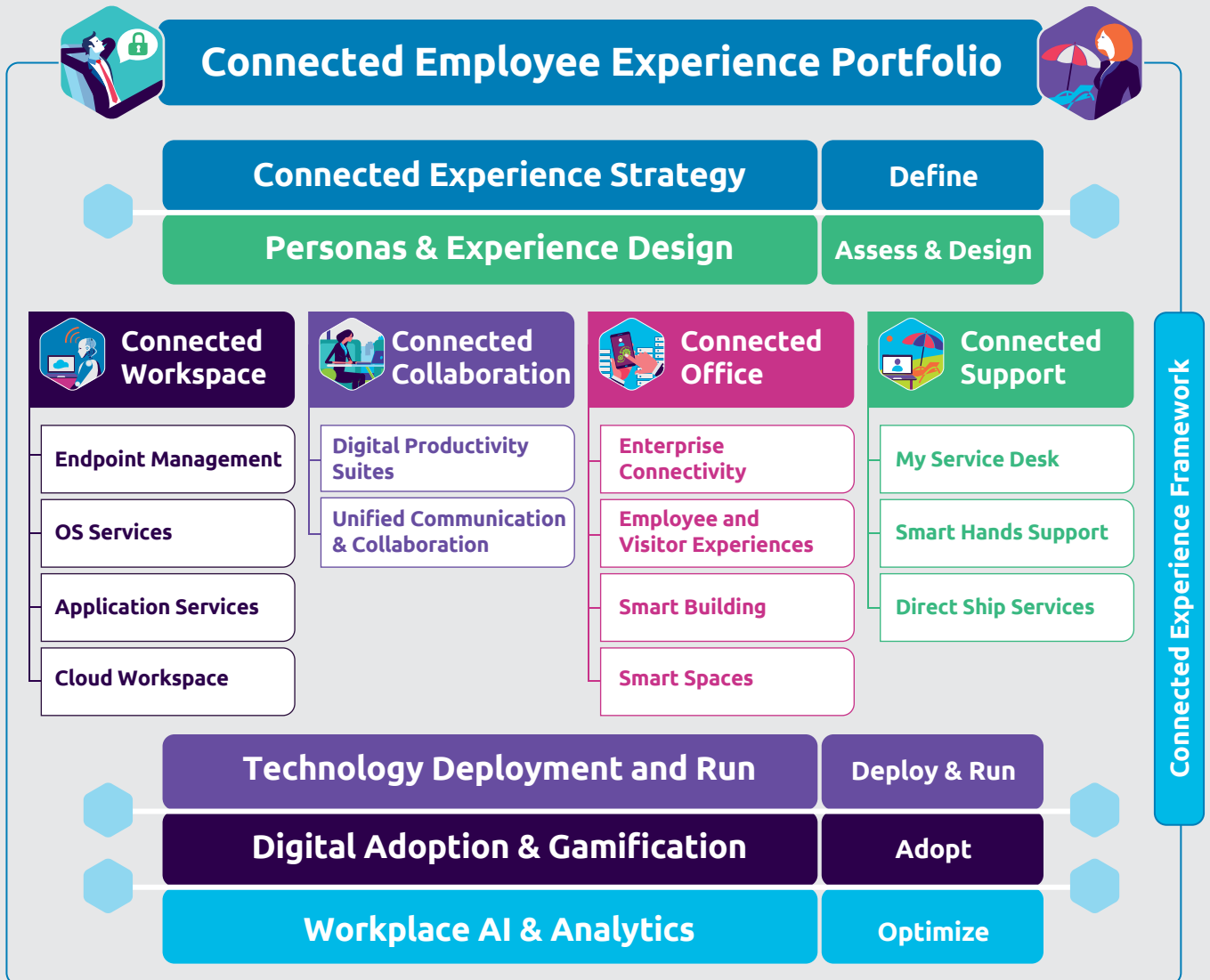# Connected Collaboration

Working better, together

Communicate. Collaborate. Innovate.

Bringing people together to share insights and ideas benefits everyone. It improves employee engagement, morale, job satisfaction, and productivity. It helps your business identify and solve problems faster. It accelerates creation of new products and services that delight customers, drive sales, and cut costs.

Capgemini's **Connected Collaboration** services are part of our modular **Connected Employee Experience** portfolio. You can choose the components your organization needs to enhance and expedite your digital transformation journey. Our Connected Collaboration services are all about bringing people together for better business results.

Our solutions deliver an end-to-end, seamlessly connected, personalized, integrated experience across all user-preferred collaboration interfaces, including cloud-based digital productivity suites that incorporate leading communication and social collaboration tools.

