Automation is significantly impacting Business and IT processes

FROM TACIT KNOWLEDGE…

Drivers
- Tremendous amount of data generated
- “Live” and “Real Time” business requirements
- Analytics and machine learning

People “informatique”

…TO EXPLICIT KNOWLEDGE

Value Process Automation

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

**Intelligent Business Automation**

**Monitor**
- End User Experience Monitoring
- Business Process Monitoring
- Application Performance Monitoring
- Technical Monitoring

**Automate & Orchestrate**
- Robotic Process Automation
- Continuous Delivery
- IT Process Automation
- Test Automation
- Service Orchestration

**Cognitive Automation**
- Business
  - Artificial Intelligence, Intelligent Agent, Predictive Analytics, Machine Learning, Natural Language Processing.
- Technical
  - Predictive Analytics, Machine Learning, Natural Language Processing, Machine Intelligence

**Automation of IT Input**
- Less human resources, more robots

**Automation of IT Output**
- Increased quality and compliance, simplified processes, facilitated 24/7 coverage

**Business Outcomes**
- New sources of revenue, new insights, reduced time to market
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**

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<td>- Innovise - Saffron - HPOO</td>
<td>- Incident - Knowledge Object based Nanobot (IKON) - LogAnalyzer - Service Analytics - Zoom Avant</td>
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Client in the entertainment industry: application Performance Management leads to 30%+ reduction in the number of incidents

- 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

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Project Description

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

**Business Outcomes**
- Over 15% cost reduction
- Reduction of unique language requirement dependencies by 30%
- Mitigation of experience factor on complex disputes resolution process by 40%
- 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
- 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 Customer Experience
- Zero-touch
- Real-time
- Personalized
- Omnichannel
- Self-service

Digital Organization & People
- No geographical barriers (language, time zone)
- 24/7 availability

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
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