



# DIGITAL CORE FOR ENTERPRISE – HR



# AGENDA



**CHALLENGES OF  
MODERN CHRO**



**HR TRANSFORMATION  
ENABLED BY CAPGEMINI**



**OFFERINGS**



**ASSETS**



**REFERENCE  
ARCHITECTURE**



**REFERENCES**

**AT CAPGEMINI WE BELIEVE THAT THE BUSINESS VALUE OF  
TECHNOLOGY COMES FROM AND THROUGH PEOPLE.**





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# **CHALLENGES FOR THE MODERN CHRO**



# EXPERIENCE MANAGEMENT

WORK HAS NEVER BEEN HARDER BECAUSE IT'S NEVER CHANGED FASTER. THIS TURBULENT BUSINESS LANDSCAPE IS ALSO RIPE WITH OPPORTUNITIES TO CHANGE HOW HR WORKS AND TAKES CARE OF WORKERS:

## WHY TRANSFORM NOW?

- Businesses are experiencing unprecedented levels of disruption and impact from a number of global trends.
- It is becoming clear that a core capability for any business is its ability to respond effectively to disruption.
- This is creating an urgent need for HR to support the business to drive growth.



**ARE MY PEOPLE ENGAGED?**

**People are your business**, the experience you deliver and how you address the **moments that matter for every individual** impact business growth and how quickly your organization adapts to change.



**CAN I DELIVER A LEARNING EXPERIENCE AT THE PACE OF BUSINESS CHANGE?**

**Automation of jobs** is impacting the types of roles available, and the **shape of the future workforces** HR needs to select, train and engage



**HOW CAN I INCREASE WORKFORCE PRODUCTIVITY IN A FAST-CHANGING ENVIRONMENT?**

**Emerging technologies** are redefining how we interact with the workplace and each other



**CAN I DELIVER A CONSUMER-GRADE EMPLOYEE EXPERIENCE ?**

The changing **demographics** of the workforce are demanding more focus on wellbeing and ethics



**ARE MY HR PROCESSES SIMPLE AND EFFECTIVE ?**

Modern CHRO needs to create **work experiences that align** people wants, needs and expectations **with the company goals**

This disruption has also accelerated the change in hr and has reinforced the need to transform and adapt to the new world where new skills, behaviours and ways of working are required to be a leading hr function.

We are assisting to the **EVOLUTION OF HUMAN CAPITAL MANAGEMENT INTO EXPERIENCE MANAGEMENT**

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# **HR TRANSFORMATION: CAPGEMINI VISION**



# DIGITAL CORE FOR ENTERPRISE – HR

Technology can shift the needle when it comes to employee experience and Capgemini Digital Core can have a direct impact once **employee experience** is placed **at the center of design**:

- Bridge HR across the enterprise to maximize business outcomes
- Make a successful move from on premise to the cloud
- Build a future-ready workforce to help ensure business resilience
- Deliver experiences that set up every employee for success



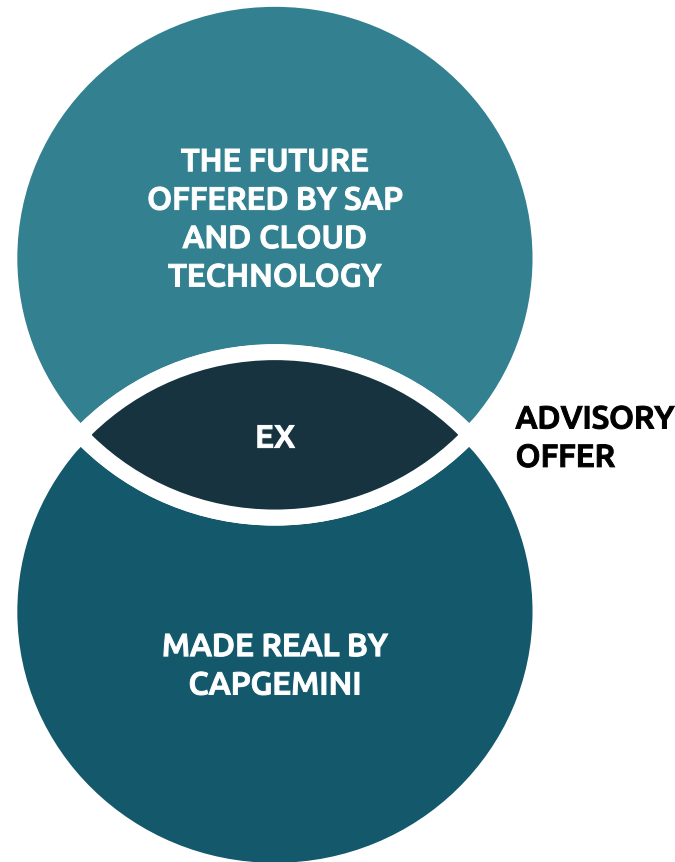


# CHRO AMBITIONS MADE REAL BY CAPGEMINI



## TO UNDERPIN...

- Experience Design
- HR Strategy
- HR Transformation
- Business Change & Adoption
- Workforce Transformation

