WORKSPACE

ENABLING YOUR HYBRID WORKFORCE

SALES DECK

June 2023

Capgemini

Improve your business, embrace **hybrid** ways of working and drive employee experience
by ensuring **solid foundations** for your digital workplace.

It's time for a modern, flexible, sustainable
WORKSPACE

WHY IS RELEVANT

IN THE NEW WAYS OF WORKING – everyone is seeking different experiences

CTO

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"WE NEED TO PROVIDE EVERGREEN, CLOUD-BASED SERVICES WHILE DELIVERING INNOVATION. IMPROVE END USER SATISFACTION"

CIO

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"I NEED TO DELIVER SERVICES THAT ARE SECURE AND SUPPORT ANY-WHERE WORKING."

CHRO

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"I NEED TO DELIVER EXCEPTIONAL EXPERIENCES TO KEEP EMPLOYEES PRODUCTIVE, HEALTHY, HAPPY AND ENGAGED."

CSO

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"I WANT TO REDUCE THE CARBON FOOTPRINT OF MY EMPLOYEES AND IT LANDSCAPE."

WORKSPACE IS THE FOUNDATION OF EMPLOYEE EXPERIENCES AND UNLOCKS BUSINESS VALUE

73% of workers say hybrid working makes them happier and more productive in their role.
Cisco 2022

97% of employees with a positive employee experience intend to stay with their company for the next year.
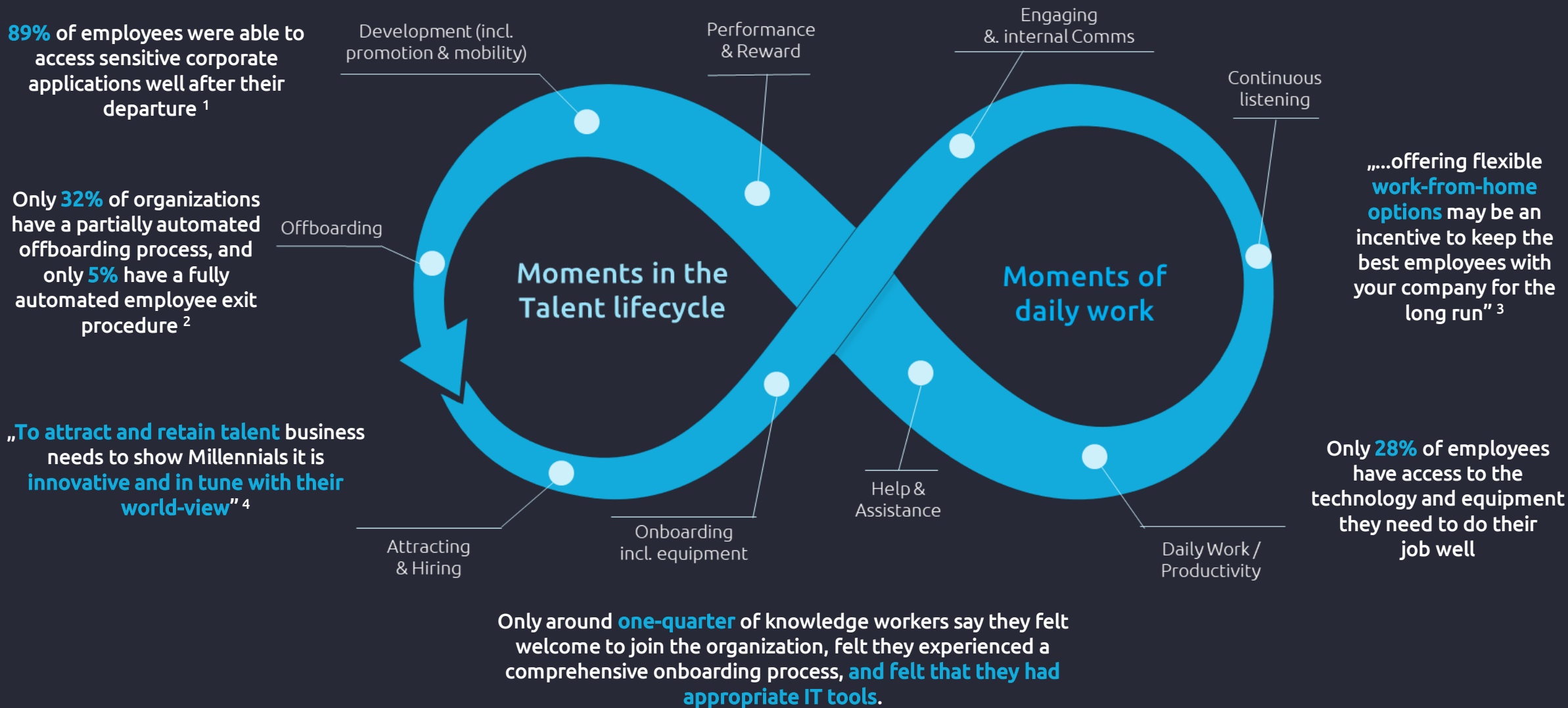**Capgemini Research Institute**

