

MODERN WORKPLACE

Unlocking value through M365-based workplace transformation



TABLE OF CONTENTS



1

Market trends

2

Organisations' expectations and common challenges

3

How we can help

4

Our capabilities and approach



MODERN WORKPLACE | MARKET TRENDS

In an ever-changing environment, organisations' ambitions towards workplace transformation are evolving

Empowering employees with technology



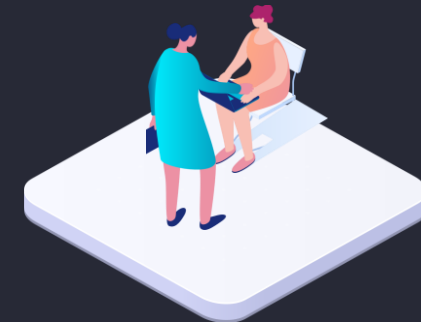
Organisations are investing in technologies that enable employees to achieve more

Improving workplace experience



Employee experience is being measured and improved based on data and analytics

Driving new ways of working



Working patterns are changing to deliver faster and more sustainable services



MODERN WORKPLACE | AMBITIONS AND REALITY

Expectations we hear from our clients

- ▶ “I want to improve workforce productivity”
- ▶ “I want to provide best-in-class workplace solutions”
- ▶ “I want to measure experience and adoption of our workplace platforms”



Common challenges

- ▶ “We have not measured the maturity of our colleagues’ ways of working with M365”
- ▶ “We rely on legacy infrastructure and outdated technology”
- ▶ “We don’t have any KPI related to employee experience or sentiment towards M365”



MODERN WORKPLACE | HOW WE CAN HELP

We support clients on their M365-based transformation to get the most value from their investment by driving collaboration, increasing productivity, and enhancing colleague experience



Strategy & Operating Model

We support organisations setting their ambition, analysing the current maturity and articulating the M365 investment case.



Workplace Experience & Adoption

We helps clients understand and use colleague experience metrics and insights to measure success and adoption M365.



Modern Ways of Working & Productivity

We assist clients in articulating the ways of working that realise and optimise the value of their M365 investment.



Workplace Data & Technology Enablement

We help organisations make informed decisions on data and technology choices with awareness of the technical limitations the clients face



Labs & Accelerators

We facilitate the innovation journey of our clients to prove the value and accelerate workplace solutions.



MODERN WORKPLACE | CAPABILITIES



Strategy & Operating Model

We support organisations setting their ambition, analysing the current maturity and articulating the M365 investment case.

Roadmap & business case

We assist in building a roadmap that outlines key activities in the transformation, including a business case that quantifies the benefits, ensuring alignment with organisational goals.

Operating model

We define the changes needed in their operating model, including processes, technology and people, to enable a successful Digital Workplace transformation.

Maturity assessment

We help clients assess their organisation's Digital Workplace maturity, identifying strengths, weaknesses and areas for improvement as well as defining their ambition for the future.

Outcomes to be realised



Managed expectations

Foster buy-in and transparency by proactively uncovering and communicating the benefits.



Strategic alignment

Align your digital workplace strategy with overall business objectives and employee needs.



Future-proofing

Embed adaptability into your op. model, anticipating future challenges and technologies.



Defined ambition

Develop a clear and actionable pathway, guiding the organisation with defined steps and milestones.



MODERN WORKPLACE | CAPABILITIES



Workplace Experience & Adoption

We helps clients understand and use colleague experience metrics and insights to measure success and adoption M365.

Experience Management Office (XMO)

We can help clients establish an XMO function to monitor and improve colleague experience over time by tracking Experience Level Agreements (XLAs) throughout the transformation.

Change and adoption

Leveraging experience and adoption data enables us to implement effective change management strategies to overcome barriers to change and make the most out of the solutions deployed.

Benefits tracking and realisation

We support organisations to link programme metrics with overall business benefits (e.g., cost savings and carbon savings), driving transparency and buy-in.

