



# CAPGEMINI'S INTELLIGENT AUTOMATION PLATFORM

## AUTOMATION HAS A LOT OF POTENTIAL TO TRANSFORM BUSINESS...

Current level of automation deployment among organizations experimenting with or implementing automation



Source: Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

*To my mind, automation cannot be achieved just by having the right balance of infrastructure, technology, applications, and business processes. Your automation programme needs a team consisting of leaders, innovators and technical experts drawn jointly from across your business and within your IT department; a team that can operate and run innovation and automations beyond proof of concept.*

**Pooja Herwadkar**

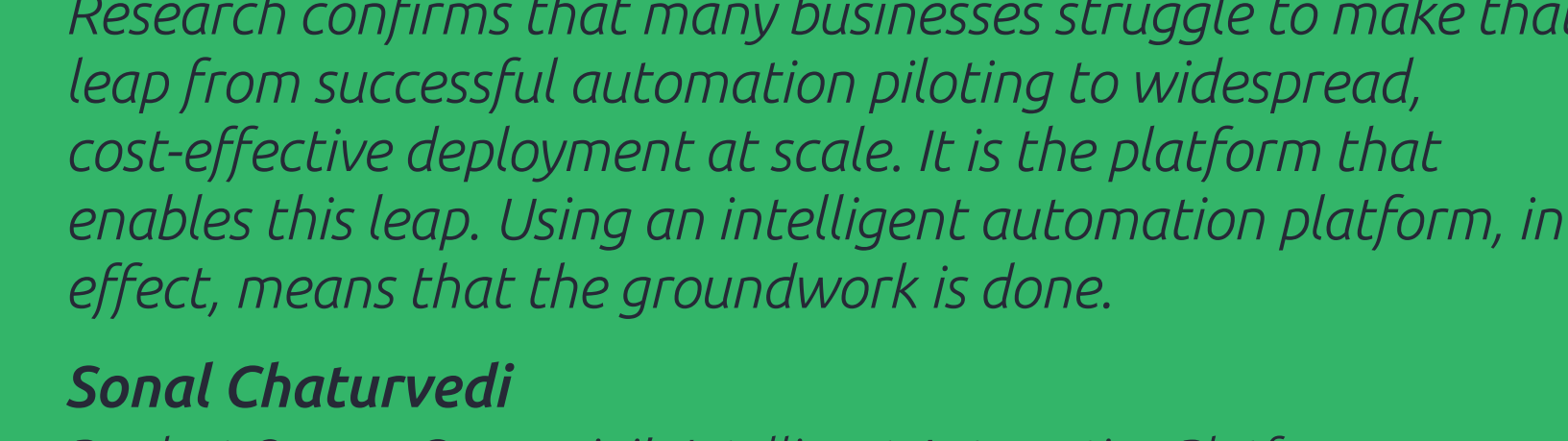
Head of Group Industrialization & Automation, Capgemini

## ... BUT, TODAY, ORGANIZATIONS ARE ONLY SCRATCHING THE SURFACE.

### Automation maturity: a national and sector perspective on scale

Proportion of organizations implementing automation at scale by country

(as a % of organizations experimenting with or implementing automation)



Proportion of organizations implementing automation at scale - by country

(as a % of organizations experimenting with or implementing automation)



Source: Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

## AND ALTHOUGH DEPLOYMENT AT SCALE IS NOT YET COMMONPLACE, THE EXPECTATIONS ARE GREAT.



To deliver on their automation objectives, enterprises will need to step up a gear in their automation efforts. They will need to support automation with more advanced orchestration technologies and knowledge management strategies.

By developing models and frameworks that re-engineer processes for the digital age, we can deliver business outcomes that are superior than could be achieved by either machines or humans on their own.

*Research confirms that many businesses struggle to make that leap from successful automation piloting to widespread, cost-effective deployment at scale. It is the platform that enables this leap. Using an intelligent automation platform, in effect, means that the groundwork is done.*

**Sonal Chaturvedi**

Product Owner, Capgemini's Intelligent Automation Platform

## THE BOARD EXPECTS TO SEE THE BENEFITS OF AUTOMATION RIGHT ACROSS THE BUSINESS.

### \$471 billion:

The potential cost savings by 2022 through wide-scale adoption of automation across the automotive, retail, utilities and manufacturing sectors

### \$125 billion:

The potential cost savings that the retail sector could realize over the next five years (representing an increase of 130% from 2017 to 2022)

### \$149 billion:

The potential cost savings that the utilities sector could realize over the next five years (representing an increase of 165% from 2017 to 2022)

### \$165 billion:

The potential cost savings that the manufacturing sector (including consumer packaged goods and industrial) could realize over the next five years (representing an increase of 132% from 2017 to 2022).

