



FRONT LINE WORKERS

LET'S EMPOWER FRONTLINE WORKERS AND TRANSFORM THEIR EMPLOYEE EXPERIENCE TOGETHER.

Frontline workers make up **80% of global workforce**. They are key to the business and yet have been overlooked when it comes to experiencing technology innovations in their day-to-day work.

Now companies are realizing that this group of workforce, being front-face to the customers and closest to operations, is key to **improved customer satisfaction** and building company **better business outcomes**.

Capgemini's comprehensive offer leverages Microsoft Teams and Microsoft Viva to empower frontline workers, giving them access to a variety of tools that make their work easier and more efficient.

WHY CAPGEMINI?

We're an organization with a global presence, employing over 360,000 people across nearly 50 countries. Our reputation precedes us; leading consulting firms consistently rate us as a 'leader' across various disciplines.

We've developed and thoroughly tested a framework for efficiently implementing Solutions for Frontline Workers. This allows organizations to ensure high adoption rates and maximize benefits.

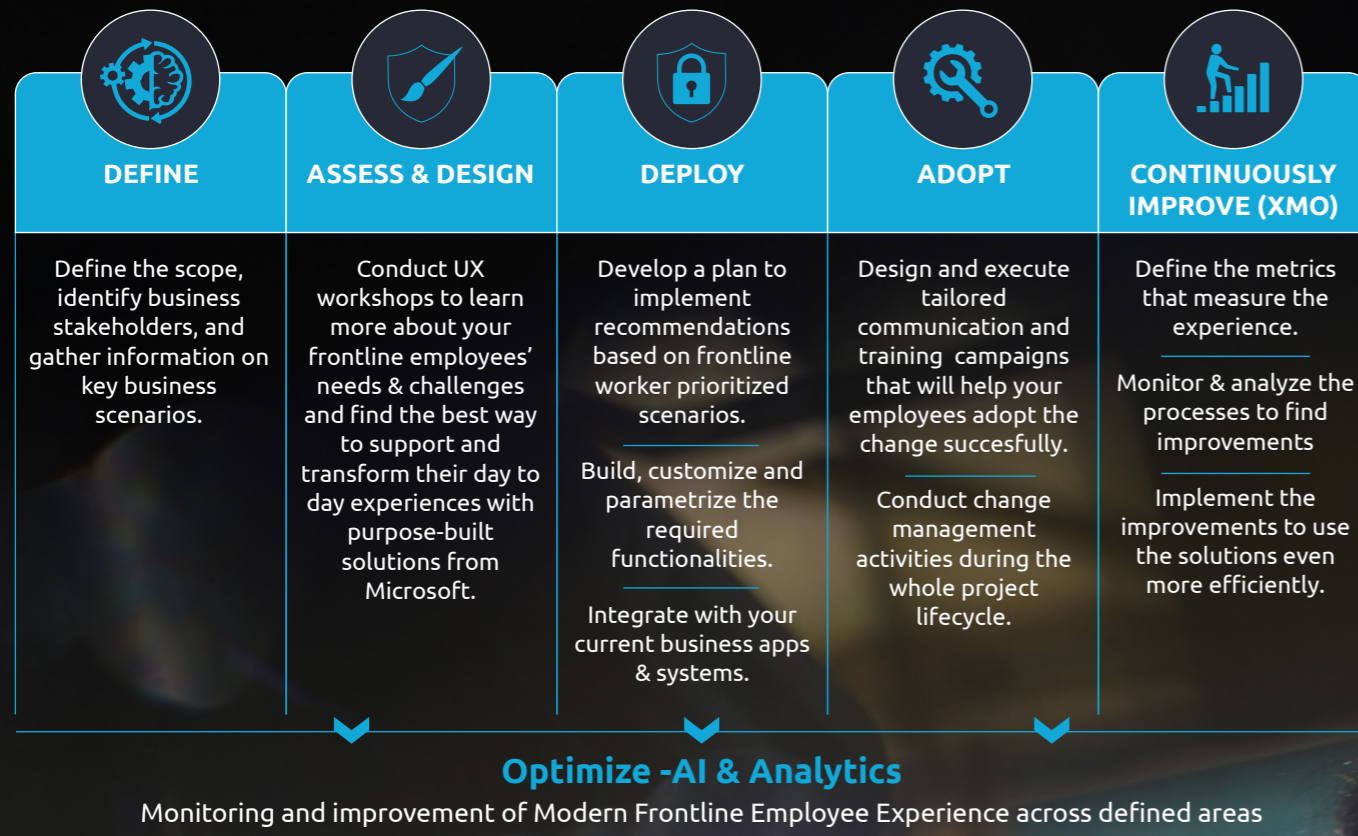
The CG Center of Excellence team will ensure a smooth implementation that delivers optimal results for your business and employees. Our consultants and architects will work closely with you to understand your challenges, objectives, and priorities, allowing us to plan a strategic roadmap, outline a deployment and adoption strategy, and target an effective solution.

GET STARTED TODAY WITH FRONTLINE WORKERS EXPERIENCE

- ▶ **Digital ecosystem** - All apps, services & resources integrated into one central hub
- ▶ **Digitized processes** - Digitized paper-based processes and routine tasks automated.
- ▶ **Training & onboarding** - Single hub for an easy search for knowledge. Modern onboarding and training experiences.
- ▶ **Communication** - Various tools supported to fit the nature of the communication across shifts, locations, and departments. Informed & engaged employees who feel connected to the company culture.
- ▶ **Schedule management** - Streamlined & flexible scheduling with real-time visibility into individual and team schedules. Easy shift changes & time-off requests.
- ▶ **Wellbeing & engagement** - All employees aligned around your vision, mission, and strategic priorities. Modern ways of recognizing employees. Increased loyalty, decreased turnover and absenteeism.