Connected Employee Experience Portfolio

Connected Experience Strategy	**Define**
Personas & Experience Design	**Assess & Design**

Connected Workspace
- Endpoint Management
- OS Services
- Application Services
- Cloud Workspace

Connected Collaboration
- Digital Productivity Suites
- Unified Communication & Collaboration

Connected Office
- Enterprise Connectivity
- Employee and Visitor Experiences
- Smart Building
- Smart Spaces

Connected Support
- My Service Desk
- Smart Hands Support
- Direct Ship Services

Connected Experience Framework

Technology Deployment and Run	**Deploy & Run**
Digital Adoption & Gamification	**Adopt**
Workplace AI & Analytics	**Optimize**

Capgemini Connected Collaboration services cater to the varying needs of employees in any industry sectors and are specifically designed to deliver on your business objectives as well as employee expectations.

We harness data analytics to help you personalize collaboration, and we use automation to drive better outcomes with less effort. When used in combination with our Connected Employee Experience Framework our data-driven Employee Experience Index to help you monitor and improve the user experience; and our evergreen collaboration platform helps you keep pace with today's ever-changing, dynamic collaboration technology landscape.

The bottom-line is that with Connected Collaboration services you can:

- Rapidly generate a greater volume of better ideas in less time
- Collaborate and communicate with colleagues and partners anywhere
- Transform great ideas into great products and services sooner
- Improve employee satisfaction
- Attract and retain top talent
- Extend collaboration to customers and partners
- Rapidly identify and resolve problems faster
- Cut costs through infrastructure and licensing optimization
- Elevate your reputation as an innovator

The Connected Collaboration Portfolio: An end-to-end approach

Connected Collaboration services address all of the key elements that impact the quality of the collaboration experience. Our offerings blend the following:
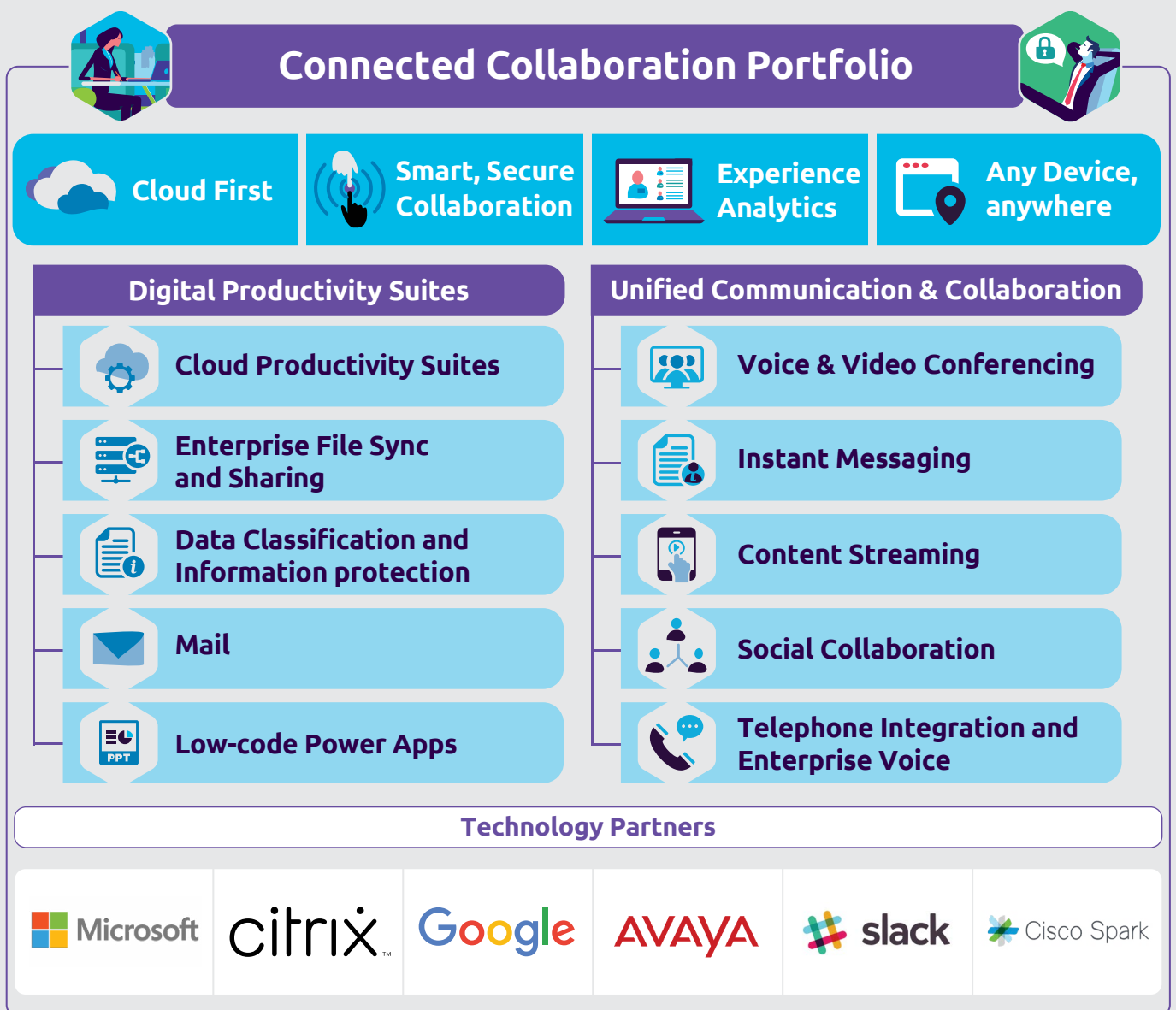
- **Cloud-first strategy:** All underlyng services in the Connected Collaboration portfolio are designed to complement your cloud-first strategy. Our offerings give you streamlined access to the latest and most popular cloud-based collaboration solutions from Google, Microsoft, Cisco, Avaya, and many more.

