



INTELLIGENT LEARNING OPERATIONS

Deliver a personalized, frictionless, and continuous
learning journey across your talent management cycle



GET THE FUTURE
YOU WANT



**Improvement in
learner experience and
delivery performance**



**Efficiencies in
learning
operations**



**Training
cost
optimization**

Reconfigure the way you address your talent and workforce

Several drivers are allied to current challenges in learning and development (L&D):

- The speed of skills and capabilities obsolesce
- Learning attractivity, accessibility, and pedagogy
- The impact on employee engagement and experience.

With intelligent automation making up- and re-skilling front and center to business success, organizations recognize the need for a workforce that can reskill at a pace adapted to rapidly shifting market forces. To take advantage of these opportunities, intuitive, focused, personalized, and flexible training and re-skilling at scale are essential to maintain a workforce in sync with new business paradigms.

To identify where to focus their learning effort and budget, organizations require enhanced qualitative insight into what, where, and how to re-skill, extending this reach beyond just employees to an entire people ecosystem that includes suppliers, vendors, contractors, and contingent workers.

This ensures that an organization's vision and product thinking percolates through its ecosystem to provide a unified market effort and consistent capabilities building.

The learning value proposition must now be driven by the principles of your business and HR talent value proposition. To create a next-gen future fit organization, there is a need to combine a process and behavior-first approach through design thinking to deliver engaging learner experiences and impactful skillsets progression that drive enhanced business outcomes.

Adding ubiquitous value through personalized, frictionless learner experiences

Capgemini's **Intelligent Learning Operations** is a comprehensive suite of quick-to-activate and scalable learning components, building on agile platforms, right-sized learning tech, and integrated service management that amplify your people experience and deliver exceptional value to your business.

Our intelligent, next-generation learning solution places a strong(er) focus on your talent by delivering a tailored

design-to-deliver learning process model. This consists of continuous learning ecosystem management that enables personalized and consumerized learning to take center stage in your organization, driving enhanced and relevant value to your business areas, including

- A more competitive, reskilled workforce that can rapidly respond to shifting market forces
- Improved employee engagement and experience
- Increased flexibility and scalable L&D operations
- Up to 40% incremental improvement in learner experience and delivery performance
- Up to 50% increase in learning operations efficiency and time to proficiency
- Up to 60% training cost and resource optimization
- Heightened learning digital learning adoption
- Insights-led decision-making on skilling leveraging predictive learner analytics.

As an integral part of our Intelligent People Operations offer, our solutions help you attract, grow, and retain the talent you need, fueling your business strategy in a world of fast-changing skillsets and competing global demand. In turn, this helps you transition to – what we call – the [Frictionless Enterprise](#).

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.



Drive frictionless outcomes with industry knowledge and assets

Your employees expect a personal and meaningful learning experience that requires frictionless interactions with your HR and business functions. Our vision of a frictionless learning experience is one which:

- Provides a seamless and intelligent flow of information and collaboration between your employees, suppliers, partners, and customers
- Detects, prevents, and overcomes friction in your Learning operations
- Creates best-in-class L&D processes and services that deliver increased efficiency, faster time to market, and an enhanced user experience.

We achieve this through implementing a robust methodology and delivery capability for digital solutions delivered via Capgemini's [Digital Global Enterprise Model](#) (D-GEM) platform across four main areas of domain expertise:

- **Learning advisory and transformation** – leverage learning experience design to solidify your enterprise talent pipeline and integrate L&D interventions across your HR processes and business
- **Digital learning and knowledge services** – design and implement smart, intuitive, and digital learning and knowledge platforms, leveraging artificial intelligence (AI) and machine learning to deliver agile content that empowers user experience
- **Learning technology enablement** – deploy high-touch and high-tech L&D technology to enrich employee performance and experience. This involves augmenting the L&D landscape with a range of solutions to maximize reach, overlaid with innovation and intelligent automation
- **Managed learning operations** – enable best-in-class training processes that reduce costs, realize measurable outcomes, and run a flexible and scalable suite of learning services.

Deliver intelligent, consumerized, and tailored

learning-at-scale through next-generation learning assets. Our solution delivers on the vision of intelligent learning excellence through providing frictionless, end-to-end learning services across consulting, platforms, design, and delivery to:

Deliver superior people and learner experience

- Implement custom-curated persona centric learning experience design
- Deliver immersive learning experiences channeled by learning that is accessible, on-demand, curated,

Make learning continuous by amplifying digital learning at scale

- Accelerate organizational agility leveraging learning in the flow of work to satisfy future of work and up-skilling demands
- Deliver focused learning in the box accelerating capability building with learning and people experience workspaces.

Align learning to business

- Implement guided, personalized, and data-driven learning paths that focus on tangible business outcomes.

Drive actionable insights

- Implement “measures that matter” via learning behaviors and performance metrics
- Leverage continuous analytics and insights as enablers.

Reskill the organization

- Deliver an end-to-end learning experience, leveraging design, content services, platform integration, intelligent process automation, and learning operations.



