



Capgemini
Innovation Day
2020

Welcome to the

RESET





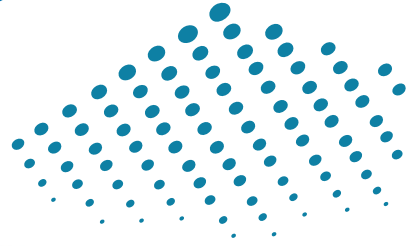
Connected Employee Experience

Working in the “new normal”





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Resetting the workplace



The way we work will change



What is this "New normal"



01

It's about trust

- You can no longer see your employees, are they working?
- What are they doing on your device?
- Can they handle it?

02

It's about balance

- Work – Life, how to keep everyone healthy?
- Office – Home, how many days at the office?
- Closed – Open, what kind of workplace?

03

It's about security

- No more closed enterprise networks;
- Now really the dead of the firewall;
- Is your data safe?

04

It's about experience

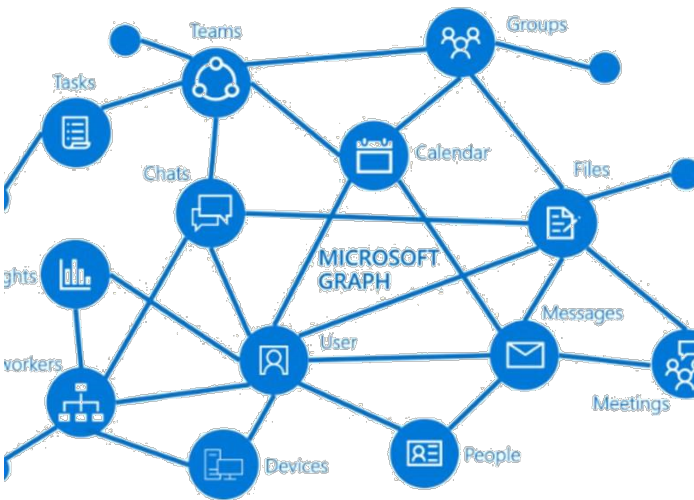
- Introducing new technology alone is not working;
- Digital Adoption will make the difference;
- Empowering your people.





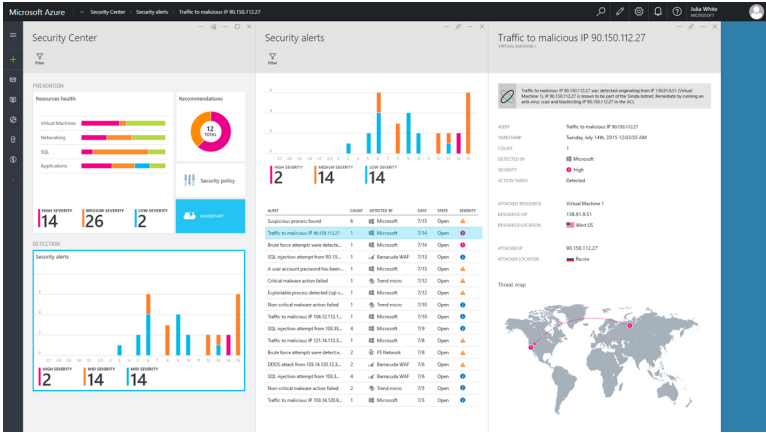
The workplace is getting smart

From sensors to information



- Performance
- Availability

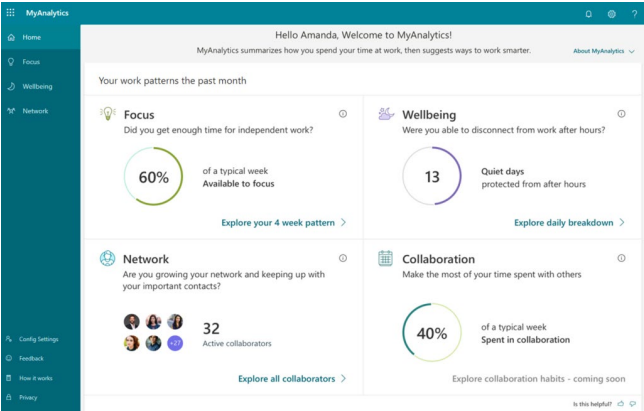
User Experience Summary			
30 Days		Sep 14, 2020 - Oct 13, 2020	
Category	User Percentage	Change	User Experience Score
Overall Experience		Increasing	77.6
Excellent	6.61	Static	
Good	21.9	Static	
Fair	25.42	Static	
Poor	46.07	Static	