90% of employees say that intuitive and effective technology has a positive impact on their overall job satisfaction.
Gartner Research

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WORKSPACE ADDRESSES EMPLOYEE LIFE CYCLE CHALLENGES

89% of employees were able to access sensitive corporate applications well after their departure [1]

Only **32%** of organizations have a partially automated offboarding process, and only **5%** have a fully automated employee exit procedure [2]

„**To attract and retain talent** business needs to show Millennials it is **innovative and in tune with their world-view**" [4]

Development (incl. promotion & mobility)

Performance & Reward

Engaging & internal Comms

Continuous listening

Offboarding

Moments in the Talent lifecycle

Moments of daily work

„...offering flexible **work-from-home options** may be an incentive to keep the best employees with your company for the long run" [3]

Help & Assistance

Attracting & Hiring

Onboarding incl. equipment

Daily Work / Productivity

Only **28%** of employees have access to the technology and equipment they need to do their job well

Only around **one-quarter** of knowledge workers say they felt welcome to join the organization, felt they experienced a comprehensive onboarding process, **and felt that they had appropriate IT tools**.

FROM TRADITIONAL WORKPLACE TO MODERN WORKSPACE

Traditional Workplace

- Office based
- Highly reactive
- Corporate device(s) only
- CAPEX based, HW upfront investments
- Hard to scale
- One-size fits all

29% of all employees are not satisfied with their workload and **flexibility**. Are you?

Do you really know what **drives** your talent?

Modern Workspace

- Any location, Hybrid
- Proactive and predictive
- Any Device, BYOD
- Consumption based, evergreen
- Flexible, scalable, and sustainable
- Persona(s) based

WHAT YOU GET?

Companies with the most dedicated employees are the most successful – Capgemini Workspace empowers employees to work their way.

- **Improved employee productivity** and business resiliency with "always on IT"
- Easy-to-operate **cloud workspace** and management solutions that allow IT to do more with less
- Constant innovation and transformation with an **Evergreen, DevOps** models
- **Lower onboarding and operating** costs with **automation** and **self-service** solutions
- **Sustainable** IT with reduced carbon impact of the entire lifecycle of employee devices
- **Secure** and **seamless access** for employees to applications and data without compromising their experience
- **Predictive monitoring** and **automation** capabilities that accelerate remediation
- Predictable and rapidly **scalable elastic consumption workspace model based on persona(s)**
- Ability to attract and retain highly **engaged talent** in a wider geographical recruitment pool by creating a "**great place to work.**"

85% reduction in boot time

85% reduction in crashes

35% drop in device-related help desk calls

90% Drop in user device setup time

31% increase in employee effectiveness

121% increase in employee feeling valued by their company

Average cost to onboard a new employee is reduced by **5%**[2]

35% TCO reduction for workplace services[2]

Device enrolment support efforts reduced by up to **30%**[2]

EMPLOYEE EXPERIENCE SERVICES
FOR DELIVERING A TOTAL EMPLOYEE EXPERIENCE

Core Offers:

Connected Employee Experience

Workspace

Support Services

Office Services

Employee Empowerment

Collaboration

Capabilities:

Advise
Consulting Services
- Workspace Assessment
- User-Journey Definition
- Reference Architecture Design

Transform
Engineering Services
- Workspace
  - [Hybrid Work Implementation]
- Employee Empowerment
  - [Employee Experience Platform]
- Employee engagement and adoption
  - [Digital Adoption Program]

Operate
Managed Services
- Office Services
- Workplace & Collaboration Services
- Workplace Analytics
- Remote Support Services

Accelerators & Enablers:

- Integration Platform (IPaaS)
- Chatbots & Automations
- Self-Service & Self-Healing
- Windows 10 & 11 Migration Factory
- Packaging Factory
- Connected Experience Framework
- Digital Adoption Program
- Enterprise Gamification Platform
- Living Labs & Virtual Tours

Key Achievements:

3.2M+
users supported

18.7M+
support incidents remotely managed

1.5M+
devices managed

WORKSPACE TRANSFORMATION FRAMEWORK
WORKSPACE FRAMEWORK TO DRIVE HOLISTIC PERSPECTIVE ON EXPERIENCE OF YOUR EMPLOYEES.