Outcomes to be realised



Improved experience

Track and monitor real time changes of needs, to improve employee experience



Higher engagement

Drive increased colleague engagement by focusing the transformation on specific user needs



Reduced attrition

Mitigate attrition by addressing employee concerns through targeted campaigns.



Stakeholder buy-in

Secure stakeholders support by effectively communicating the tangible benefits and impact.



MODERN WORKPLACE | CAPABILITIES



Modern Ways of Working & Productivity

We assist clients in articulating the ways of working that realise and optimise the value of their M365 investment.

User research

We conduct user research to understand current employee preferences and ways of working. This helps to understand potential inefficiencies and areas for improvement.

New ways of working blueprint

We help organisations articulate the new ways of working that help streamline processes, reduce manual task and enhance overall efficiency by making the most out of the workplace solutions.

Productivity campaigns

We deliver targeted campaigns with users to evolve their ways of working. These campaigns include awareness, training and communications to drive positive behavioural change.

Outcomes to be realised



Agility

Leveraging digital tools & habits enables organisations to be more adaptable to market changes.



Improved collaboration

New ways of working promote seamless communication, knowledge sharing and effective collaboration.



Efficiency

The campaigns focus on empowering employees to optimise their processes.



Future readiness

Educating employees on digital and modern habits sets the foundation for a future-proof workforce.



MODERN WORKPLACE | CAPABILITIES



Workplace Data & Technology Enablement

We help organisations make informed decisions on data and technology choices with awareness of the technical limitations the clients face

Data strategy and governance

We help our clients define a roadmap for data management, ensuring data becomes a driving force in decision-making and innovation. Our emphasis is on aligning data practices with overall business objectives.

Technology Radar

We evaluate, recommend and implement technologies tailored to employee needs, fostering a modern workplace that supports collaboration, mobility and productivity.

Security assessment

We help organisations safeguard data by conducting evaluations, identifying potential vulnerabilities and developing a framework aligned with industry regulations and organisational policies.

Outcomes to be realised



Unified data ecosystem

Forge a standardised data environment, ensuring reliability and consistency for decision-making



Technology integration

Integrate technologies strategically to optimise collaboration, innovation, mobility and productivity.



Resilient infrastructure

Establish a robust security framework that safeguards data and technology assets.



Adaptability

Cultivate an adaptable workplace, capable of swift adaptation to technological advancements.



MODERN WORKPLACE | CAPABILITIES



Labs & Accelerators

We facilitate the innovation journey of our clients to prove the value and accelerate workplace solutions.

Innovation backlog

We work with our clients to prioritise and maintain a backlog of innovative ideas, ensuring a steady stream of potential solutions to explore.

Design sprints

Our structured design sprint process allows clients to rapidly ideate and test solutions. This is done through our double diamond approach, fostering iteration in a condensed timeframe.

Rapid prototyping

Through Low Code and other rapid prototyping techniques, we help clients quickly transform concepts into tangible prototypes, enabling them to visualise and validate potential solutions.

Outcomes to be realised



De-risking innovation

Streamline the process of testing new ideas to minimise potential risks and uncertainties.



Uncovering the value

Identify and amplify the benefits of innovative solutions by leveraging experimentation and feedback loops.



Accelerating transformation

Expedite the pace of organisational change by swiftly validating and implementing initiatives.



Driving agility

Drive organisational agility by cultivating a culture of innovation and responsiveness.



MODERN WORKPLACE | OUR APPROACH

Our iterative process guides organisations through their workplace transformation, leveraging our capabilities to make the most out of their investment



Modern Workplace strategy

Business case

Workplace data and technology assessment

Employee experience management

Innovation backlog

Productivity campaigns

Benefits realization

User research & change management

Strategy & Operating Model

Workplace Experience & Adoption

Modern Ways of Working & Productivity

Workplace Data & Technology Enablement

Labs & Accelerators



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