Capgemini

Fresenius transforms user access to IT services and support

FreDi, the easy-to-access global virtual agent and agent chat solution, shortens, simplifies, and enhances the user experience.

When FDT and Capgemini entered a strategic partnership in October 2022 to improve the operational delivery of the organization's IT business, they agreed on the implementation of virtual assistant solution. However, FDT did not want to add complexity to its ecosystem by adding an external technology stack, meaning that the new feature needed to be built from its existing tools.

To address this challenge, the partners launched a collaborative initiative in coordination with ServiceNow and Microsoft.

> At Fresenius, our goal is to improve our patients' lives and deliver affordable, accessible, and innovative healthcare products and highest quality in clinical care - "Committed to Life."
>
> To accomplish this, Fresenius Digital Technology supports the healthcare business by enhancing cost efficiency, streamlining processes, and improving systems. This entails refining workflows, eliminating inefficiencies, and standardizing and globalizing our Global IT Service Desk.

Dr. Anja Elter, Vice President Global IT Service Desk, Fresenius Digital Technology

Overview

Client: Fresenius Digital Technology GmbH (FDT)

Region: Global

Industry: Healthcare

Client Challenge: Fresenius Digital Technology sought a scalable, future-ready solution accessible to all users in a mixed ecosystem, without incorporating new technology layers.

Solution: The company worked with Capgemini, ServiceNow, and Microsoft to develop *"FreDi," a virtual assistant, improving the overall user experience without adding an external technology stack.*

Benefits:

- More than 130,000 FreDi interactions since the initial go-live in September 2023
- Percentage of the Global IT Service Desk tickets raised via chat over 20%
- Over 5000 completed FreDi interactions per month in the last 6 months
- Nearly 3000 FreDi chats answered by agents in the last 6 months

Enhancing IT Support:
Virtual Agent Initiative

Forming a single, cohesive team, the partners examined FDT's existing situation and its established goals. The discovery stage reviewed the available technology, after which Capgemini hosted a series of workshops to specify the project's requirements. Based on this review, FDT and Capgemini agreed that the solution needed to be transparent, easily accessible from different devices, and future oriented. By achieving this, the project team would ensure a seamless user journey from opening the application to the resolution of a ticket while avoiding the introduction of additional technology stacks.

A user-centric perspective is at the heart of any FDT project, and the decision on which technology to select was not simply about choosing the most technically appealing solution - it also had to be able to seamlessly integrate into the end user's IT experience and ensure that it would continue to grow after the initial deployment.

> One of the strategic goals of FDT is to leverage the potential of digitalization to optimize IT service management and enhance user satisfaction. For the implementation of FreDi, Capgemini provided a dedicated team of certified ServiceNow experts who collaborated effectively with FDT's business owners and stakeholders to deliver a high-quality solution. This project demonstrates FDT's commitment to innovation and excellence supporting #FutureFresenius strategy, as well as Capgemini's ability to support FDT's digital transformation journey.

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Following this, the project team launched a ServiceNow development cycle, after which it further developed and tested the solution. Through an iterative process, the team identified and addressed defects based on user feedback to ensure that the solution was functional prior to deployment. Finally, with the solution prepared and put through its paces, Capgemini supported FDT throughout the rollout to ensure its introduction proceeded smoothly.

> Fresenius implemented Virtual Agent integrated with Microsoft Teams, giving users 24/7 access to IT support via chat. Employees can choose to be connected to a live agent, or simply raise a ticket or check the status of their query directly in Teams. With Virtual Agent, Fresenius has improved the user experience by fostering collaboration and driving faster resolution times.

Caroline Bauer, Senior Project Manager Global IT Service Desk, Fresenius Digital Technology

Hello, I am FreDi, your Virtual Agent

FreDi was created in less than three months and met over 60 functional requirements while adhering to best practices and standard configurations as much as possible. Since its deployment, Capgemini has provided hypercare support to address unexpected challenges and continually improve the solution.

Fresenius' users can access FreDi within the ServiceNow User Portal or on Microsoft Teams to automatically process typical IT Support activities such as reporting an issue. Or they can instead connect with live agents in a matter of seconds.

Analytics show that issues and requests reported via FreDi are resolved much quicker than those raised via email. The virtual assistant also informs users whenever IT Support has reached out to them in their tickets with a chat popup in Microsoft Teams, while requests can be directly approved via chat without the need to access ServiceNow.

To this point, FDT's end user community has interacted with FreDi more than 130,000 times – over 5000 fulfilled interactions per month in the last six months. The community has also used the solution to speak with the Global Service Desk's agents over 3000 times within the last six months alone.

About the company:

Fresenius SE & Co. KGaA is a global healthcare company headquartered in Bad Homburg, Germany. Within the broader group, Fresenius Kabi provides a range of highly complex biopharmaceuticals, clinical nutrition, medical technology, and generic intravenous drugs while Fresenius Helios manages 140 hospitals and countless outpatient facilities and treats around 26 million patients every year. Meanwhile, Fresenius Digital Technology (FDT) provides the Fresenius Group with digital innovations, standardized platforms, services, and tools, each of which it delivers 24/7 worldwide.

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 every day by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of nearly 350,000 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, fueled 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.

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