DEFINE
Workspace Strategy

- Identifying **Organization priorities** in the journey to the WORKSPACE, including **business outcomes and employee expectations** in the area of devices, applications, work style, security, sustainability, etc.
- Defining a **vision, principles, strategy and roadmap,** in alignment with Organization priorities.

Strategic workshops

Recommendations

Key findings

ASSESS AND DESIGN
Research & Design

- Reviving and/or creating and designing **Personas** in the context of the key **workspace areas.** Identifying the best-fitted solutions for outstanding **Employee Experience.**
- Designing **transformation journey** including **deployment planning, change management, KPIs** definition and **support** strategy.

VoC

EX/UX Research

Data Analytics

DEPLOY
Workspace transformation

- Designing, **building, customizing,** and parameterizing the required functionalities. **Integrating** with your current business apps & systems.
- Testing the designed solutions by conducting **PoC** and **Pilots** prior to the broad **transformation.** Implementing **Automation** and **self-service.**

Adequate deployment model

Governance

Stakeholder Management

ADOPT
Workspace Adoption & Engagement

- Executing **Persona tailored change management and adoption** campaign.
- Creating or/and improving required **processes,** re/design **frameworks,** reviving and updating **business outcomes** and **employee experience metrics.**

Adoption framework

Gamification

Knowledge

Run & Continuously improve
Supporting implemented solutions. Implementing continuous improvement. Adopting DevOps model across defined areas

EMPLOYEE EXPERIENCE
PORTFOLIO OVERVIEW

Workspace

Provide people with the tools they need to work productively everywhere.

Physical Devices | **Cloud Workspaces**

Device as a Service

Modern Device Management

Application Services

Evergreen

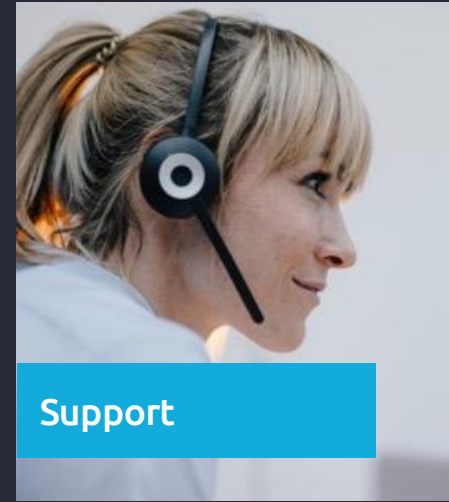Analytics & Automation

Workspace Security

Collaboration & Empowerment

Enable people to be productive throughout their working day and empower them to work more effectively.