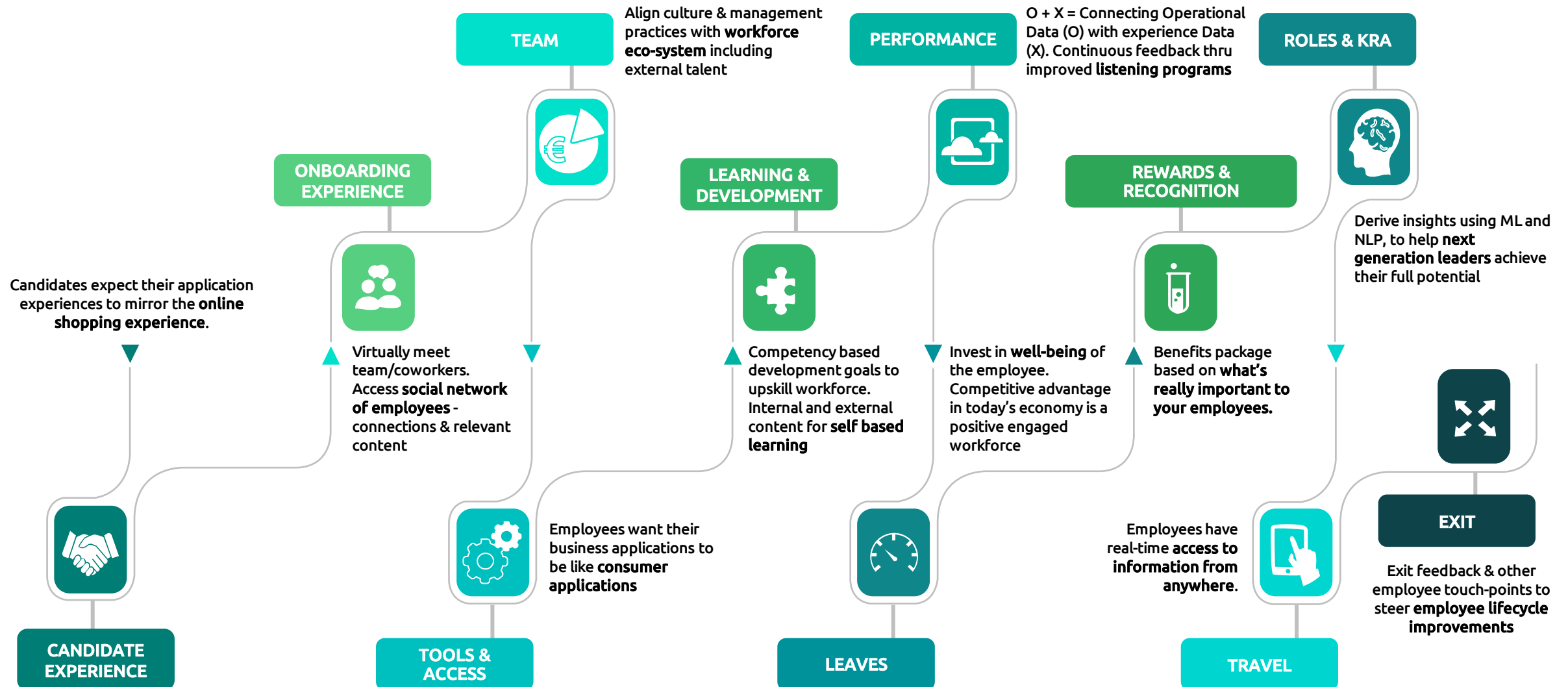


- 1  FOSTER WORKFORCE AGILITY
- 2  CORE HR IN THE CLOUD
- 3  SECURE YOUR FUTURE TALENT
- 4  THE LEARNING ENTERPRISE
- 5  EMPLOYEE EXPERIENCE DESIGN
- 6  EMPLOYEE ENGAGEMENT

**PLAN YOUR MOVE, PLAN YOUR NEXT STEPS**



# HR TRANSFORMATION IS AN END-TO-END JOURNEY







# DIGITAL CORE FOR HR SUPPORTS THE ENTIRE JOURNEY

## HR – AS A HUB

Where everything in the organization comes together to **transform how you manage your workforce** for business goals and success.

## DIGITAL TRANSFORMATION



**SPEED**

**AGILITY**

## NEW HR MANDATE

Beyond automating processes, reducing costs, and ensuring compliance to building purposeful relationships across the business to **create a modern and engaging workplace**.

## FLEXIBLE & GLOBAL HR CORE

Connected HR processes enabling you to attract, develop, and retain employees using Digital

ENHANCE  
EVERYDAY  
WORK  
LIFE

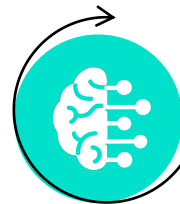
A **single view** across geographies, cost centers, and employee types

Form groups, network. **Share knowledge** across interests, work experience & locations. Intuitive Time & Attendance

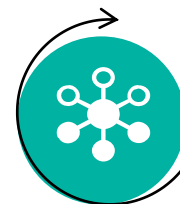
**Personalized & consistent** service delivery for employees, managers, and HR including **superior learning experience**

Support Trending & drill-down analyses. **Embedded analytics**

Integration with **on-premise and cloud solutions** (e.g. integration with external labor and services procurement)



**WORKFORCE DATA**



**INTUITIVE TOOLS**



**INTELLIGENT SERVICES**



**REPORTING TOOLS**



**INTEGRATION CAPABILITIES**

## BENEFITS



A **consumer-grade employee experience** powered by live insights to help you make data-driven decisions



**Standardized HR processes** focused on the entire workforce (including external labor)



**Increase workforce productivity** with self-service that provides fast, intuitive access to important tasks across all devices.