- Security
- Compliance



- Better support



- Health
- Personal improvement



From IT consumption to IT experience

The end user is at the center of the new world



The Employee Experience Index

Measure and improve continuously



AI Powered Analytics



Process Mining



Text Mining



People Analytics



IT Performance



Service Adoption

Employee Experience Index dashboard (EX Index)

Summary

Capgemini

General Score

5.8/10

+8.6%↑
Since last month



Sales Professional

6.2



Office Contributor

8.7



Senior Manager

6.3



Field Worker

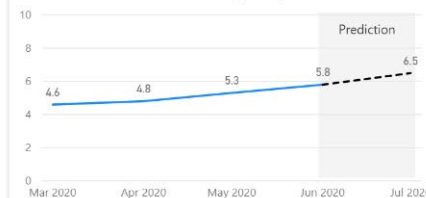
1.5



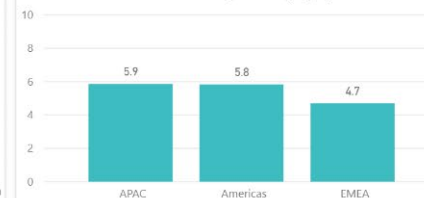
Production Worker

6.4

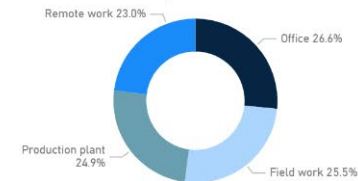
General score history and prediction



General score per Geography

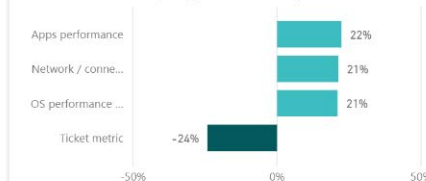


Influence on score per work execution location



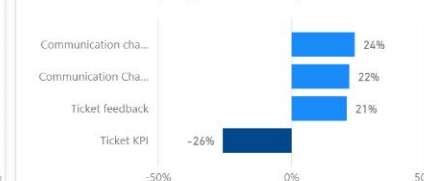
Devices & Apps score: 6.4

Most impacting metrics from the systems



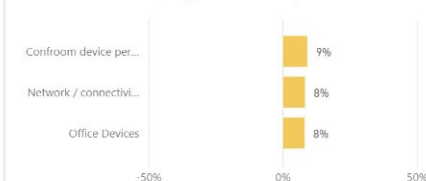
IT Support score: 4.8

Most impacting metrics from the systems



Office workspace score: 6.2

Most impacting metrics from the systems



User Experience Research



Workshops



User Interviews



Surveys



Usability Testing



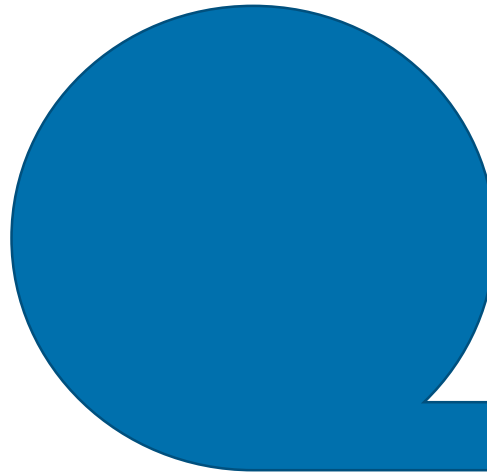
Benchmarks



The new office at Capgemini



Capgemini's new working environment

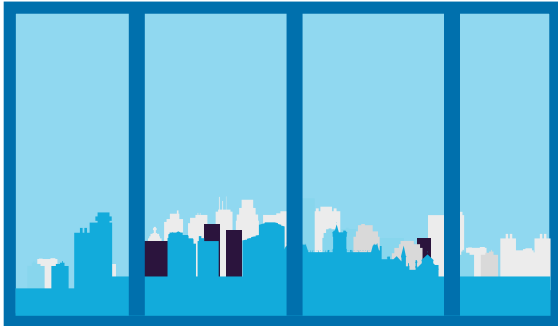


Connected Office

Human, Space and Technology factors combined.