- Digital Productivity Suites
- Unified Communication & Collaboration
- Employee Experience platforms
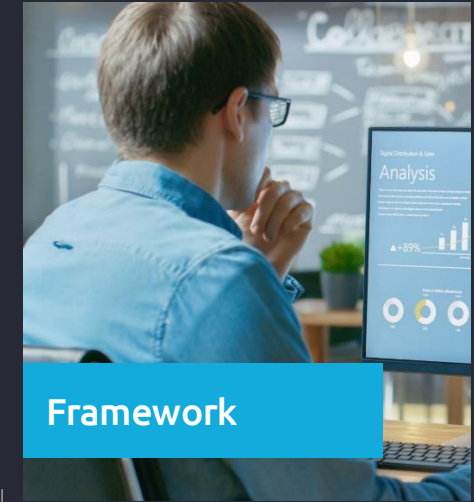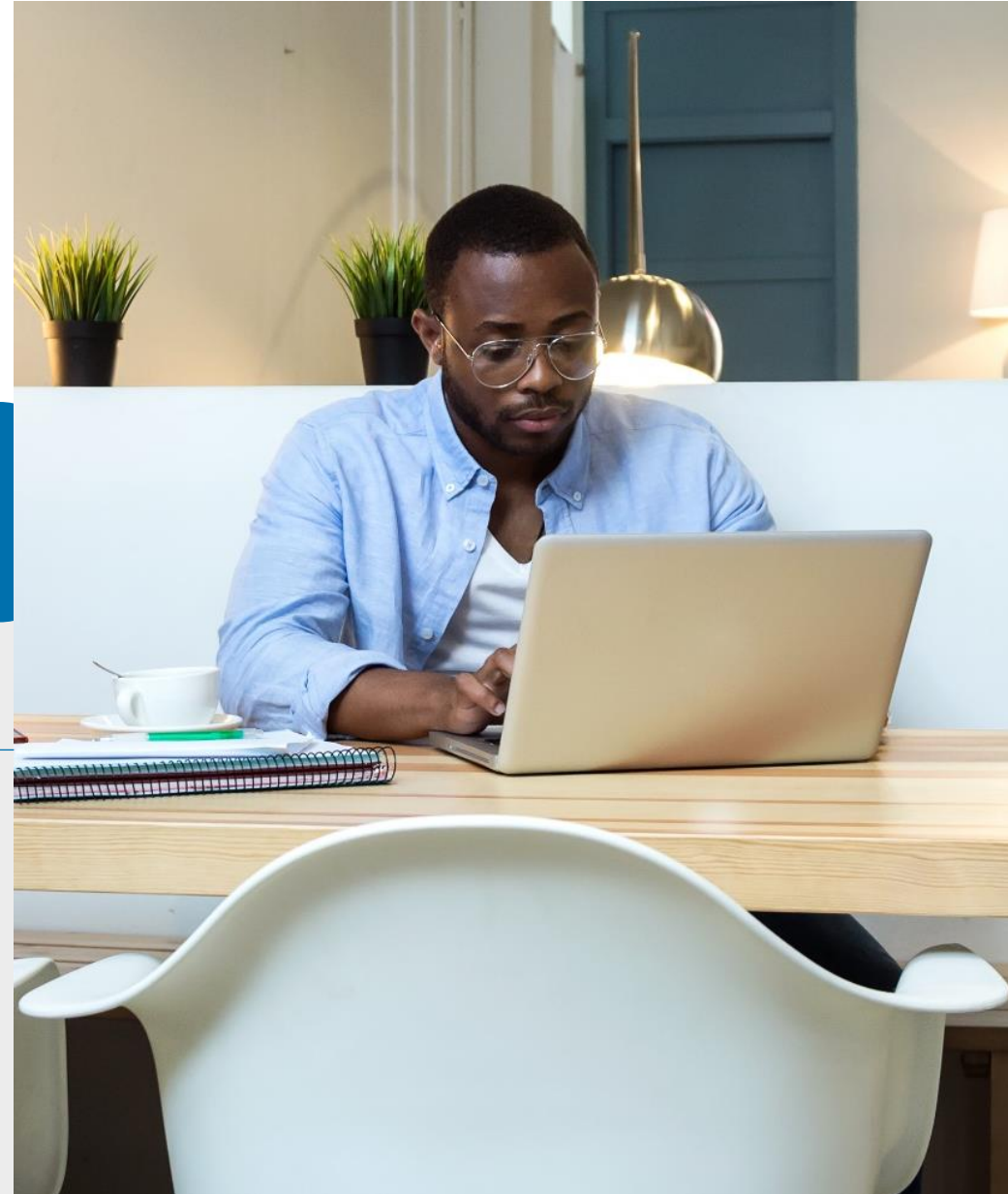- Low-code Platforms

Office

Smart buildings & immersive spaces underpinned by intelligent edge solutions to enhance employee and visitor experiences

- Enterprise Connectivity
- Employee and Visitor Solutions
- Smart Buildings
- Smart Spaces

Support

Maximise productivity and increase cost efficiency through Intelligent, personalised support and assistance.

- Service Desk
- Onsite Services
- Tech bar, Lockers, & Vending
- Zero Touch & Direct Ship

Framework

Wrapper around the technical pillars which brings a set of accelerators for Digital Transformation and an iterative process to transforming employee experience.

- Define Experience
- Assess and Design
- Adopt & Gamify
- Optimize

PROVIDE PEOPLE WITH THE TOOLS THEY NEED TO WORK PRODUCTIVELY EVERYWHERE.

