



TRANSFORMATION AND INNOVATION OFFICE

Implement a framework for innovation
and continuous improvement



GET THE FUTURE
YOU WANT



Foster
innovation



Enable change
architects



Leverage
thought leadership

A frictionless future for finance

Intelligent automation, artificial intelligence, and other emerging and innovative technologies promise a revolution across every aspect of your business, no more so than in your finance and accounting (F&A) function.

Despite this digital shift, organizations face a range of frictions, or oppositions to high performance in business operations, which often lead to an impaired customer and employee experience, inefficient and tardy decision-making, reduced speed to market, and the inability to keep pace with rapidly changing regulatory environments. Nevertheless, customers expect a frictionless experience, while shareholders expect the value of the organization to increase through innovation, long-term growth, and sustainability, enabled by a frictionless vision and roadmap.

Countering friction requires the evolution of operating models, breaking down internal barriers, taking control of data, and redefining finance processes for the digital age – delivering improved business outcomes that drive frictionless value for the CFO. The finance function is a key protagonist of this evolution, and is moving from being a clean up act of frictions within the enterprise to a catalyst of business model disruption and innovation.

Drive digital transformation from idea generation to implementation

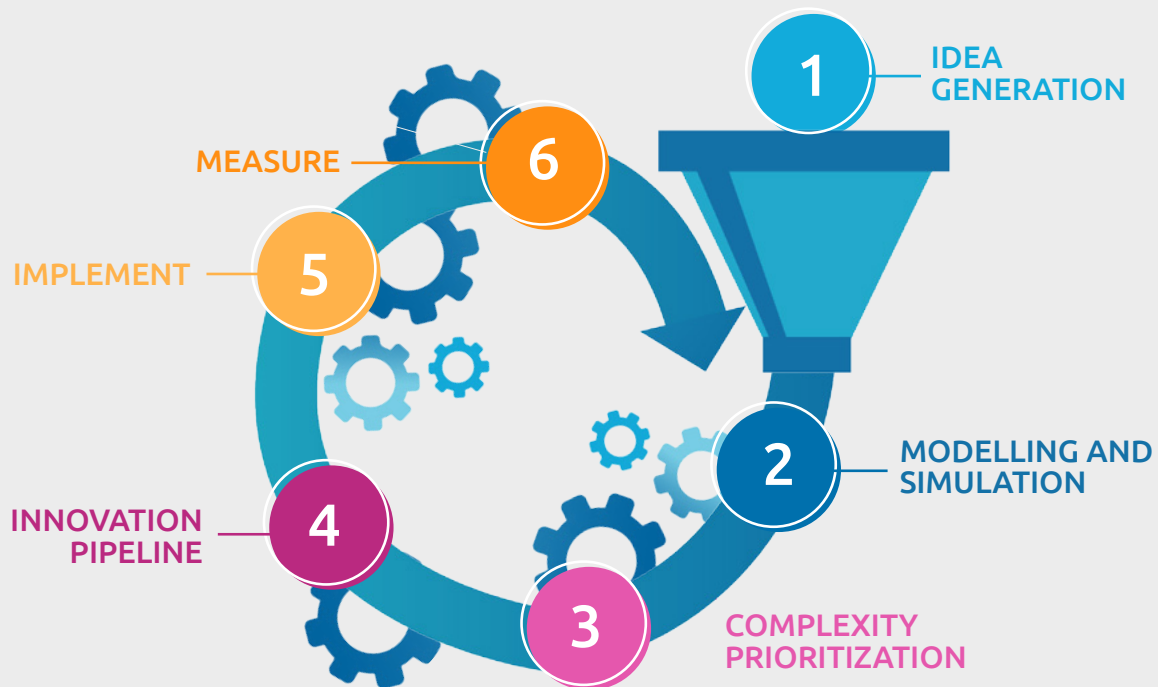
Capgemini's Transformation and Innovation Office (TIO) is an integral element of our Frictionless Finance offer, and a key component of our [Digital Global Enterprise \(D-GEM\) platform](#). As the engine of continuous improvement for your organization, the TIO is powered by the Digital Twin to perform end-to-end transformation from idea generation to implementation:

- **Foster innovation** – manage ideas and opportunities captured from multiple sources, and leverage a structured framework to measure the value and business case of all ideas
- **Enable change architects** – ensure transformation is successfully adopted across the teams through leveraging a “one team” collaboration approach, and improve communication between delivery teams and client outcomes
- **Leverage thought leadership** – generate new ideas for transformation and inspire innovation through sharing Capgemini's latest thinking and thought leadership on technology and industry trends, as well as client success stories and industry best practice.

In turn, this drives frictionless, enterprise-level value and outcomes across your organization, including enhanced customer experience and decision-making, improved working capital and productivity, and reduced operating costs.



EMBED END-TO-END DIGITAL TRANSFORMATION TO DRIVE THE FRICTIONLESS ENTERPRISE



Embed end-to-end digital transformation to drive the Frictionless Enterprise

As part of Capgemini's renowned [D-GEM platform](#), the TIO leverages the Digital Twin to generate, model, and simulate a continuous pipeline of innovation and improvement opportunities, while also implementing and executing signed-off improvement opportunities that drive enhanced service and business outcomes.

The TIO underpins and supports our core finance solutions, leveraging an AI-augmented workforce, AI-driven operating models, and a partnership philosophy to drive frictionless processing. This enables your organization to transition to – what we call – the [Frictionless Enterprise](#).

Realign your target operating model to deliver the Frictionless Enterprise

Our [D-GEM platform](#) is an AI-based, digital business transformation platform that encompasses the tools and techniques for reshaping and streamlining your finance processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, user experience.

By dynamically adapting to your organization's business challenges to address each and every point of friction in your business operations, D-GEM provides a complete overview of your processes, guiding the right digital operating model for your organization. It also accelerates your transition to frictionless, future-proof processes, enabling you to remain competitive in a rapidly changing, digital business context.

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.

Why Capgemini?

As practitioners as well as consultants, Capgemini is uniquely positioned to help you reimagine your F&A for the automated age. As one of the world's leading technology providers, we have a rich history of transformation, with renowned, market-leading F&A services underpinned by a strong tradition of innovation powered by intelligent automation.

This combination of technology, methodology and a deep pool of more than 15,000 finance and accounting experts – including tax, analytics and controller specialists – means that we work with you in a truly collaborative manner to deliver accelerated value while minimizing risk to your business.

Driving innovation for one of the world's largest multinational media and entertainment organizations

This global media company lacked automation within their finance and accounting (F&A) processes and was using a number of outdated legacy systems. This resulted in a great

deal of unnecessary manual effort, inefficient operations, and subsequent overspend.

Capgemini implemented its TIO, identifying over 150 TIO opportunities and training over 600 users in new processes and technology over a period of two years. This led to the introduction of enhanced AI, process controls, and a business process management workflow tool that enabled the company to eliminate redundant, low-value, and time-consuming manual effort, boost efficiency, optimize ITC efficiency, and drastically reduced costs.

This resulted in the delivery of:

- Frictionless procure-to-pay and record-to-analyze processes
- Improved team design
- Accelerated issue and query management.



To learn more about how our Transformation and Innovation Office can establish the foundations of frictionless transformation and continuous innovation for your organization, 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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