Automation

Patrick Nicolet
Group Executive Board Member Competitiveness and India

LIVING THE FUTURE
since 1967

CAPITAL
MARKET DAY
LONDON | SEPTEMBER 12, 2017

People matter, results count.

Capgemini
CONSULTING.TECHNOLOGY.OUTSOURCING

Automation is disrupting our existing business

Productivity

Harvard Business Review — ECONOMY
Robots Seem to Be Improving Productivity, Not Costing Jobs

THE WALL STREET JOURNAL.
Home World U.S. Politics Economy Business Tech Markets Opinion Arts Life Real Estate

Business Standard
Wipro to take hyper automation drive across all projects in FY17
Aim is to improve productivity, and position it as a disruptive service delivery model through cognitive artificial intelligence and robotic process automation

Robotic Process Automation Slashes IT Costs, Alleviates Complexity
For a one-time acquisition fee of between $5,000 and $15,000, a single software robot can eliminate—or at least defer—the need for much more significant IT investments.

People

Accenture automates 17,000 jobs without layoffs
Nicky Cappella Thu 19 Jan 2017 1.41pm

Indiabulls REAL ESTATE   **FIRSTPOST.**
Cognizant may lay off 6,000: Tech grads will have to upscale skills to stay relevant, survive

WORLD ECONOMIC FORUM
The rise of the robots: How the market is booming

As Automation Deletes Jobs From Indian IT Sector, 'Reskilling' Becomes A Major Focus Area
1.4K SHARES

CBR Computer Business Review
ENTERPRISE IT   IT SERVICES   ← Back to Home
Accenture boosts automation with Genfour buyout

Pricing

IDG CONTRIBUTOR NETWORK
OUTSOURCING AND THE GLOBAL ECONOMY
OPINION
The future of BPO services: Embrace automation or perish
Business process outsourcing providers have faced many hurdles. The latest—automation—may be their biggest yet. Only those able to change with the times will survive.

zinnov
Outcome based engagement models are gaining tremendous traction as enterprises look to maximise their RA investments with service providers

> **"RPA pricing is the new automation battleground"**
> *Everest Group*

Market

OPENVIEW
4 WAYS ARTIFICIAL INTELLIGENCE WILL LEAD TO RECORD SALES REVENUE IN 2017

Forbes LOG IN
Artificial Intelligence Will Make Its Mark Within 3 Years

Forbes / Tech / #CuttingEdge
Artificial Intelligence Will Make Its Mark Within Next 3 Years

MarketWatch NEWS
Robotic Process Automation Market Growing at a CAGR of 30.14% During 2017 to 2022
Published: Mar 24, 2017 10:01 a.m. ET

Tractica
RESEARCH ▾ CONSULTING ▾ RESOURCES ▾ ABOUT ▾ NEWSROOM ▾ EVENTS BLOG MY REPORTS   REGISTER
May 2, 2017
Artificial Intelligence Software Revenue to Reach $59.8 Billion Worldwide by 2025
REGISTER WITH TRACTICA

LIVING THE FUTURE
since 1967

Automation Drive | A unified, end-to-end approach delivering efficiency, effectiveness and business outcomes - for the Group and for our Clients

Principles	In Action	Outcomes

1 Automation First

Suite:
- **AUTOMATION DRIVE** *Framework*
- **AUTOMATION DRIVE** *Tools & IP*
- **AUTOMATION DRIVE** *Services*

300+ IA Evangelists

200+ New client proposals

270+ Customer deployments

120 Automation task force deployed to engagements

2 Technology Arbitrage

- **AUTOMATION DRIVE** *Store*
- **AUTOMATION DRIVE** *Strategic Partners*

75 More than vendor products evaluated

2,000+ Robots deployed

3 Knowledge Centricity

- **AUTOMATION DRIVE** *Academy*
- **AUTOMATION DRIVE** *Library*

4,000 Automation Experts in RPA, AI and cognitive technologies

1,800+ Use cases

Capgemini
CONSULTING.TECHNOLOGY.OUTSOURCING

LIVING THE FUTURE *since 1967*

Automation **Drive** I Accelerating adoption of automation across the Group

IT HelpDesk:
- **52% of calls** handled by VA and Chat
- **72% dialogue success**

CFO Office:
- Increased efficiency by **~34%**

IT Applications:
- **Improved** Application availability, performance and **end user experience**

Outcomes

Resource Supply Chain:
- **90% people** discoverability
- **Increased visibility, efficiency** and people satisfaction
- Market trends and emerging skills **insights**

Application Development:
- **20%-35%** time-to-market improvement
- **15%-25%** increase in throughput generation
- **15%-25%** improvement in quality

Capgemini Accelerated **D**elivery **C**enter:
Integrated tool chain supporting +60 Tech