PHYSICAL DEVICES	CLOUD WORKSPACES

Device as a Service

Modern Device Management

Application Services

Evergreen

Analytics & Automation

Workspace Security

UNIQUELY YOURS

WITH CAPGEMINI

Total digital transformation, secured

Our integrated 'five-pillar' service model empowers your team to look beyond infrastructure, towards transforming your entire application portfolio.

Services designed around you

We build our services around your exact business requirements.

Access to incredible talent

Focusing on our people has enabled us to build a team that offers unmatched breadth, depth and quality of knowledge and skill.

Sustainability as standard

Sustainability is not just something we talk about it. It's embedded in what we do and how we do it.

WE HELP YOU BUILD A PRODUCTIVE, INCLUSIVE AND SUSTAINABLE WORKSPACE

Productivity

Freedom of Choice to work smart and securely, using any device, any app from anywhere

- -

Efficient 'Zero-touch' On-boarding for better employee experience, saving your IT team time and effort

- -

Access to 'Expert Support' using channels that match personas and personal preferences for frictionless experience

Inclusivity

' Inclusive Workspace' to support hybrid, remote and on-site working

- -

Technology strategies built on employees' behaviors, drivers and needs to bridge the **'Digital Dexterity Gap'**

- -

Change Management, drive Adoption using gamification and other behavioral techniques

Sustainability

Build **'Sustainable Workspace'** by providing energy-efficient, sustainable devices and supply-chain

- -

Continuously monitor data to minimize carbon footprint, **achieve Sustainability Targets**

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Retain and Recruit talent by being conscious, sustainable enterprise
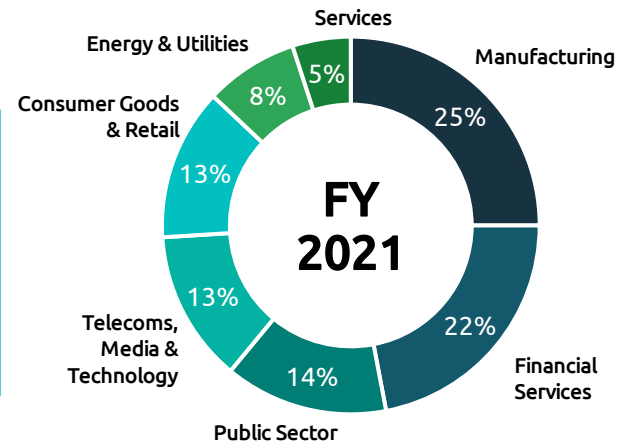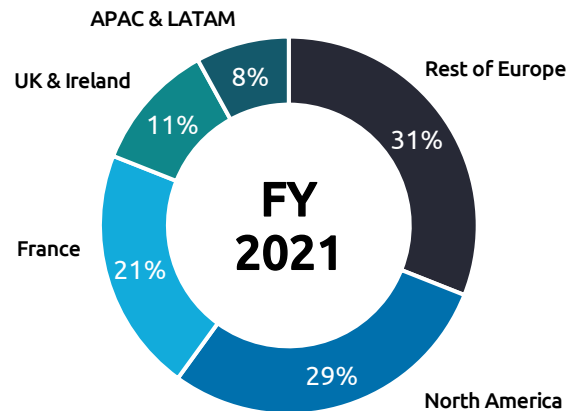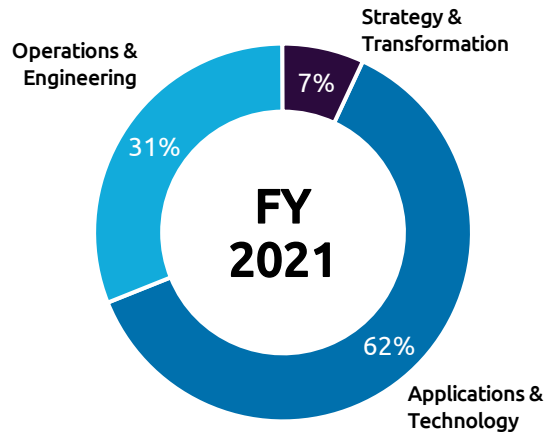
CAPGEMINI AT A GLANCE

OUR PURPOSE:

To unleash human energy through technology, for an inclusive and sustainable future.