In a world where home is office and office is becoming home for collaboration make sure you've got it covered.



Key Takeaways

Smarter support

Make your support smarter, and adapt to different user groups

AAA workplace

Bring in the modern workplace with the consumer feeling.

Use your real estate efficiently:

- Make your building smart;
- Less desks more workspaces/collaboration spaces;
- Less m² more facilities, spend your money wisely,

Sustainability is more important as ever

76 % of Millennials that consider a company's social and environmental commitments when deciding where to work.

Health and well-being percentage of employees and companies supporting health and well-being initiatives that are more likely to recommend their company as a good place to work.

Devices and Tools are key

A smart meeting room is expensive, but is key to save money.

Help your users

With all those new applications and tools, Digital Adoption is crucial for success.

Know your users

You really need to understand what users need and can use. Not everyone will be digital savvy.

It's not only work

Do not focus on work alone in your support. Work and private time are no longer clearly separated.

Resetting Digital Adoption





Most of the effective methods fail

Sponsorship

- A manager who can manage resistance
- Face-to-face communication

On-site support

- Floorwalkers
- Open consultation hours

Awareness

- Marketing material, such as banner
- (Townhall) Events

Training

- Classroom setting training
- Coaching on the job

Redefine your adoption strategy and solutions



On-demand

At their own pace

- eLearning
- Chatbots
- Podcasts



Gamified

Offer a fun break from it all

- Games
- Online design sessions
- Leaderboards



Measurable

Monitor (individual) progress

- Analytics
- External marketing methods
- In app-survey's / Digital Adoption Platforms



Clare

REGISTER

LOGIN

EN ▾



Help Clare to master Teams and win!