- **Seamless connectivity:** We enable employees to connect and collaborate seamlessly to increase productivity, efficiency, and ideation, helping them achieve your business goals more quickly and completely.

- **Automation-first delivery:** Our experts identify and implement potential automation candidates and help reduce operational costs by eliminating incidents and requests that may otherwise be processed by humans today.

- **Employee Experience Index:** By leveraging the Capgemini Employee Experience Framework alongside the Connected Collaboration component, you can accurately measure and track employee perceptions about their experience, balanced against insights from various systems, enabling you to improve continuously.

Multiple capabilities, flexible delivery

Our integrated collection of cloud-first capabilities includes two broad categories of services: **Digital Productivity Suites** and **Unified Communication and Collaboration** Solutions.

All Connected Collaboration services are available as managed service offerings, which enables you to benefit from our expertise as you adopt and integrate new collaboration solutions.

Our specialists can also help you with digital adoption strategies and techniques, and can help you make technology transitions quickly and efficiently, with minimal disruption.

Connected Collaboration Portfolio

Cloud First	Smart, Secure Collaboration	Experience Analytics	Any Device, anywhere

Digital Productivity Suites

- Cloud Productivity Suites
- Enterprise File Sync and Sharing
- Data Classification and Information protection
- Mail
- Low-code Power Apps

Unified Communication & Collaboration

- Voice & Video Conferencing
- Instant Messaging
- Content Streaming
- Social Collaboration
- Telephone Integration and Enterprise Voice

Technology Partners

Microsoft | citrix | Google | AVAYA | slack | Cisco Spark

Digital Productivity Suites

We give you fast, frictionless access to state-of-the-art digital collaboration and productivity solutions, deployed and managed by experts for minimal impact on your staff and end users and maximum business value.

We can assist you with any and all phases of your technology adoption, from assessing and analyzing your current situation, to planning and designing your implementation, to the actual migration and deployment process and ongoing management.

Through our managed service delivery approach, we tailor each solution to specific personas, based on your contextual productivity needs. We give you access to the widest possible range of user interfaces through desktops, mobile devices, laptops, handhelds, smart phones, email, video, cloud, chatbot, and more. We also help automate service provisioning and provide AI-led support services, all accessible through an integrated, intuitive service desk.

Key offerings, capabilities, and solutions include:

- **Cloud Productivity Suites** include end-to-end management of all administrative services across productivity tools and technologies hosted on-cloud and consumed as service, such as Microsoft 365 and Google G-Suite applications.

- **Enterprise File Sharing and Storage** enable the end user to see, edit, and collaborate securely anywhere, using any device, to increase productivity and improve business outcomes. The toolsets supported include OneDrive, Google Drive, ShareFile, and more.

- **Data Classification and Information Protection** services categorize and protect enterprise data without compromising the productivity or experience of employees. Capgemini highly recommends the inclusion of data safety using this service so that the information is available to authorized users when and where they need it, while avoiding unauthorized access. Standard toolsets include Azure Rights Management, Microsoft Intune, and others.

- **Mail** includes end-to-end management of email and instant messaging services such as Microsoft 365, Microsoft Exchange, Gmail and more.

