The **five fundamentals** of the **Frictionless** Enterprise

There are five fundamentals prerequisite to establishing solid foundations for an organization in which information flows seamlessly between people and processes, intelligently, and as and when it is needed. Achieving it doesn't mean the arbitrary application of technology, rules, or processes. It entails whole new, digital ways of thinking and working, combined with the capacity to constantly adapt itself to new contexts.

At Capgemini, we use the Digital Global Enterprise Model (D-GEM) – our proprietary business transformation platform – to help our clients remain competitive in a rapidly changing, business context. This, in turn, enables the Frictionless Enterprise.

1 Hyperscale automation

A frictionless enterprise enjoys an exceptional level of fluidity and automation that enables it to enhance efficiency, drastically reduce time to market, and increase quality of service through:
- Augmenting workforce capabilities
- Leveraging touchless processes
- Exploiting artificial intelligence
- Building a scalable and flexible architecture based on microservices and APIs
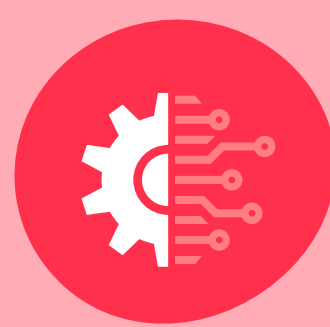
2 Cloud agility

A frictionless enterprise automatically adapts to the individual circumstances and needs of its customers to deliver innovation. Becoming a truly agile enterprise that is equipped for change requires:
- Digital transformation to become cloud native
- The ability to capitalize on innovation through combining multiple cloud and SaaS offers
- Digital readiness to facilitate internal and external collaboration, support growth, and hyperscale up or down
- DevOps to simplify the evolution of a digital solutions
- Adoption of 5G and IoT for internal and customer needs

3 Data fluidity

A frictionless enterprise exploits data to address future frictions, and control, understand, and analyze the execution of each process in real time. This enables an organization to:
- Monitor digital activity leveraging digital twins to detect evolution and continuously improve processes
- Utilize a certified data lake to simplify data access
- Engage data scientists to carry out data research and development
- Employ data brokers to enrich internal data and benchmarks
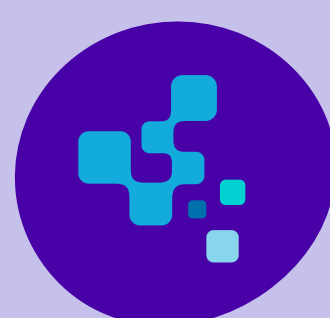
4 Sustainable planet

A frictionless enterprise ensures frictions are solved taking into account the global context and its responsibilities to the environment and society at large. Targets such as increased business insight, greater efficiency, more seamless processes, and better user experience need to be joined by a commitment to:
- Becoming carbon neutral
- Giving corporate responsibility and sustainability a technology focus
- Enabling digital inclusiveness

5 Secure business

A frictionless enterprise requires trust to be built across its ecosystem of customers, suppliers, and partners, in order to avoid any unexpected consequences. There are four main areas that have the potential to create the greatest friction concerns your organization may ever experience. These are:
- Cybersecurity
- Compliance
- Privacy
- Trust and transparency