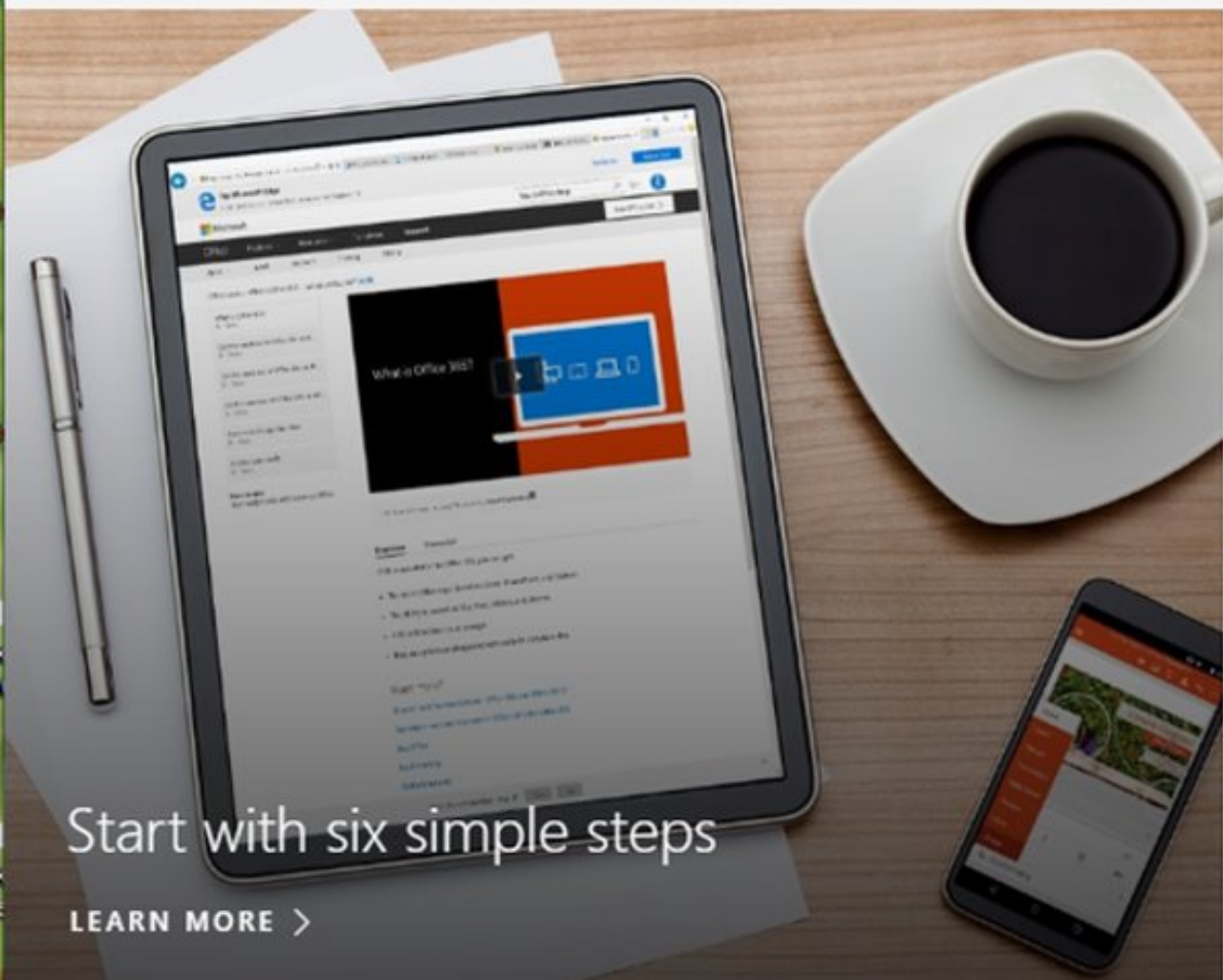


BEGIN THE STORY

Capgemini 



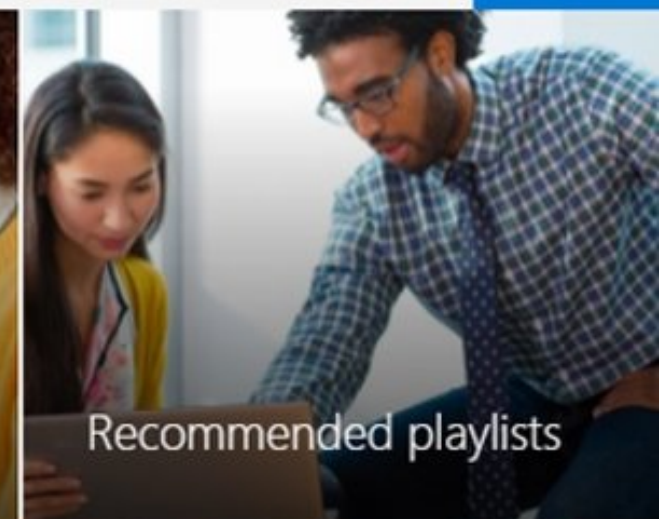
Microsoft 365 learning pathways

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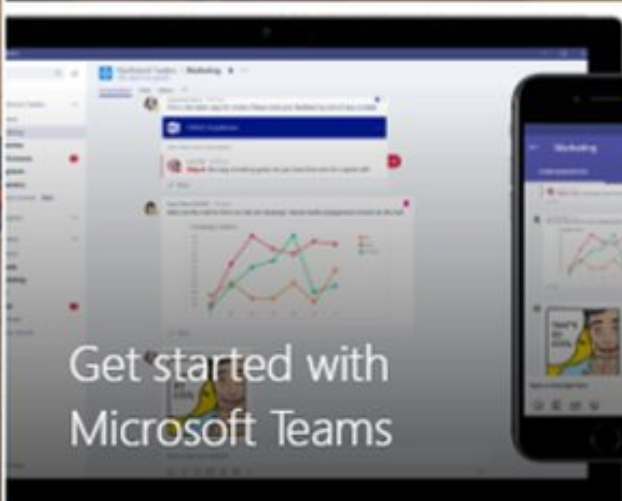
Start with six simple steps

[LEARN MORE >](#)

Microsoft 365 training



Recommended playlists



Get started with Microsoft Teams



Ask questions and get help

[Microsoft](#)



