

# Capgemini for Microsoft Copilot + Agents

## Our differentiators

**AI Leader**  
Forrester Wave™  
AI Services Q2 2024

**\$2B**  
Gen AI  
investments

**3000+**  
AI specialists

**50k**  
AI-enabled  
engineers

**Leader in Dynamics  
Services & Customer  
Experience Strategy**



**Inner Circle Members for past 6 years**  
Top 1% of Microsoft Dynamics partners globally



**3,500 Microsoft experts globally**, combined with industry and domain expertise

## Gen AI opens up opportunity for fundamentally new experiences



Multi-modal/multi-sensory experiences blending images and voice



Build emotion and empathy into AI models



Blend deterministic (rule-based) and non-deterministic outcomes



Humans managing teams of humans and agents – scale the workforce

## Our assets



Approach to drive Gen AI maturity



Proven rapid delivery approach



Art of the possible demos



Approach to benefits measurement

## Our partnership

### Global Microsoft Partner - 25+ years

Microsoft's technology together with Capgemini's industry expertise has helped thousands of clients.



6 (of 6) solution partner designations



87 unique industrialized solutions developed on top of Microsoft Cloud



49K+ Microsoft certifications



14 advanced specializations



Ranked one of the top 3 Microsoft partners globally



Microsoft Cloud CoEs to design and build solutions tailored to the clients' specific needs

## Our offering

### Elevate CX with Microsoft Copilot



**INSPIRE**  
Copilot Innovation Workshop



**ASSESS**  
Value & Competitive Advantage



**ACCELERATE**  
Copilot Hackathon



**EMPOWER**  
Rapid Value with Microsoft Copilot

## Client success stories

**Eneco eMobility supercharges its customer care with generative AI**

**Revolutionizing Riverty's CRM capabilities with Copilot for Sales**



### Potential of Microsoft AI

- Improve personalization in marketing, sales and service
- Empower employees to build human connection with customers
- Improve operational efficiencies
- Create new products and services



### Why Microsoft for Gen AI?

- Commitment to AI spans more than 10 years
- Powerful partnerships such as NVIDIA and OpenAI
- Building AI stack from the ground up – silicon to software
- Open approach – 1,400 connectors
- Gen AI in the flow of work – weaved through productivity and collaboration tools used by millions of people everyday



### Benefits we achieved

- Increased customer satisfaction
- Decreased call center wait times
- Increased seller productivity
- Increased employee satisfaction
- Reduced training time
- Reduced license costs

## Contact Us

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Know more about how we've helped our clients transform their Sales and Service processes using Copilot and how to Elevate CX with Microsoft Copilot