- **Business Custom Apps** that facilitate fast development of customized applications for your organisation.

We can also integrate your legacy digital productivity suites with the solutions above and help you take maximum advantage of new solutions as they emerge.

Unified Communication and Collaboration Solutions

Our Connected Collaboration portfolio gives you fast, easy access to the most popular communication and collaboration solutions available—today and into the future—enabling you to enhance collaboration while cutting operational expense. Combining unified communication and collaboration solutions with digital productivity suites enables your IT and business to have a more efficient strategy across the Connected Collaboration portfolio. Key offerings, capabilities, and solutions include:

- **Teams / Legacy Skype Solutions,** including native management of peer-to-peer and voice & video conferencing services.

- **Social apps** services enable you to manage enterprise social platforms for true collaboration on the go, leveraging tools such as Yammer, and Slack.

- **Telephony apps** includes all voice-over-IP or IP telephony solution such as enterprise voice services, using Microsoft or external solutions such as Odigo, Cisco Spark, and Avaya.

- **Content streaming apps** services include management of enterprise content streaming solutions. Video has gone mainstream when it comes to communicating with employees as well as spreading knowledge and information. The standard toolset inludes use of Microsoft Stream.

The big advantage: It's all connected.

The Connected Collaboration offerings are just one element of Capgemini's Connected Employee Experience portfolio, a comprehensive array of services that bring a new level of choice, quality, and consistency to employee engagement, interactions, and support.

Connected Collaboration services can be delivered individually or integrated with any other offering within the portfolio. Each service complements and adds value to the others, creating an end-to-end value chain that brings advantages to users, IT, and the business.

For details about the other elements of the Connected Employee Experience, please download any of the brochures listed below.
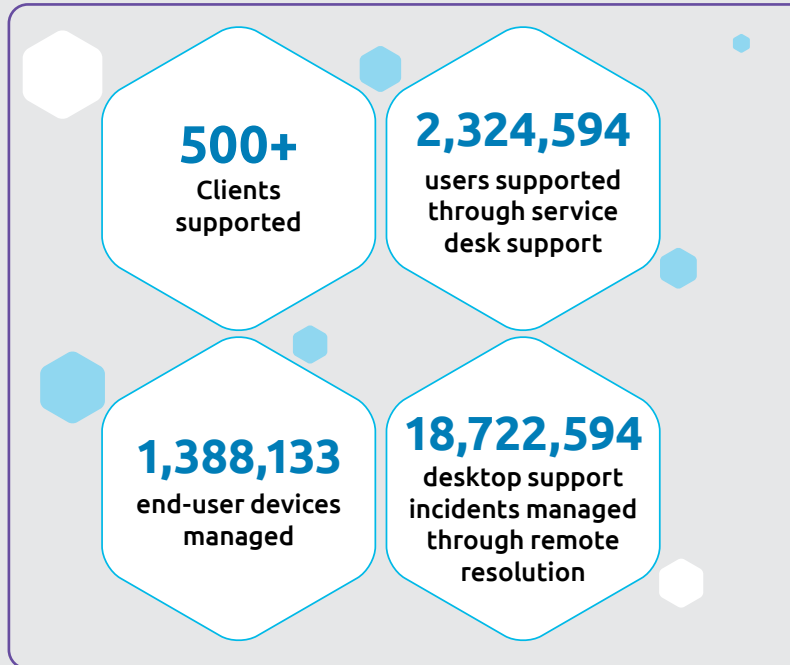
Connected Employee Experience overview

Connected Workspace

Connected Office

Connected Support

Connected Experience Framework

500+
Clients supported

2,324,594
users supported through service desk support

1,388,133
end-user devices managed

18,722,594
desktop support incidents managed through remote resolution

Analyst Recognitions

Recent analyst reports affirm both the current strengths of Capgemini's Connected Employee Experience portfolio and its steady evolution over the past few years.

Gartner®

Named a **Leader in Gartner's Magic Quadrant** for **Managed Workplace Services, Europe** for 2019 and 2020.

NelsonHall
NEAT Leader 2020
Advanced Digital Workplace Services

Positioned as a **Leader in NelsonHall's NEAT evaluation** for **Advanced Digital Workplace Services** for 2019 and 2020.

Connect with us and see for yourself.

The best way to understand and appreciate the capabilities of Connected Collaboration services is to see them in action at

our **Connected Employee Experience Showcase** facilities. Come and see a live demo, or contact us to organize **virtual tour**. In the meantime, **visit our website** to learn more, and request case studies specific to your industry.

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 €17billion.

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