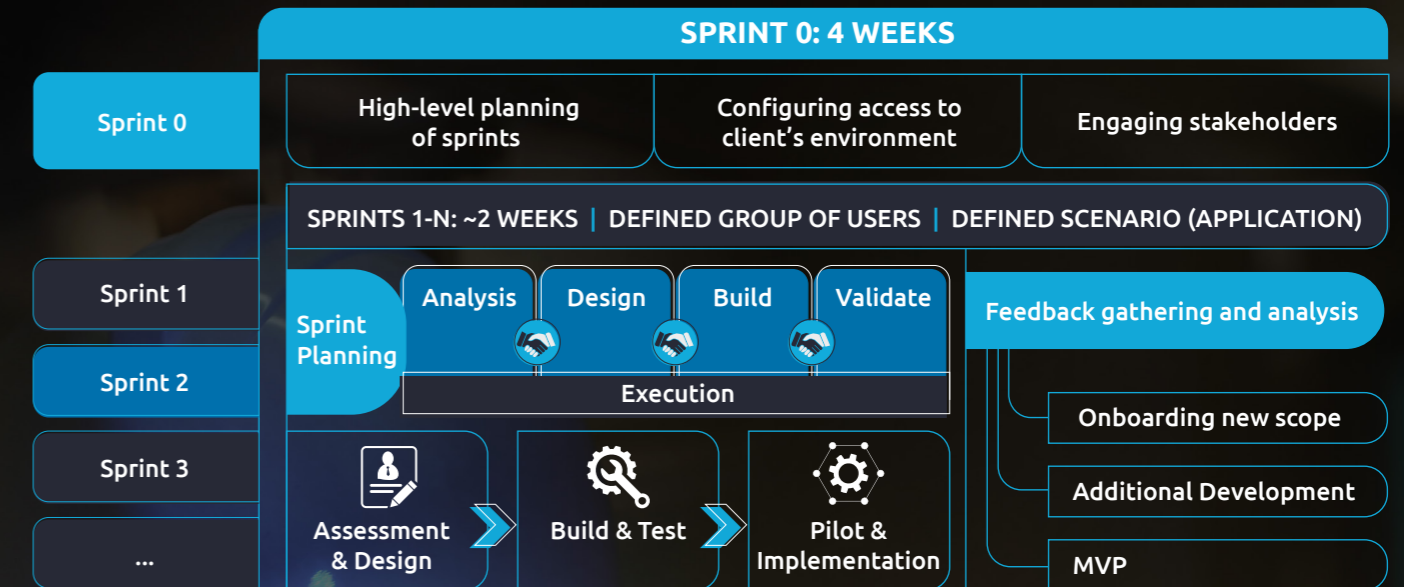
OUR APPROACH

Our approach is allowing us to deliver value no matter on which deployment stage you are.



AGILE DELIVERY

Our approach assumes delivery in sprints that are providing flexibility and control you need.



Frontline Workers services are part of **Cappgemini's People Experience Portfolio** that is focusing on reinventing the workplace by creating superior, connected experiences for employees wherever they do work.

	Workspace	<p>Provide people with the tools they need to work productively everywhere.</p>	<ul style="list-style-type: none"> End-point Management Cloud Workspaces Application Services Device as a Service.
	Collaboration & Empowerment	<p>Enable people to be productive throughout their working day and empower them to work more effectively.</p>	<ul style="list-style-type: none"> Digital Productivity Suites Unified Communication & Collaboration Employee Experience platforms Low-code Platforms.
	Office	<p>Smart buildings & immersive spaces underpinned by intelligent edge solutions to enhance employee and visitor experiences.</p>	<ul style="list-style-type: none"> Enterprise Connectivity Employee and Visitor Solutions Smart Building & Spaces Workspace IoT.
	Support	<p>Maximise productivity and increase cost efficiency through Intelligent, personalised support and assistance.</p>	<ul style="list-style-type: none"> Service Desk Onsite Services Tech bar, Lockers, & Vending.
	Framework	<p>Wrapper around the technical pillars which brings a set of accelerators for Digital Transformation and an iterative process to transforming employee experience.</p>	<ul style="list-style-type: none"> Experience research and design Conversational cognitive AI Workplace Process Insights Employee Experience Analytics & Mgmt. Adoption planning & gamification.

ANALYST RECOGNITION

Recent analyst recognition are a testament to our comprehensive portfolio of solution and services.

 <p>'Leader' in Avasant's Radarview™ report for Digital Workplace Services, 2021 and 2022</p>	 <p>'Leader' in NelsonHall's NEAT Evaluation for Advanced Digital Workplace Services, 2019, 2020 and 2022</p>	 <p>'Leader' in ISG Provider Lens™ Future of Work, 2022</p>
--	--	--

Trust Cappgemini to empower and engage your Frontline Workers. Book your tour of our Employee Experience Showcase today, via [Cappgemini.com](https://www.cappgemini.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 360,000 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 2022 global revenues of €22 billion.

Get the Future You Want | www.capgemini.com

Copyright © 2023 Capgemini. All rights reserved.

For further information please contact:

infra.global@capgemini.com