LIVING THE FUTURE since 1967

Automation Drive | Delivering business impact and growth for our Clients

A top-5 global bank

- **70% automation** of most processes
- **157 Global Reports created** across business streams

blueprism

Multinational media conglomerate

- **10x** faster incident resolution
- **32%** incident reduction
- **40%** reduction in false positive alerts for **7,000 saved hours**

ca technologies | Automic splunk> APPDYNAMICS

Major water producer

- **5,000** end users and **6,000+** monthly calls with a **20% incident reduction**
- **82%** dialogue success and over **530** knowledge articles

odigo

Medical device manufacturer

- **100% automated monitoring** of **200+** process chains
- **On-time** availability of transaction and master data

ca technologies | Automic   AUTOMATION ANYWHERE

Large European clearing house

- **90% reduction** in FTE efforts
- **Improvements in efficiency**, 24x7 operations, data redundancy, unplanned volume spikes

UiPath Robotic Process Automation

Leading British homeware retailer

- **15%** in turn-around time **reduction**
- **10%** improvement in Average effort/tickets
- **30% growth of** Knowledge database
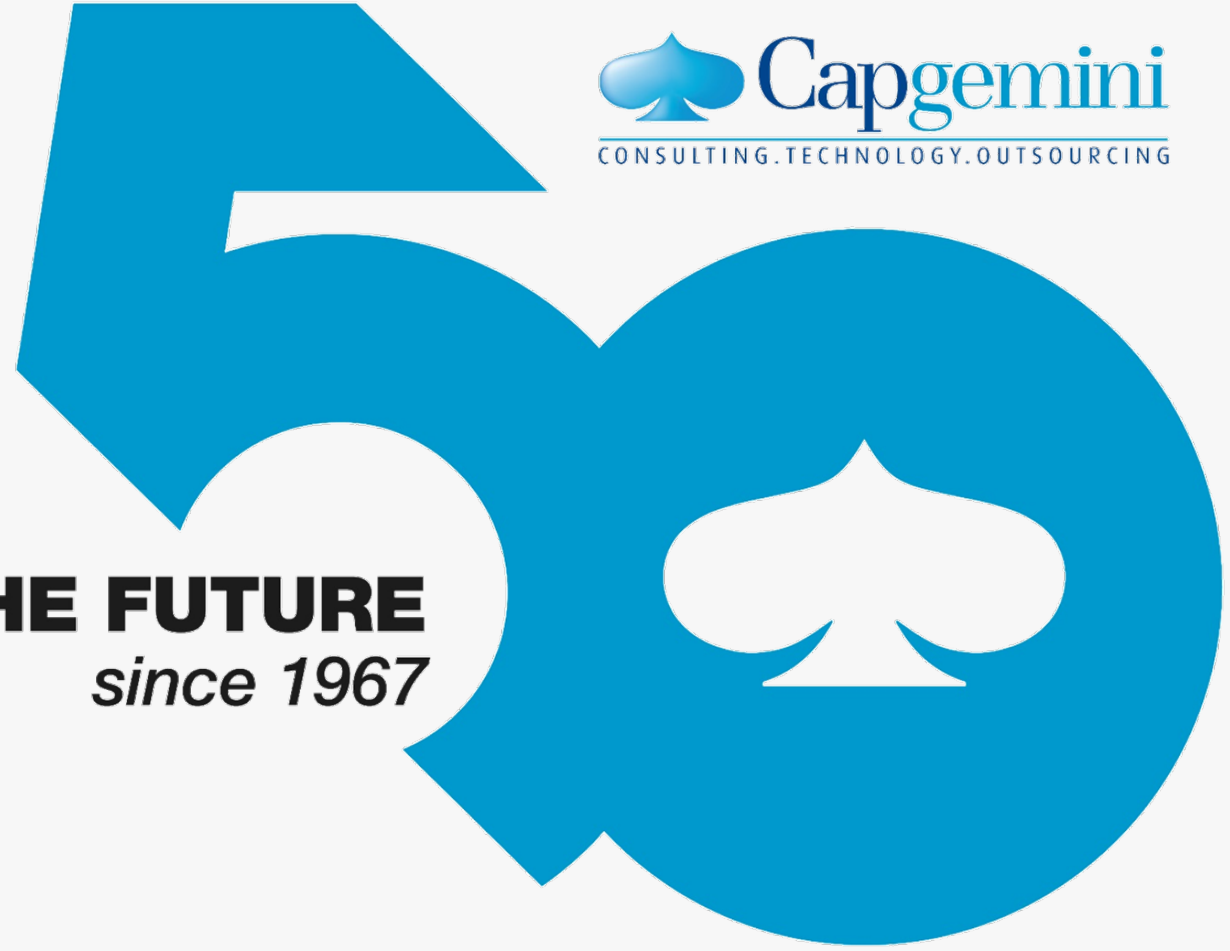- **~ 5.5%** productivity improvement

I-KOη

Global furniture retailer

- PoS app sales issues **reduced by 80%**
- **Resolution time reduced** by **75%**
- **Manual monitoring payment** reduced by **100%**

splunk>

Capgemini
CONSULTING.TECHNOLOGY.OUTSOURCING

LIVING THE FUTURE *since 1967* 50

LIVING THE FUTURE
since 1967

Capgemini
CONSULTING.TECHNOLOGY.OUTSOURCING

www.capgemini50.com

About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 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.

Learn more about us at www.capgemini.com.

www.capgemini.com

People matter, results count.

Capgemini
CONSULTING.TECHNOLOGY.OUTSOURCING