Deliver a **learning strategy** that includes e-learning, classroom & virtual instructor-led training, mentoring, experiential on-the-job training and collaboration



**Real-time insight** into your entire workforce

1



**HR TRANSFORMATION  
ENABLED BY CAPGEMINI**



# HR TRANSFORMATION: CAPGEMINI RENEWABLE WORKFORCE

1



## FOSTER WORKFORCE AGILITY

Imagine if you could present employees with **development opportunities** that are **aligned to the future skill requirements** of the business; discover the hidden talent and skills within the business and gain insights where gaps persist. With Capgemini this is possible.

2



## CORE HR IN THE CLOUD

HR and Payroll are often seen as too difficult for the move to cloud and the benefits of the move to a better system are not immediately apparent even with today's focus on data security and compliance. Capgemini has developed a **pre-built leading practice HR and Payroll solution**, based on SAP SuccessFactors with tools and accelerators to **de-risk the implementation and provide a cost-effective mechanism to move to the Cloud**.

3



## SECURE YOUR FUTURE TALENT

Organizations cannot afford to miss out on good candidates, they need to attract candidates to apply, retain communication with those who have expressed an interest, and provide them an efficient and effective candidate experience to ensure they are not exploring other opportunities. Capgemini provides both an **approach for an engaging candidate experience** and the **technology to manage** the attraction and pipeline processes.

4



## THE LEARNING ENTERPRISE

Capgemini help you in your **whole learning lifecycle** from mapping the skills of the future, to determining the best delivery mechanism to implementing the underpinning technology required to drive a Learning Enterprise.

## CAPGEMINI RENEWABLE WORKFORCE

Uses technology to meet the rising engagement expectations of employees while exploring the long-term business goals and outcomes of HR functions, enabling the enterprise to navigate ever-changing and complex compliance requirements.



*Focus on unleashing human energy through technology, in the pursuit of a more inclusive and sustainable future.*





# ENABLEMENT AS A SERVICE: A BRAND-NEW PROPOSITION FOR THE LEARNING ENTERPRISE

THE LEARNING  
ENTERPRISE

4



**Tangible Benefits:** Access to a service to support a sustainable adoption of an IT solution (based on ongoing skills/knowledge updates) allowing Capgemini to create “off-the-shelf” training assets ready for client localisation and deployment.

**Competitive Alternatives:** First and most mature Global System Integrator providing in-application end-user enablement approach

**Primary Differentiation:** Providing an OPEX approach to end-user adoption and whole lifecycle enablement, with pre-built content available for SAP S/4Hana, Ariba and SuccessFactors.

## TRAINING

An **all-inclusive** training managed service that includes

- **Consulting** activities to assess the training needs
- **Delivery** activities to produce the digital training content
- **Provide the SAP Enable Now Digital Platform** and administrate it

## MANAGED

To support our **client's workforce enablement**

## SERVICE...

**From the go live to the decommissioning** of their IT solution

**... SO THAT OUR CLIENT CAN FOCUS ON HIS CORE VALUE ACTIVITIES**



# EMPLOYEE ENGAGEMENT AND PRODUCTIVITY

EMPLOYEE  
EXPERIENCE  
DESIGN

5



EMPLOYEE  
ENGAGEMENT

6



WITH DEEP SECTOR AND INDUSTRY KNOWLEDGE, WE HELP OUR CUSTOMERS **REINVENT THE WORKPLACE TO FOCUS ON “EMPLOYEE EXPERIENCE”; CREATING SUPERIOR EMPLOYEES EXPERIENCES FOR WHEREVER THEY DO WORK.**