Over **350,000** people
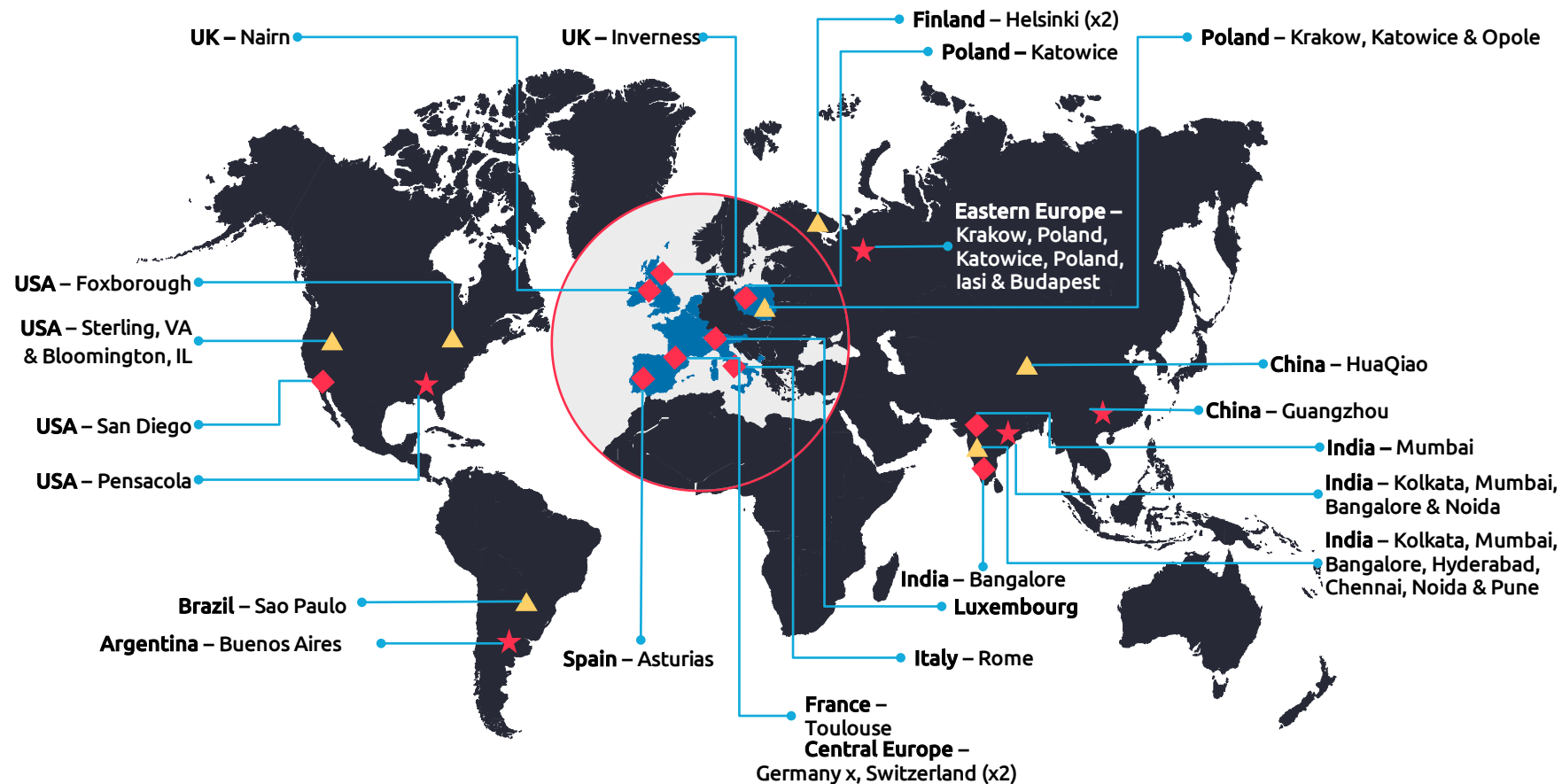
Nearly **50** countries

€18BN in revenues

Strategy & Transformation — 7%
Operations & Engineering — 31%
Applications & Technology — 62%

FY 2021

APAC & LATAM — 8%
UK & Ireland — 11%
France — 21%
North America — 29%
Rest of Europe — 31%

FY 2021

Services — 5%
Energy & Utilities — 8%
Consumer Goods & Retail — 13%
Telecoms, Media & Technology — 13%
Public Sector — 14%
Financial Services — 22%
Manufacturing — 25%

