

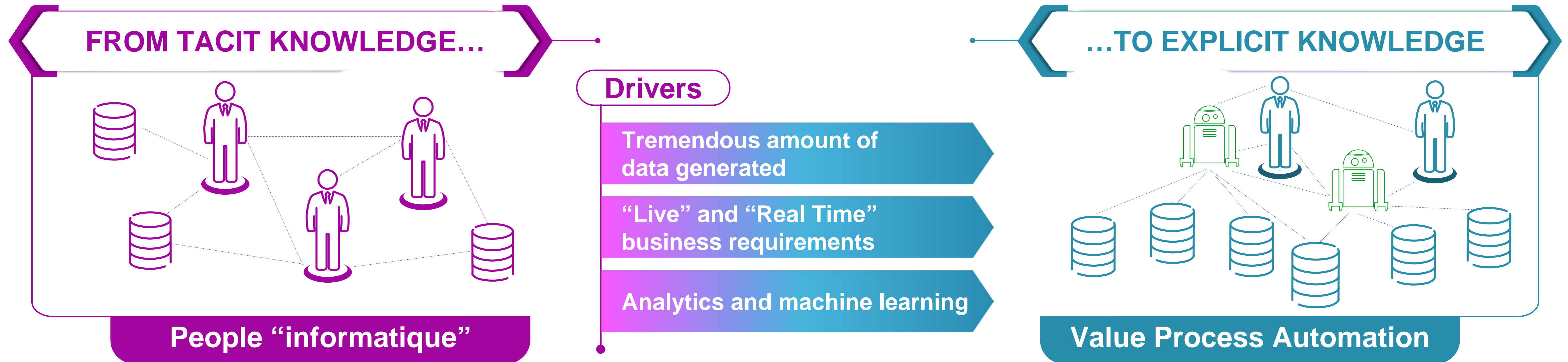
Patrick Nicolet

Automation

2016 | Capital Market Day

June 1st – Munich

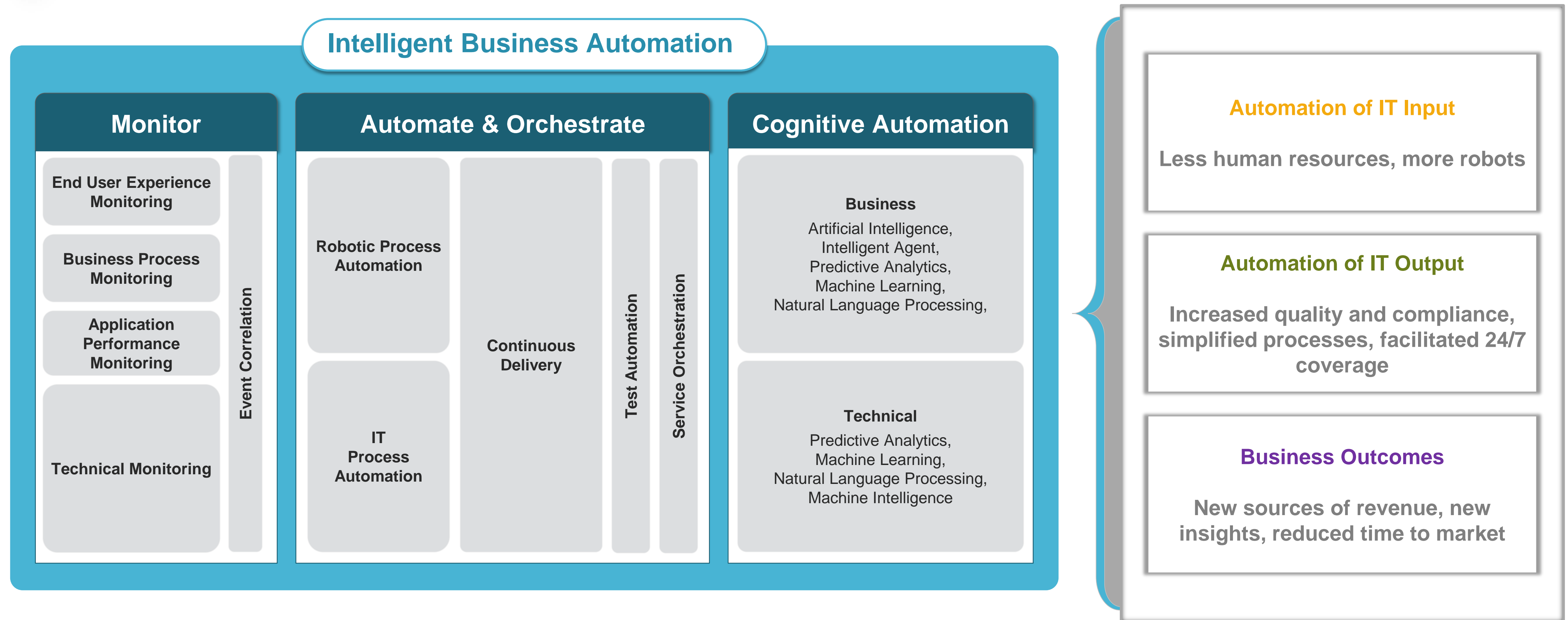
Automation is significantly impacting Business and IT processes