Wherever your  
work is done



And wherever your  
colleagues are located



We focus on your  
experience



To help you work and  
collaborate better



And feel empowered



# EMPLOYEE EXPERIENCE: DESIGN

## EMPLOYEE EXPERIENCE DESIGN

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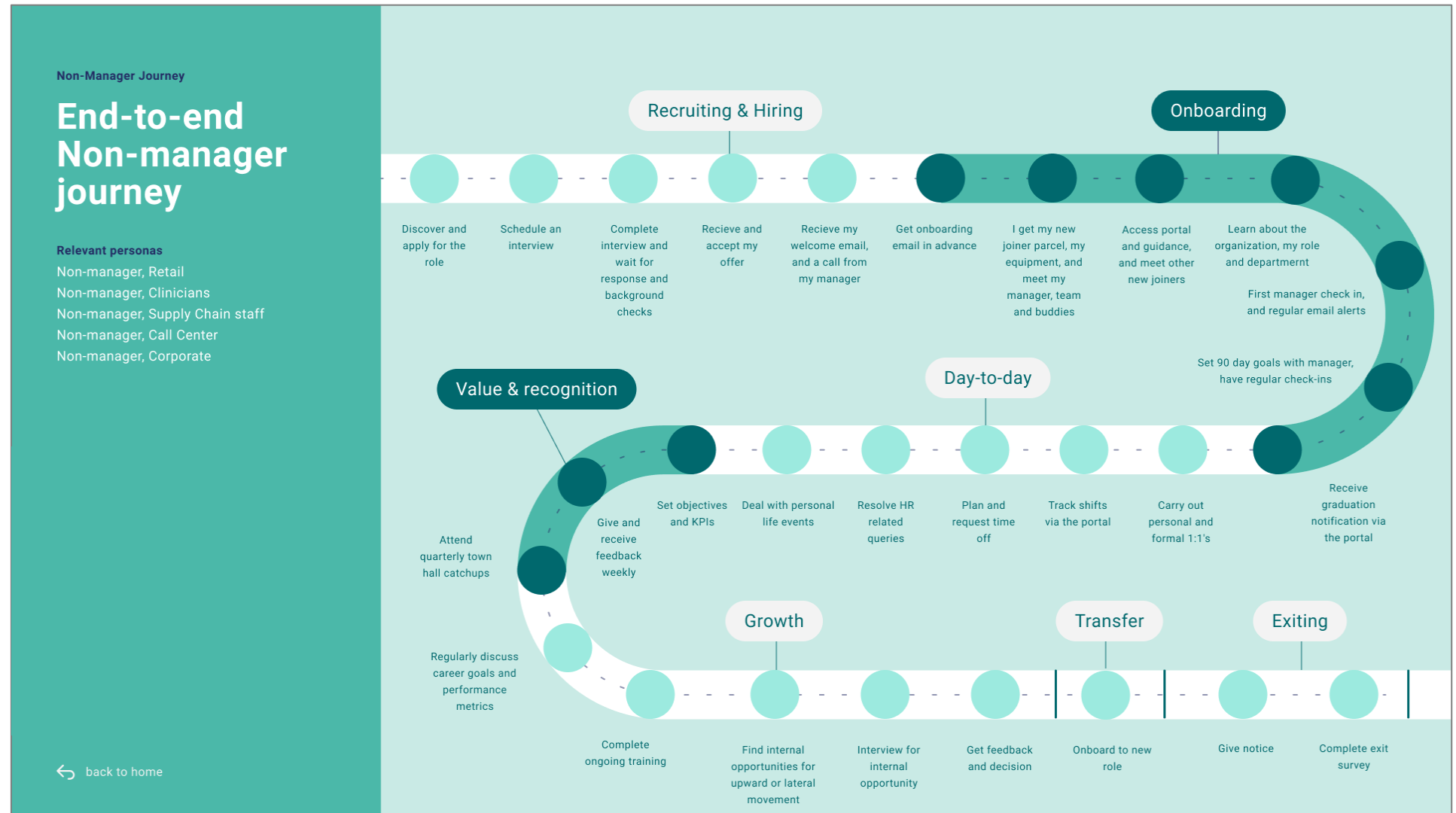


This is an example of Experience Journey Map developed for on of Capgemini Clients.

There is a version of the map for each key user role:

- Employee
- Manager
- “Product owner”

Roles are further divided into **Persona's** so that design captures necessary personalisation to deliver a great experience.





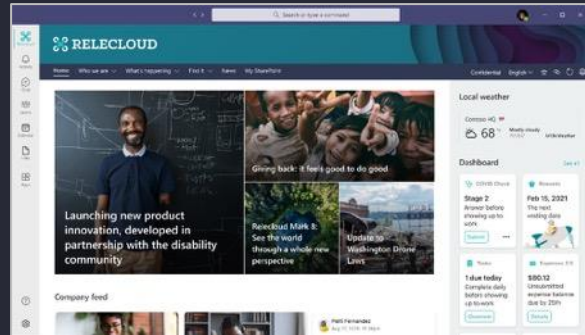


# ENGAGEMENT PORTAL WITH MICROSOFT VIVA

## A DIGITAL EMPLOYEE EXPERIENCE PLATFORM THAT HELPS ORGANIZATIONS CREATE A THRIVING CULTURE WITH ENGAGED EMPLOYEES AND INSPIRING LEADERS

EMPLOYEE  
ENGAGEMENT

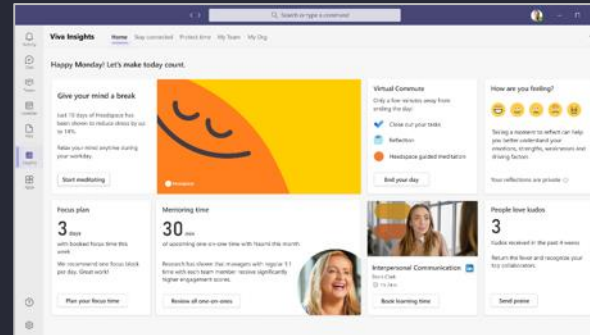
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VIVA CONNECTIONS