Good afternoon

Apps



Outlook



OneDrive



Word



Excel



PowerPoint



SharePoint



Teams



Yammer



Dynamics 365



Flow



Security & Compliance

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Test 1



Test 2

powered by **whatfix**

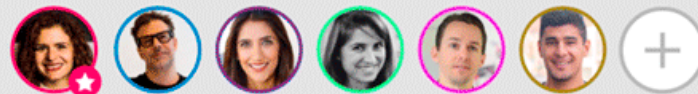
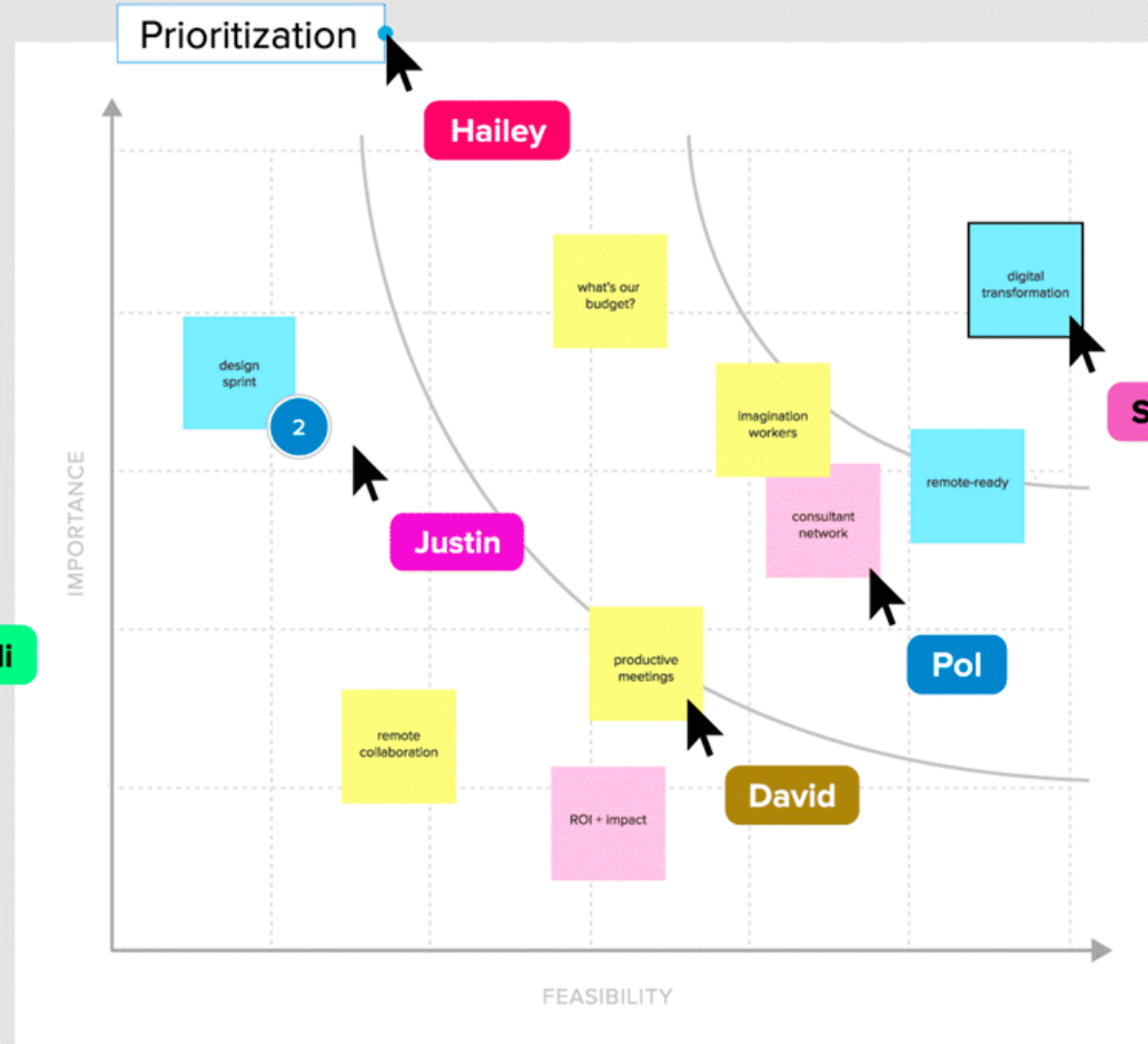
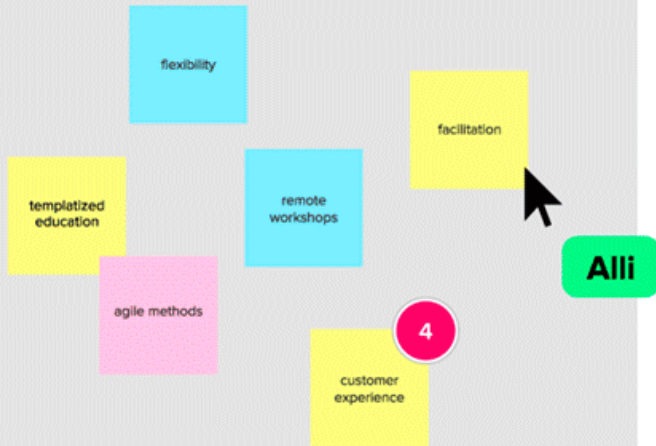
Whatfix.com