Automation is an answer to Business and IT processes transformation by:

- Leveraging an exponential growth of structured and unstructured data
- Bringing more value to our clients and matching their requirements
- Transforming our own delivery to a more agile and responding model
- Making IT function a business partner fully integrated within our clients' value chain

Capgemini Intelligent Business Automation: Incorporating all key business levers to deliver benefits for our clients and Capgemini



Adopting a best of breed approach leveraging the state of the art solutions from external partners and our tools

Intelligent Business Automation

Our portfolio of external and internal tools

Monitor

- Splunk
- AppDynamics
- BMC
- IBM Tivoli
- CA
- Dynatrace
- SAP Solution Manager
- BigPanda
- Logstash



- AppMon
- KPI based SAP IDOC dashboards
- Lotus Notes DB Analyzer
- Oracle monitoring tools across UI, file
- SAP BI Monitoring tools

Automate & Orchestrate

- UiPath
- IPCenter
- Automic
- Ayehu
- Blue Prism
- Arago
- Redwood
- Worksoft
- Innovise
- Saffron
- HPOO



- Automatic User Rendering App
- BORCA
- Oracle Workflow Analyzer and Remediation tool
- SAP Cross Reference tool
- CART – SAP and Oracle auto code generation and remediation tools

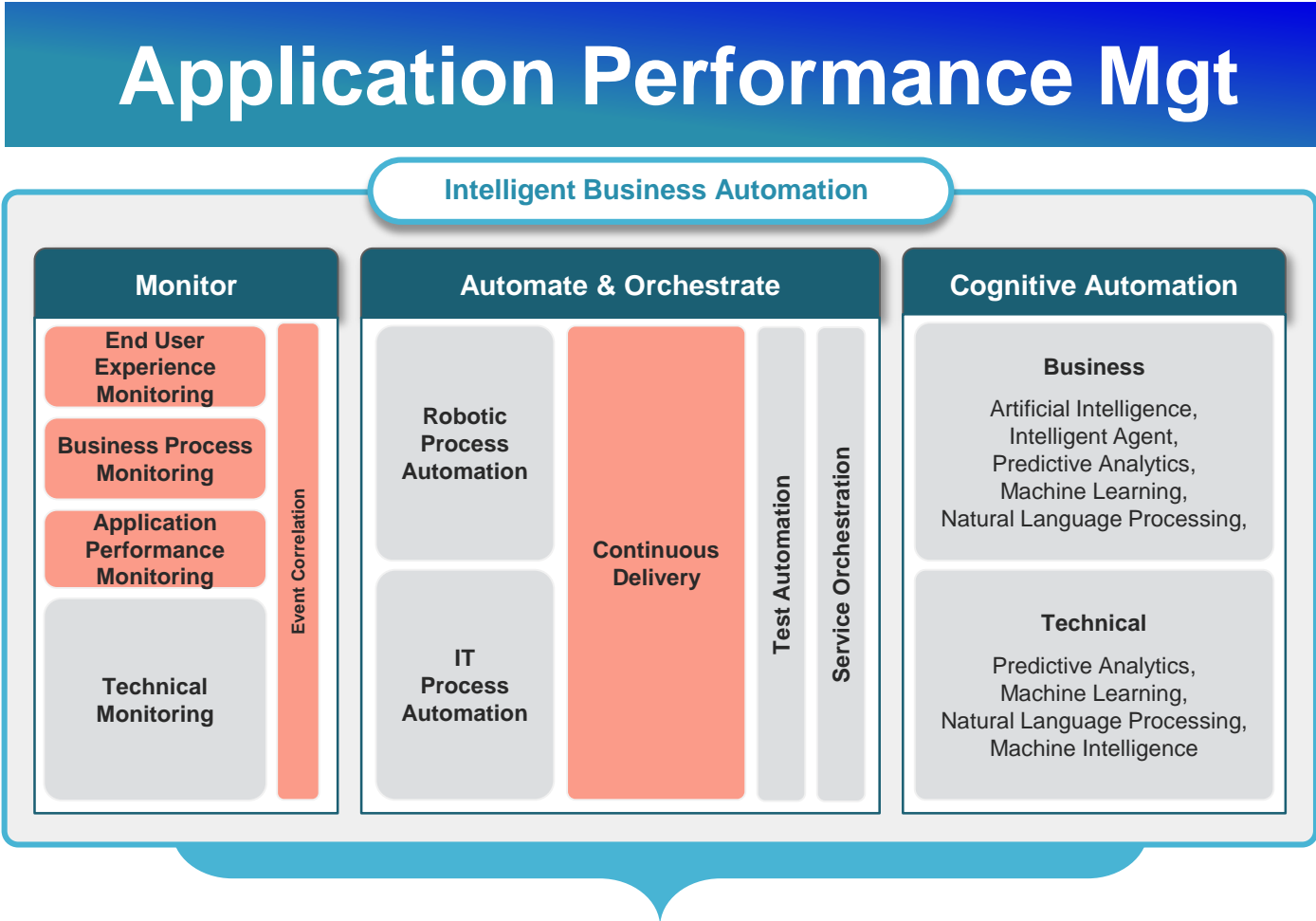
Cognitive Automation

- IBM Watson
- Celatone
- Cortana
- Artificial Solutions
- Ipsoft Amelia
- Siri
- NextIT
- Cognitive Scale
- loop.AI
- Ersatz Labs
- Narrative-Science
- Arria
- Vicarious
- Nervana systems
- Tensorflow
- Amazon Machine Learning
- Weka



- Incident - Knowledge Object based Nanobot (IKON)
- LogAnalyzer
- Service Analytics
- Zoom Avant

Client in the entertainment industry: application Performance Management leads to 30%+ reduction in the number of incidents



Project Description

- A wide range of services from engineering, design, reference architecture, application development, portfolio rationalization and sustainment services
- A distributed support team of ~100 FTE manages complex integrated systems that are custom developed solutions of varying age
- Underlying monitoring capabilities were largely based on infrastructure provided event monitoring tools with limited visibility across systems

IT Inputs

- 2,500+ Application Server Processes and 2,000+ Machine Agents Instrumented and brought under advanced APM Monitoring in less than 3 months
- Event Correlation and Predictive Analytics