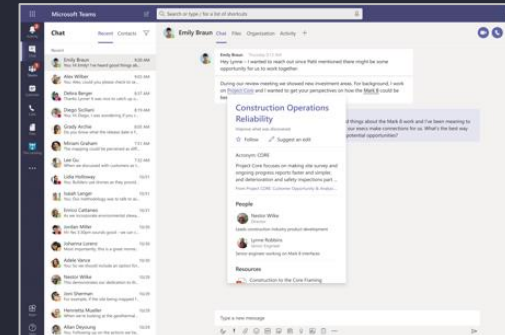
CULTURE AND  
COMMUNICATIONS



VIVA INSIGHTS



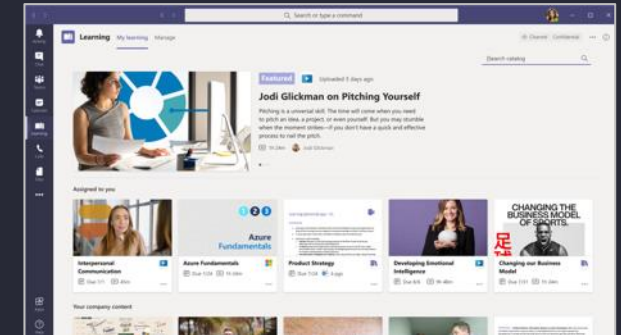
PRODUCTIVITY AND  
WELLBEING



VIVA TOPICS



KNOWLEDGE AND  
EXPERTISE



VIVA LEARNING



SKILLING AND  
GROWTH



ENTERPRISE/3<sup>RD</sup> PARTY SYSTEMS (CONCUR, EGENCIA, PLURALSIGHT ETC. )



# MEASURING EFFECTIVENESS AT KEY MOMENTS OF THE TRANSFORMATION JOURNEY

EMPLOYEE  
ENGAGEMENT

6



qualtrics<sup>XM</sup>

## USE OF QUALTRICS CAN HELP US TO BASELINE AND TRACK SENTIMENT WITHIN THE HR COMMUNITY AS THE SYSTEM IS IMPLEMENTED

### UNDERSTAND EMPLOYEE SENTIMENT

- Using technology to continuously listen to the employee voice and understand their sentiment

### OPTIMISE MOMENTS THAT MATTER

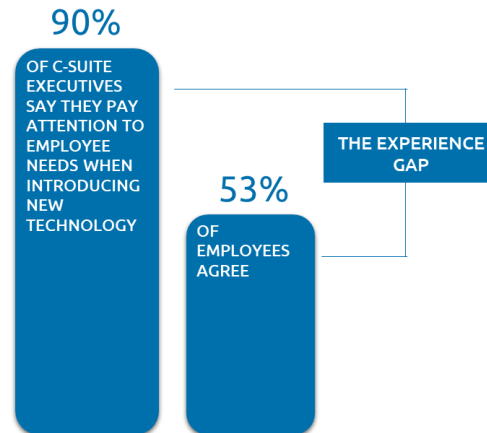
- Help optimize key moments during and after the implementation journey to improve employee experience, candidate experience, accelerate onboarding, identify key attrition drivers, and cope with changes in the organization

### HIGHER WORKFORCE PRODUCTIVITY

- Through improved technology, IT services and workspace experiences

### IMPROVED EMPLOYEE EXPERIENCE

- By empowering the project team during the project and the HR department after go live to cut through the noise and use the most impactful actions to improve the employee experience.



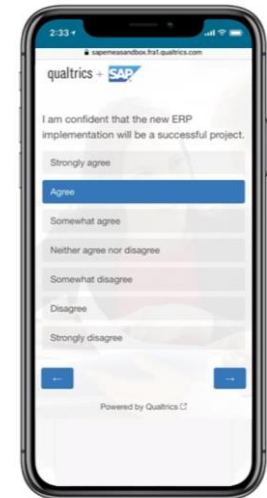
## WITHIN THE IT COMMUNITY QUALTRICS XM FOR IT CAN TRACK FEEDBACK AND OPERATIONAL INSIGHT TO SUPPORT PROGRAMME STEERING

### UNDERSTAND IT COMMUNITY

- Continuous listening across multiple teams, touchpoints, and phases allow project leads to assess readiness, optimize adoption, and improve change management throughout the entirety of an implementation—ensuring Success Factors rollouts truly meet employee needs and deliver upon project success KPIs.

### INSIGHT TO STEER ACTION

- Combining behavioral insights with project management data elevates the implementation process to proactively course correct and mitigate risk.
- This experience feedback on scope clarity, feature expectations, project confidence, end-user satisfaction, and more, enables project leads to prioritize actions that will maximize project ROI.



1

**ASSETS**





# CAPGEMINI'S SAP SUCCESSFACTORS PRACTICE

## REDEFINING THE EMPLOYEE EXPERIENCE WITH SAP SUCCESSFACTORS HXM SUITE

**SAP® Certified**  
in **Global SAP® SuccessFactors®** Solutions Operations



### REDEFINE EMPLOYEE EXPERIENCE AND ADAPT TO A CHANGING WORK LANDSCAPE.

We have adopted a scalable and cost-efficient staffing model that includes per object billing and integration of change management for HCM. As a result, we have seen a **100% success rate – on time and to client satisfaction.**



### PROVIDES ESSENTIAL SUPPORT TO PEOPLE OF AN ORGANIZATION.

We bring flexibility and resiliency to the management of transactional human capital to address the needs of the digital workforce. We **offer integrated change management as part of our delivery and have seasoned change management specialists as part of our team.**



### HELP ORGANIZATIONS TAKE CHARGE OF CHANGE AND UNLOCK BUSINESS POTENTIAL.

Our team helps interpret employee feedback, shape traditional HR transactions into simple, engaging, end-to-to employee experience, and create a more flexible workforce. We have delivered 1000+ HCM implementations, including large-scale digital transformations, complex data migration from legacy application systems, and end-to-end HR transformation with an accelerated timeline.