Source: Capgemini Research Institute, "Reshaping the Future: Unlocking Automation's Untapped Value" November 2018.

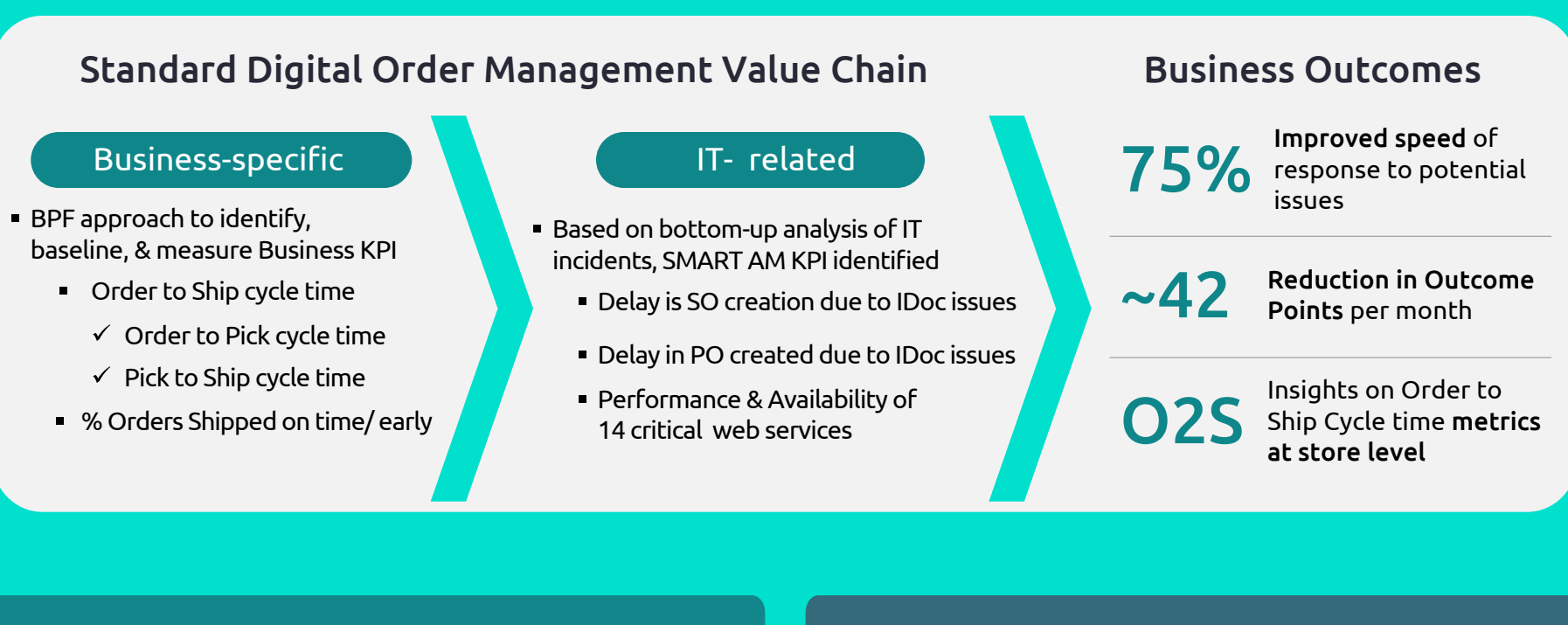
*Enterprises are looking beyond RPA to true intelligent automation by thinking in terms of business outcomes.*

**Elena Christopher**

HFS Research, Enterprises, Escape your RPA pigeonhole today to achieve end-to-end automation, Elena Christopher, May 31, 2019