DELIVERING END-TO-END LEARNING THROUGH CONSULTING, PLATFORMS, DESIGN, AND DELIVERY

LEARNING SOLUTION ARCHITECTING

TRAINING NEEDS ANALYSIS

- Needs analysis, define curriculum for onboarding and role-based training programs
- Skill gap analysis and evolution monitoring

LEARNING ECOSYSTEM EVALUATION

- Platform and process evaluations against industry standards and recommendations for “to-be state” learning platforms

LEARNING DESIGN & CONTENT SERVICES

DIGITAL CONTENT STUDIO

- Rapid content authoring – interactive eLearning courseware, dialogue simulations, podcasts, VR, AR, game-based, short and informal courses, embedded content, style guides

CONTENT LOCALIZATION AND TRANSLATION

- Course content and multimedia conversion, end-to-end localization in over 50 languages

LEARNING DELIVERY

IT SKILLS PROGRAMS

- 350+ IT skills training and certification programs to re/up-skill employees

UNIVERSITY

- Focused learning events and workshops for Capgemini and clients

KNOWLEDGE MANAGEMENT

KNOWLEDGE / LEARNING ACADEMY

- Structured, searchable repository of all content and information

CONTENT CURATION / METADATA MANAGEMENT

- Learning content tagging/ Metadata management to enable cognitive search and discovery of learning objects

LEARNING TECHNOLOGY

PLATFORM IMPLEMENTATION

- Implementation of learning management systems, learning experience platforms, knowledge management platforms
- Platform and content migration services

PLATFORM INTEGRATIONS AND AUTOMATION

- Integration of HR systems, content libraries – Skillsoft, Udemy, coursera, integration with social platforms, e.g., Yammer
- Learning process automation using RPA, automation tools for content curation/meta data management

LEARNING OPERATIONS

PLANNING AND CURRICULUM MANAGEMENT

- End-to-end learning planning and curriculum management
- Learning demand plan, curriculum development, and maintenance, cataloguing

LEARNING ADMINISTRATION

- User administration, session management, billing and charging, systems, virtual training moderation
- Facilities and logistics management, invoice management
- Virtual technical moderation



Realign your target operating model to optimize opportunities for automation

Capgemini's renowned [D-GEM platform](#) encompasses the tools and techniques for reshaping and streamlining your HR and learning processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, people experience.

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.

Our solutions deliver a personalized and engaging continuous learning experience that addresses the unique needs and styles of every one of your people through:

- Making smart content relevant, accessible, and user-friendly
- Providing a learning experience platform that drives learning and insights
- Making development a systematic part of performance conversations
- Creating and curating a continuous learning culture through consistent leadership and managerial support.

Our Digital Learning Studio delivers bespoke and personalized content, through delivering next-generation, frictionless learning at scale. Our next generation design delivers smart and interactive multi modal learning based on the principles of "Read, Watch, Listen, Do." This empowers your learners to take ownership of their own learning journey to optimize consumption and enhance business agility and organizational capability through:

- Rapid content authoring
- Smart multimedia content
- Immersive curriculum – augmented and virtual reality
- Content localization and translation services
- Video-based and simulated learning

We are winners!

NelsonHall has positioned Capgemini as a "[Leader](#)" in [Learning Services](#) and a "[Leader](#)" in [Cloud HR Transformation Services](#) – both for the second time in a row! This reaffirms our continued commitment to provide future-ready, tech-backed innovative solutions that transform our clients' HR functions and enable the transition to – what we call – the [Frictionless Enterprise](#).

“We have [recognized Capgemini as a Leader](#) for exhibiting high capability in delivering value to clients. Capgemini places a heavy emphasis on digital transformation through its applications and offers solutions for organizations to become agile in managing talent. Capgemini also focuses on driving greater business outcomes and workforce productivity and considers positive employee experience above all.”

Elizabeth Rennie

Principal HR Technology & Services Research Analyst, NelsonHall

Why Capgemini?

Capgemini's long history and strong reputation in providing HR services has already made a significant and positive impact on many of our client's bottom line and profitability.

As a leader in providing innovative, intelligent, and comprehensive learning services to businesses of all sizes, we collaborate with leading technology companies to develop scalable, on-demand content creation that ensures your organization maintains the optimum skills profile to remain competitive and agile.

We partner with your future-fit organization to design and power up next-generation, flexible talent and L&D frameworks and technologies, driving frictionless people experiences that help you remain an employers of choice.

Our solutions and services are backed by detailed research, structured practices, and smart insights that help us focus on what matters most to you to drive value and excellence.

Most importantly, we've done it before, and many of our clients are already reaping the benefits of our learning services.

Capgemini designed and implemented a centralized learning service for a global agri-business that delivered:

- 44% increase in productivity
- Process standardization
- Centralized BO and optimization via robotics
- On-demand content delivery for key programs.

Capgemini implemented a cloud-based learning management system for a leading European retailer that transformed that delivered:

- \$2 million savings via a reduction in training
- Intelligent learning tracking
- In-person dependency reduced
- Operational view and remote site control.



To learn more about how Capgemini's **Intelligent Learning Operations** helps you deliver an intelligent and frictionless "consumer grade" learning and people experience, contact: businessservices.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 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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