### COMMITTED TO DELIVERING A RENEWABLE WORKFORCE.

Our methodology empowers our customers to maximize the efficiency and performance of their most valuable asset: their employees. We help our clients create enterprise-wide value with our **3000+ HCM practitioners globally and 500+ trained, certified, experienced SuccessFactors resources.**

### KEY DIFFERENTIATORS/KEY METRICS

- Multiple industry path solutions with pre-configured content designed to fit into overall SAP architecture
- Flexible staffing model with per object billing using multiple nearshore and US-based delivery centers
- Integration with change management, assessment, and BPO capabilities at different levels of seniority
- Innovation centers utilized for custom extensions, UI enhancements, and automation build
- Professionally certified leads across product suite, with average of 10+ years of seniority with Capgemini



# CAPGEMINI ENABLEMENT AS A SERVICE

Enable Now is an offering in Capgemini's core project methodology. Our expertise in implementing and driving the learning experience gives end-users have the knowledge they need to succeed. From creating, deploying, and managing your learning content, Capgemini is passionate about leveraging Enable Now as a digital adoption tool to empower your employees.



## CAPGEMINI OCM EXPERTISE



## SAP PARTNER MANAGED CLOUD



## LIFECYCLE MANAGEMENT OF LEARNING CONTENT



## SINGLE RECORDING FOR MULTIPLE PURPOSES



## EFFICIENCY IN BUILDING AND DEPLOYING CONTENT

### 2021 SAP PINNACLE AWARD WINNER - PARTNER LEARNING EXCELLENCE CATEGORY ([SAP LINK](#))



### CAPGEMINI PATH® LIBRARY OF LEARNING ASSETS

#### INSTRUCTOR- LED TRAINING



Courseware  
for LMS



Classroom  
Materials



Assessments  
Quizzes

#### INFORMAL LEARNING



Knowledge  
Portal



User Generated  
Content



Videos

#### PERFORMANCE SUPPORT



Adoption  
Metrics



Context Sensitive  
Guidance



In App  
Data

### LAYERED APPROACH TO LEARNING

#### STRUCTURED

FORMAL TRAINING

ON-DEMAND TRAINING

SUPER USER NETWORK

MANAGEMENT SUPPORT

CONTINUED REINFORCEMENT

PERFORMANCE SUPPORT

SHARED KNOWLEDGE

#### UNSTRUCTURED

PRIORITY

### BENEFITS OF LAYERED LEARNING

#### INCREASE PRODUCTIVITY



Create online courses  
quickly and provide a  
knowledge portal for  
explorative learning

#### CREATE & DISTRIBUTE LEARNING CONTENT



Optimize and deliver  
training content  
across devices for on-  
the-go learning

#### PROVIDE REAL TIME SUPPORT



Provide support for  
tasks at hand to make  
learning real time and  
more cost effective



# EMPLOYEE ENGAGEMENT AND PRODUCTIVITY **PORTFOLIO OVERVIEW**

## CONNECTED WORKSPACE



**PROVIDE PEOPLE WITH THE TOOLS THEY NEED TO WORK PRODUCTIVELY EVERYWHERE.**

- Co- Management (Traditional & Modern)
- Cloud Workspaces
- Application Services
- Device as a Service

## CONNECTED COLLABORATION AND EMPOWERMENT



**ENABLE PEOPLE TO BE PRODUCTIVE THROUGHOUT THEIR WORKING DAY AND EMPOWER THEM WITH PLATFORMS THEY NEED TO WORK TOGETHER MORE EFFECTIVELY.**

- Digital Productivity Suites
- Unified Communication & Collaboration
- Employee Experience platforms
- Low-code Platforms

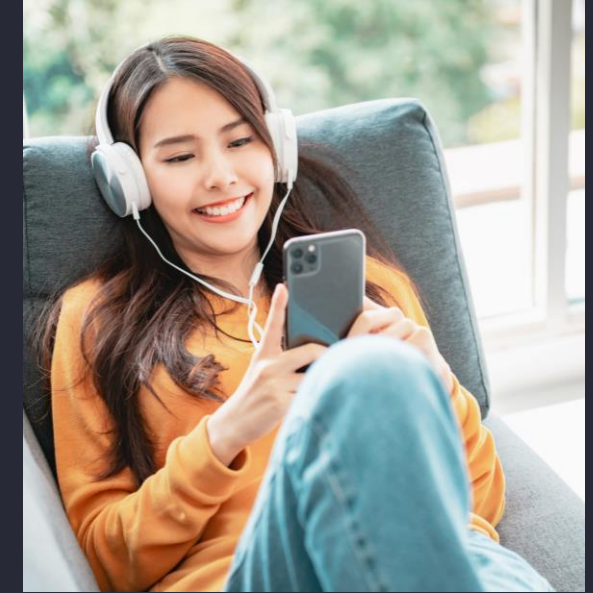
## CONNECTED BUILDINGS & SPACES



**SMART BUILDINGS & IMMERSIVE SPACES UNDERPINNED BY INTELLIGENT EDGE SOLUTIONS TO ENHANCE EMPLOYEE AND VISITOR EXPERIENCES**