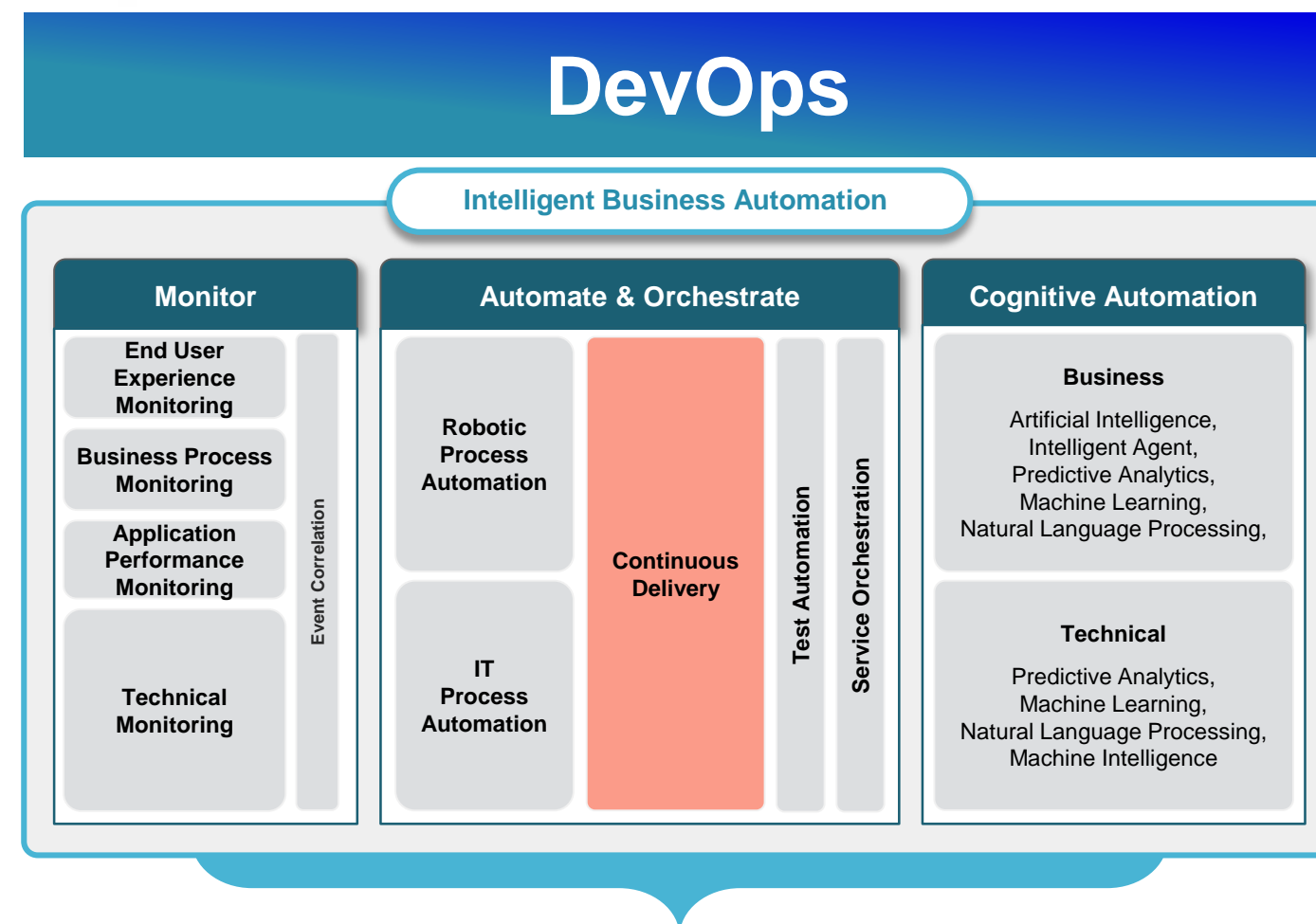
IT Outputs

- 10x Faster Incident Resolution
- 32% Incident Reduction
- 40% Reduction in False Positive Alerts Saving 7K Hours
- Improved DevOps Team Workload & Retention

Business Outcomes

- Higher availability of key production applications
- Improved application quality, end user experience and satisfaction

Client in the postal services industry: up to 60% improvement in release cycle time through a DevOps program



Project Description

- Capgemini manages 4 web brands, 86 applications, over 200 interfaces and API's. There are 25 external systems, Ecosystem of 18 partners, 7M registered users and 20M+ unique visitors per month
- Challenges were higher environment setup time, Impact to business due to environment defects and downtime and long development and release efforts
- DevOps included Continuous Integration and Deployment process, organization and automation

IT Inputs

- Automation – CI & CD along with Testing
- Collaboration of DevOps tools
- Single Click provisioning
- Proactive Monitoring of Environments