 Feedback

 Need help?



Brainstorm

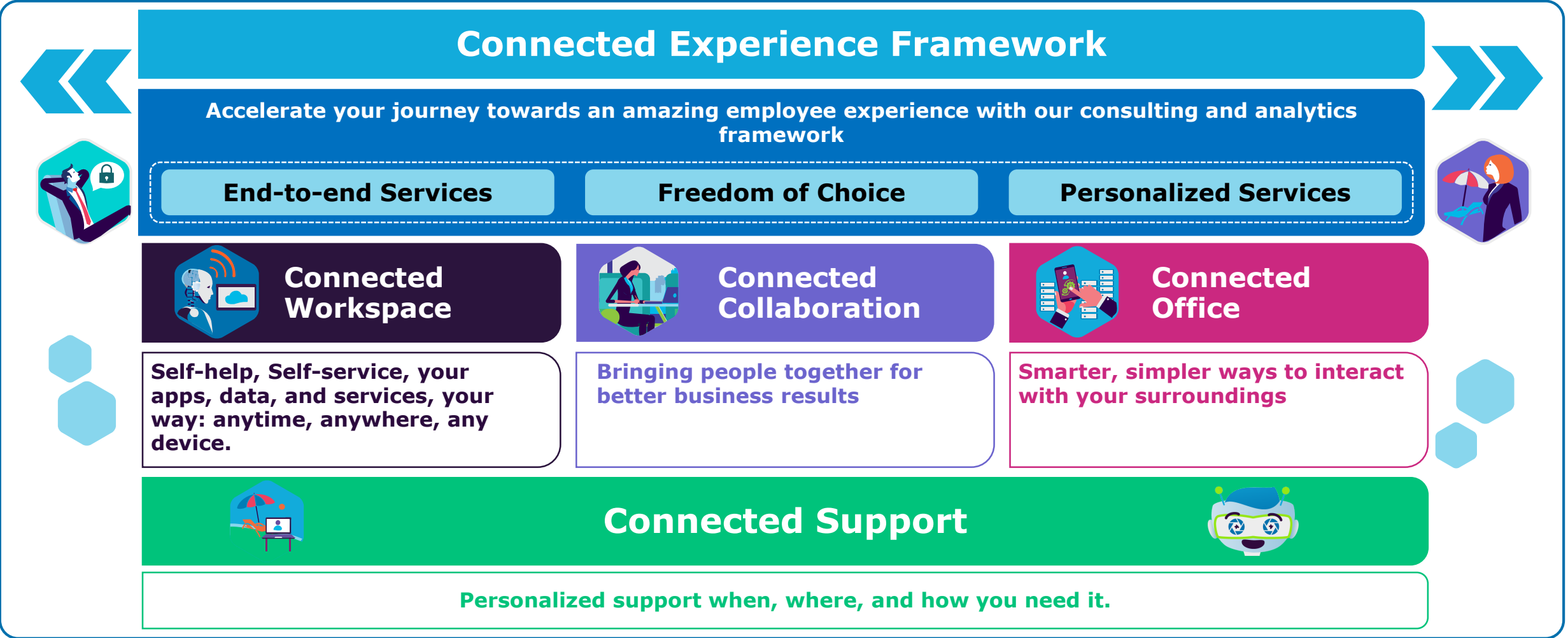




Wrap-Up

Connected Employee Experience

Our answer to the Digital Workplace



It's not just about the workplace anymore !!

Key Contacts



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