- Enterprise Connectivity
- Employee and Visitor Experiences
- Smart Building & Spaces
- Workspace IoT

## CONNECTED SUPPORT SERVICES



**MAXIMISE PRODUCTIVITY AND INCREASE COST EFFICIENCY THROUGH INTELLIGENT, PERSONALISED SUPPORT AND ASSISTANCE.**

- Service Desk
- Onsite Services
- Zero Touch & Direct Ship
- Tech bar, Lockers, & Vending





# HCM EDGE

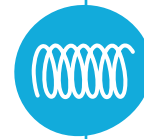
**CAPGEMINI'S HCM EDGE IS A PRE-CONFIGURED SOLUTION DESIGNED FOR FASTER DEPLOYMENTS AND PREDICTABLE RESULTS AIMED AT REDUCING RISK AND INCREASING SPEED TO VALUE OF YOUR OVERALL HCM TRANSFORMATION JOURNEY. THE FOLLOWING ARE THE KEY DIFFERENTIATORS OF OUR SOLUTION**

“We took advantage of Capgemini’s HCM Edge tool. As we worked through LP’s processes and transactions, Capgemini had us evaluate the pre-configured solution to identify opportunities for improvement as well as validating any existing processes we needed to retain.

## **IT HELPED US ACCELERATE THE FOLLOWING ASPECTS OF THE PROJECT:**

1. It was installed on our SuccessFactors instance and helped us to make more informed decisions during the workshops.
2. After the key decisions were captured during the workshop, it helped us to quickly incorporate the feedback and we were ready for our first sprint cycle in few weeks after the design sessions.
3. It also helped us with expedited data migration with 20%, 50%, 100% of data loads with subsequently increasing data quality in each sprints and testing cycles.
4. This helped us in the increased solution adoption as we received real time feedback directly from the end users.
5. The end users also got trained in this process and were ready during the go-live on time”.

**- HRIS MANAGER, LOUISIANA-PACIFIC’**



### **FLEXIBLE DESIGN**

Build with **highly flexible data models** which allows us to quickly tailor the solution based on your needs.



### **MODULAR DESIGN**

You can **pick and choose** the modules and submodules depending on their organization priorities.



### **GLOBAL BASELINE**

The solution provides a **global baseline** which can be scaled or compared with localized requirements.



### **LEADING PRACTICES**

Solution incorporates **leading practices** developed from more than 500 Capgemini-led SAP HCM and SuccessFactors implementations globally.

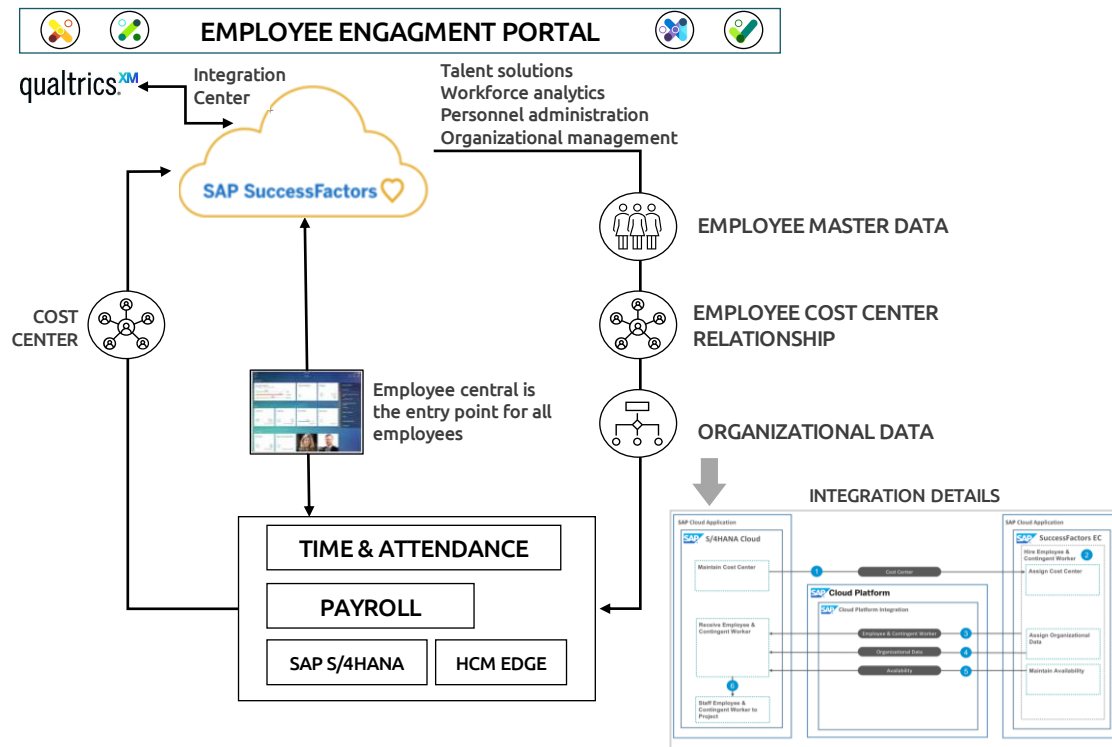
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**REFERENCE ARCHITECTURE**