## BUT WHERE AND HOW TO START CAN BE CONFUSING...

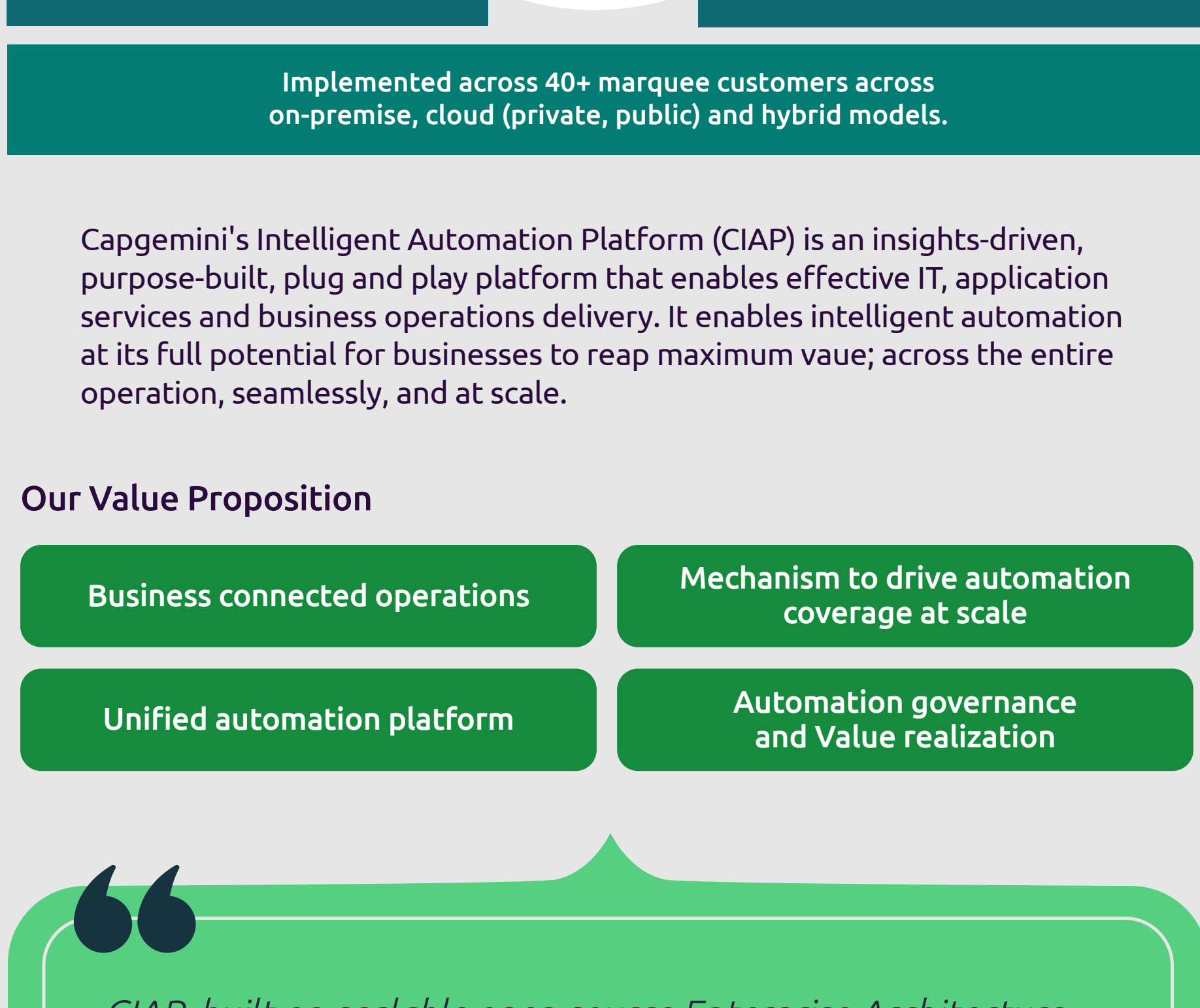
Predictions for the immediate and not too distant future all point in the same direction – putting your client at the heart of all operational activities will further erode organizational silos around the front, middle, and back office, leading to the emergence of new, borderless, client-centric organizations that can optimize the way value creation is executed.



Source: Capgemini Research Institute, Automation Use Case Survey; July 2018, N=705 organizations that are experimenting with or implementing automation initiatives. \*Overall automation includes testing, proofs of concept, pilots, few deployments at scale and multiple deployments at scale. \*\*Question asked was a select all that apply: "In which of the following functions has your organization implemented automation initiatives?"

## INTRODUCING ... CAPGEMINI'S INTELLIGENT AUTOMATION PLATFORM

### CIAP for Business



Implemented across 40+ marquee customers across on-premise, cloud (private, public) and hybrid models.

Capgemini's Intelligent Automation Platform (CIAP) is an insights-driven, purpose-built, plug and play platform that enables effective IT, application services and business operations delivery. It enables intelligent automation at its full potential for businesses to reap maximum value; across the entire operation, seamlessly, and at scale.

### Our Value Proposition

Business connected operations

Mechanism to drive automation coverage at scale

Unified automation platform

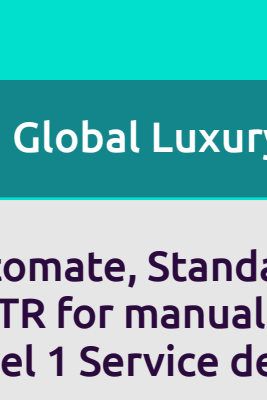
Automation governance and Value realization

*CIAP, built on scalable open source Enterprise Architecture will enable proactive and preventive service delivery. It will enhance the SLA performance and reduce costs through automation, elimination, and improved productivity. The cloud platform bundled with AIOps will help with predictive analytics and improved end-to-end delivery performance. This is a win-win for both Bayer and Capgemini.*