FY 2021

KEY ADVANTAGE:
GLOBAL SCALE

NORTH AMERICA – 1,800 | **UK** – 2,015 | **BENELUX** – 813 | **NORDICS** – 313 | **ITALY** – 125 | **FRANCE** – 5,240

- **30K+** ClS employees worldwide
- **10** global delivery centers
- **7** Global Service Desks
- **14** Cyber Defense Centers
- **4** Employee Experience Living Labs

UK – Nairn
UK – Inverness
Finland – Helsinki (x2)
Poland – Katowice
Poland – Krakow, Katowice & Opole

Eastern Europe – Krakow, Poland, Katowice, Poland, Iasi & Budapest

USA – Foxborough
USA – Sterling, VA & Bloomington, IL
USA – San Diego
USA – Pensacola

China – HuaQiao
China – Guangzhou
India – Mumbai
India – Kolkata, Mumbai, Bangalore & Noida
India – Kolkata, Mumbai, Bangalore, Hyderabad, Chennai, Noida & Pune

Brazil – Sao Paulo
Argentina – Buenos Aires
Spain – Asturias
India – Bangalore
Luxembourg
Italy – Rome

France – Toulouse
Central Europe – Germany x, Switzerland (x2)

◆ | 26 Data Centers

▲ | 14 Cyber Defense Centers

★ | 7 Global Service Desks

POLAND – 2,817 | **ROMANIA** – 418 | **SPAIN** – 868 | **GERMANY** – 645 | **INDIA** – 14,437 | **APAC** – 124

IMPLEMENTING INTELLIGENT
AUTOMOTIVE ENTERPRISES

BMW

Driving customer centricity for BMW

To stay ahead, automotive makers must embrace intelligent industrialization and deliver smarter, safer, and more sustainable customer experiences.

How Capgemini helps:

- By enabling end-to-end software excellence
- By cultivating customer-centricity via extended mobility
- By building sustainability into the value chain
- By empowering intelligent industrial practices with enhanced vehicle technology

Shifting customer expectations require today's manufacturers to offer new, data-driven business models, including customer-focused mobility services and extended vehicle experiences. We transformed BMW's dealership CX with a digital self-service portal and streamlined DevOps. The results:

- Connected, relevant, personalized customer experiences
- Improved resilience, agility and profitability

Read the full story:

SCAN ME

TRANSFORMING
AEROSPACE & DEFENSE ENTERPRISES

AIRBUS

CASE | **Engineering Airbus' worldwide digital workplace**
STUDY |

In the aftermath of COVID-19, Aerospace firms are looking to accelerate their digital transformation programs, streamline operations and secure complex supply chains for efficiency and cost-optimization.

How Capgemini can help:

- Engineering
- Manufacturing
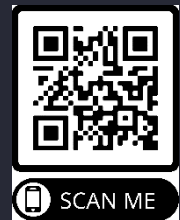- Sustainment
- Supply chains
- Employee experience

Our five-year contract with Airbus will support the redesign and management of their global collaborative workplace, to:

- Help units work and innovate together
- Achieve leaps forward in business tech, operations and market performance

Read the full story:

SCAN ME

OUR REPUTATION SPEAKS FOR ITSELF
RATED 'LEADER' BY REPUTED ANALYST FIRMS

Leaders in NelsonHall
Advanced Digital Workplace Solutions,
2019, 2020, 2021

ISG Provider Lens™
Future of Work, 2022

Leaders in

- Germany
- Nordics
- Switzerland
- UK

Press Release

Leaders in Avasant RadarView™
Digital Workplace Services, 2021,
2022

Press Release

Press Release

LET'S TALK ABOUT TRANSFORMING THE TRADITIONAL WORKPLACE INTO THE MODERN **WORKSPACE**, MAKING IT **DIGITAL**, **SUSTAINABLE**, AND **COST-EFFICIENT** WITH AN OUTSTANDING **EMPLOYEE EXPERIENCE**.

Start today and request demo-driven discovery workshop to:

Discuss your business challenges and priorities around workspace and employee experience.

Evaluate different workspace, solutions, scenarios and transformation journeys

Map business objectives and scenarios to Workspace capabilities.

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

COMMITTED TO DELIVER
ON OUR PROMISE

GET THE
FUTURE
YOU WANT