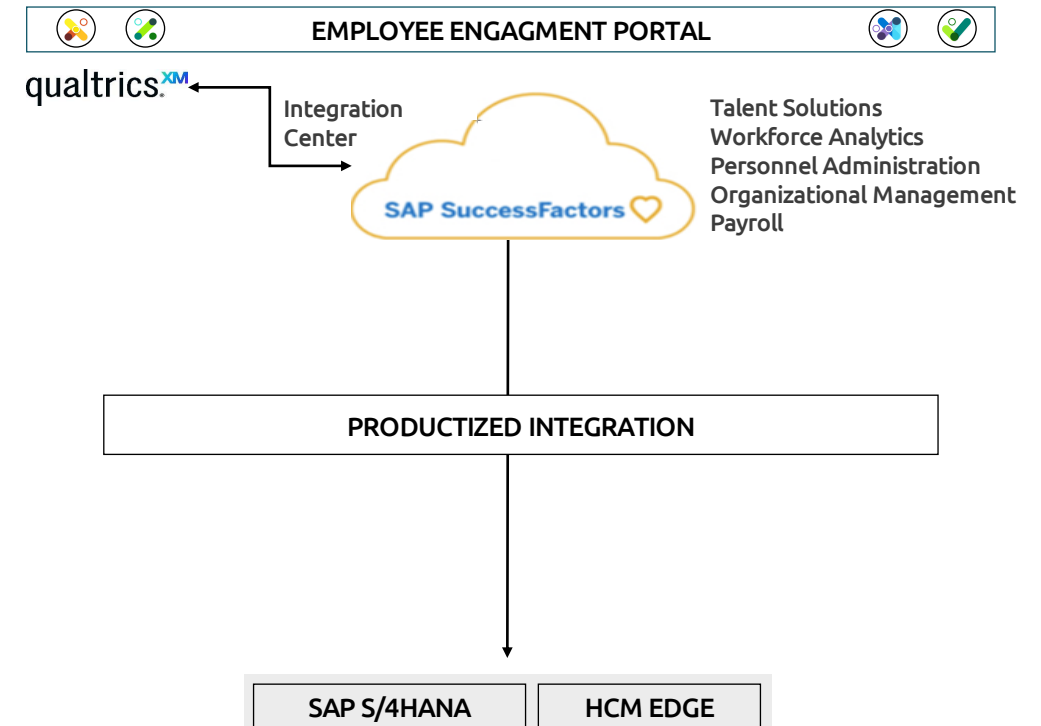
## CORE HYBRID HCM

You use Employee Central as the system of record holding HR data, but existing HR processes such as payroll, time management, or custom processes still run in an SAP S/4 HANA system landscape. If you use this deployment option, the HR data mastered in Employee Central needs to be replicated to the SAP S/4 HANA system to support the local processes running there.



## FULL HYBRID HCM

All HR processes run in SAP SuccessFactors. If you use this deployment option, SAP SuccessFactors is the system of record holding all HR data and hosting all HR-related processes. But non-HR processes, such as financials or project management, still run in an SAP S/4 HANA system landscape. Some of these processes need HR data, that's why the HR data mastered in Employee Central needs to be replicated to an SAP S/4 HANA system.





# REFERENCES





# SELECTED EXPERIENCE MANAGEMENT REFERENCES

## HR TRANSFORMATION



Global phased implementation of SuccessFactors across more than 100 countries, including payroll integration. Drove unified global reporting system, streamlined global HR processes and delivered services on time for the Employee Central Service Centre. Developed innovative Partner Packaged Solutions with SAP to address product gaps

[LISTEN TO COKE ONE STORY](#)

## CONTINUOUS LEARNING



Partnering with Capgemini, TE Connectivity moved to a managed service model to better incorporate customer feedback, introduce SAP S/4HANA, and adapt to a world in which remote working has become increasingly important.

[READ TE CONNECTIVITY STORY](#)

## EMPLOYEE ENGAGEMENT



With the support of Capgemini and the Qualtrics solution, Alpargatas is now able to elaborate actions to engage, attract and retain talent. "Employee Net Promoter Score" raised from 3.8 to 4.11. Net Promoter Score raised from 50 to 56.3.

[READ ALPARGATAS STORY](#)

## CONTINUOUS LEARNING



Business and digital transformation enabled by a full greenfield implementation of SAP S/4HANA Cloud on MS Azure leveraging our CPGPath solution, plus SAP TPM (Trade & Promotion Management), SAP Enable Now, SAP BW, Dell Boomi, MDM Riversand, and MS Power BI.

[LISTEN TO T.MARZETTI STORY](#)



## 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 340,000 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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