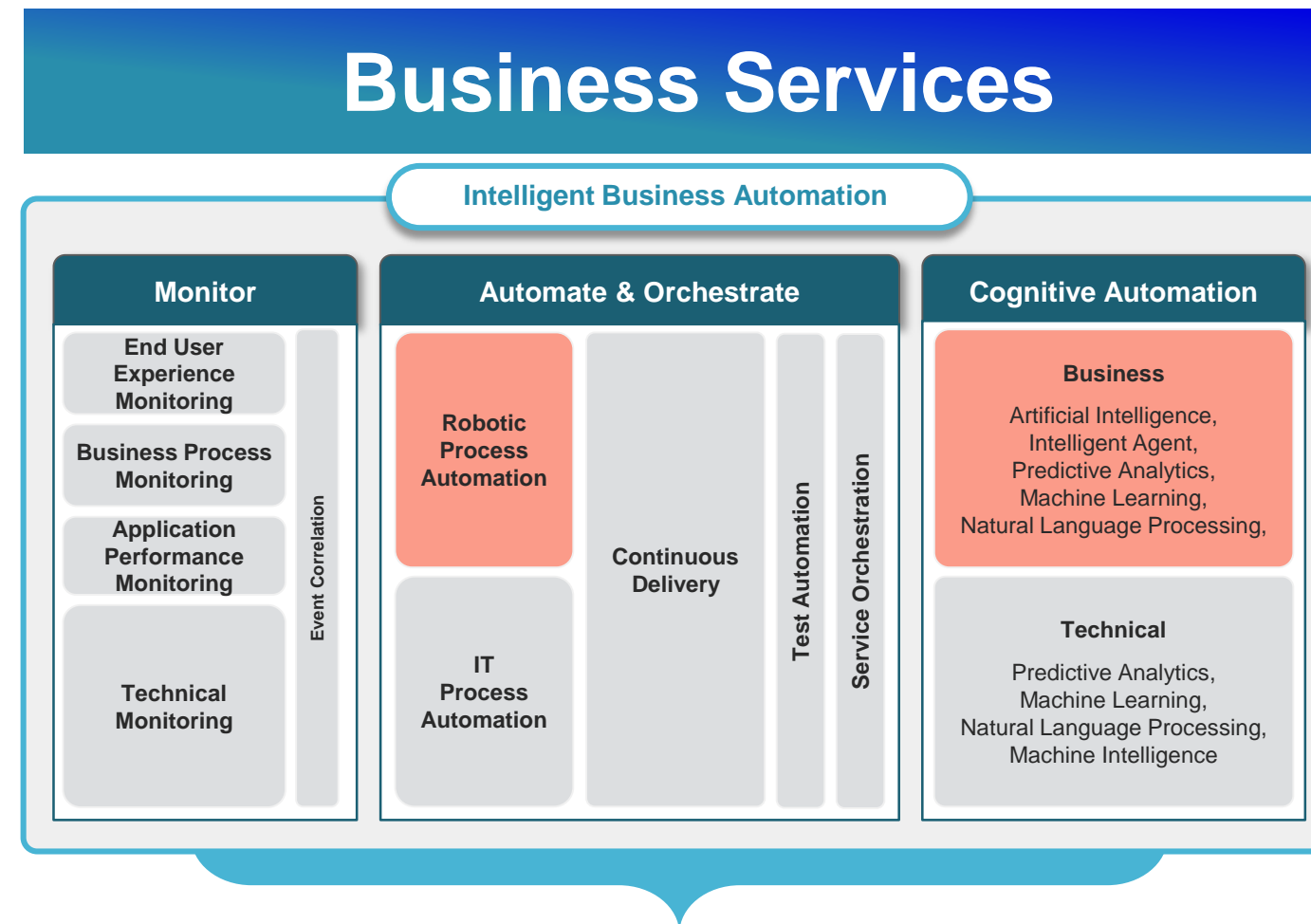
IT Outputs

- Environment Provisioning reduced from 4 days to 4 hours
- Improved Work Volume throughput by 30%
- Deployment failures less than 0.5%
- Faster Resolution of Incidents

Business Outcomes

- Release Cycle Time reduced from 4 weeks to 1 week
- Zero downtime for Maintenance
- High priority issues deployed in a couple of hours

Shipping & Logistics client: robotization of dispute processing driving efficiency, effectiveness and control improvements



Project Description

- Industrialization of Dispute Management process (70,000 queries per month) by implementation of iLogic tool:
 - Sorter – extracting info, indexing and routing queries into workbaskets
 - Data Explorer – guiding agents through disputes policy/procedures
 - Rapid Paste – populating defined templates in 13 languages

IT inputs

- Over 15% cost reduction
- Reduction of unique language requirement dependencies by 30%
- Mitigation of experience factor on complex disputes resolution process by 40%

IT Outputs

- Quality improvement from 87.7 to 99.5%
- Significantly increased process control
- Increase in offshore team utilization (30%)
- Experience based decision making process translated to algorithms

Business Outcomes

- Disputes resolution time reduced from 5.9 to 1.4 days
- Improved Customer Experience (Ranking improved from #5 to # 1 in Europe in external benchmark based on enhanced disputes handling)