**Madhavi Chattarki**

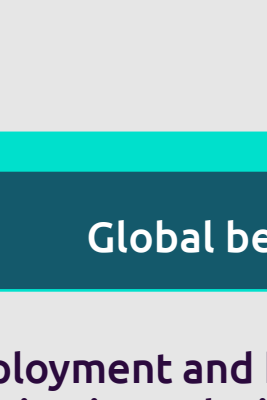
Delivery Lead for Bayer

## UNDERPINNING VALUE ACROSS THE BUSINESS ENTERPRISE...



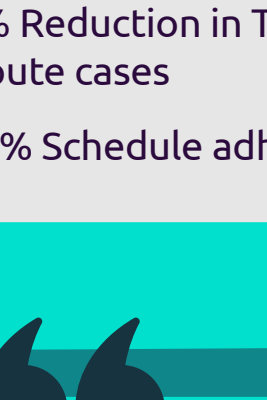
### Business aligned

Repository of industry specific use cases, enables solutions that address all industry sectors.



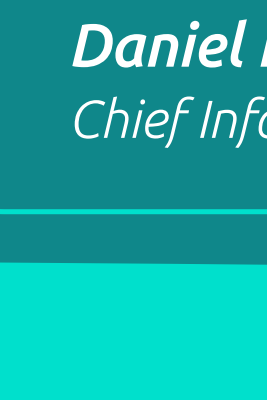
### Insights driven

Intelligence enabled through the underlying data architecture which is used to improve the performance of the components.



### Embedded innovation

Best of Capgemini and third-party solutions together, driving innovation.



### Future ready

Intensified digital technological advancements to achieve more, together, amidst hybrid ways of working



### Industrialized Delivery

Powered by cloud, AI-infused, real-world platform, that takes clients from limited deployments to Intelligent Automation at scale.

## CAPGEMINI'S INTELLIGENT AUTOMATION PLATFORM IS ALREADY DELIVERING RESULTS FOR GLOBAL ENTERPRISES

ADMnext Business Insightful Services monitor business process & IT for efficiency and performance providing actionable insights to drive positive business outcomes.

Standard Digital Order Management Value Chain	Business Outcomes
<b>Business-specific</b> <ul style="list-style-type: none"><li>BPF approach to identify, baseline, &amp; measure Business KPI</li><li>Order to Ship cycle time<ul style="list-style-type: none"><li>Order to Pick cycle time</li><li>Pick to Ship cycle time</li></ul></li><li>Orders Shipped on time/early</li></ul>	<b>75%</b> Improved speed of response to potential issues
<b>IT-related</b> <ul style="list-style-type: none"><li>Based on bottom-up analysis of IT incidents, SMART AM KPI identified<ul style="list-style-type: none"><li>Delay is SO creation due to Doc issues</li><li>Delay in PO created due to Doc issues</li></ul></li><li>Performance &amp; Availability of 14 critical web services</li></ul>	<b>~42</b> Reduction in Outcome Points per month
	<b>02S</b> Insights on Order to Ship Cycle time metrics at store level

Global Luxury Car manufacturer	Telecom Provider
<b>Automate, Standardize to improve MTRR for manual tasks done by Extended Level 1 Service desk</b>  70% of the workload is addressed with Zero Touch resolution  Improved Customer Satisfaction with automated Customer Onboarding	<b>Identify nearest matching solution for an incident from the KEDB</b>  Improved operational efficiency by ~13% in Incident management space  Improved KQ quality ~30%  TAT on Repeat Incidents reduced by ~25%

Global beverage retailer	An engineering and consulting company
<b>Deployment and hosting of an intelligent monitoring solution to significantly improve operational efficiency and increase the robustness of production and bottling system</b>  70% High impact activities automated  95% Reduction in TAT for addressing dispute cases  100% Schedule adherence	<b>Automate the helpdesk process to significantly improve the performance and availability of business-critical process</b>  95% Improvement in TAT accelerating overall resolution time  5400 Hours annually saved  Improved compliance, agility and productivity leading to better decision making across the business

*Major IT companies like Capgemini are able to realize scale effects and have an innovative power that we want to benefit from.*

**Daniel Hartert,**

Chief Information Officer at Bayer

## ADDITIONAL BENEFITS....



**Faster adoption**



**Reduced cost of ownership**



**Rich repository of reusable assets**



**Central support team ensuring platform availability and upgrades**



**CIAP is supported by above 30,000 Automation experts worldwide**

## 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 300,000 team members in nearly 50 countries. With its strong 50-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 2020 global revenues of €16 billion.

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## Contact Details

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1. The quote from Daniel Hartert, CIO at Bayer, is extracted from a Capgemini press release marking the agreement of a partnership between Bayer and Capgemini to transform Bayer's IT landscape and to further accelerate the digitalization of the organization.