All dimensions of Digital transformation are impacted by Automation

Digital Business Model



Digital Customer Experience

Clients

- Zero-touch
- Real-time
- Personalized
- Omnichannel
- Self-service

IT services market

- Virtual assistant
- Real-time
- Seamless



Digital Organization & People

- No geographical barriers (language, time zone)
- 24/7 availability

- Digital Labor
- Enhanced value added for our people



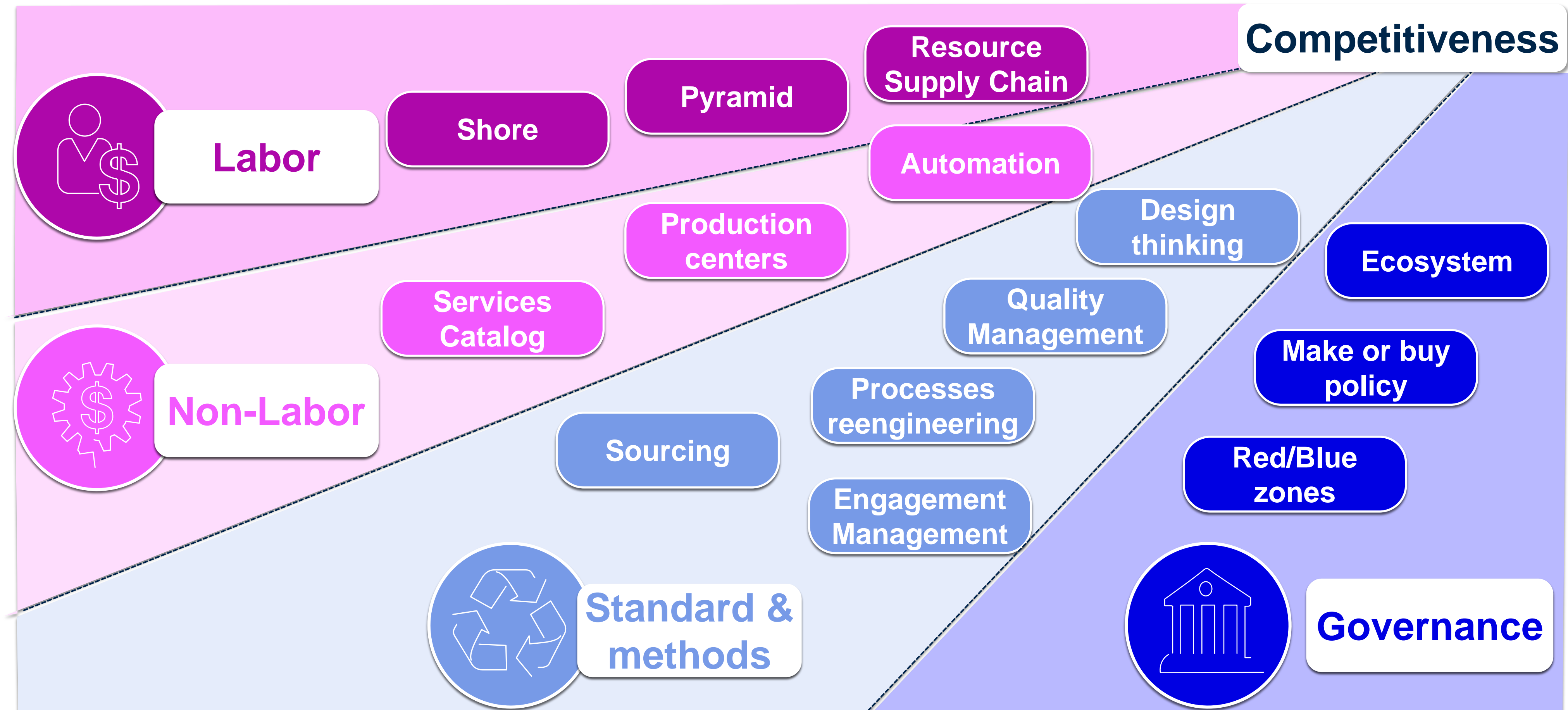
Digital Operations

- Functional Business Operations
- Sector-specific Business Operations

- IT Operations
- IT Build

Source: Capgemini Consulting Digital Transformation framework

Automation is part of a broader Competitiveness journey driven at Group level





About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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