



SUSTAINED GROWTH

VIA NEXT-GENERATION MANUFACTURING AND COMMERCE

**A global technology company revitalizes operations
to ensure continued success with ADMnext**

A global industrial technology leader is committed to creating a safer, sustainable, and connected future. It produces a broad selection of connectors and sensors for wide-ranging sectors including transportation, industrial applications, medical technology, data communication, and many others. Companies across the globe depend on its products to deliver services that are essential in our society.

The company has a history spanning many decades and an established formula for success. But creating products for a

connected future requires a framework that fosters innovation, so it could no longer rely on the numerous legacy systems that propelled its growth in the past. It needed to transform to keep pace with this fast-changing world.

Capgemini had a vision to ensure its continued success. Realizing it, however, required a comprehensive transformation – one that would revitalize the business and increase revenue by hundreds of millions of dollars over a five-year period.

A modernized framework for continued success

The modernization process began with a close alignment between the company's CIO and CTO and Capgemini's teams to identify pain points and use cases and work together on the company's strategy, architecture, planning, and governance. The central problem was that the existing IT environment was inefficient and outdated, and flaws in processes involving traceability, quality assurance (QA), and performance testing had to be addressed urgently.

The framework also needed to be modernized to accelerate the adoption of core technologies that would enable innovation. Solving these issues would help the enterprise with its main objective: manufacture superior products and better sell them both to businesses and consumers online.

Becoming futureproof with a next-generation framework

Capgemini's ADMnext approach involved strategy, architecture, and implementation, bringing in technologies such as IoT and tools like 3D CAD product Creo to elevate engineering processes. This was done to provide greater visibility into efficiency of the manufacturing processes.

On the shop floor, this involved implementing execution systems with analytics capabilities to capture insights into traceability, testing, and QA for higher-quality outcomes. Automated testing tools, such as AIOps and DevOps, were integrated to take over manual efforts, boosting productivity. These enhancements were substantial for a company manufacturing at high volumes; the overall effort acted on over 100,000 SKUs, 1.6 million active parts of physical products, and 400 applications.

Improvements were also delivered across processes and business lines, such as a 15 percent boost in data rationalization and 26 percent increase in customer experience and insights. This gave the business better intelligence on both current and prospective customers to identify how to develop the products they want and differentiate the brand among competitors.

Commerce was another critical component. By bringing in Salesforce, a long-standing Capgemini partner, we embarked on a multi-year implementation journey to redefine the customer experience. The architecture and strategy integrated by our sales and marketing experts so far improved the online sales portal by facilitating sales at greater volumes.

All this made the overall framework more mature and scalable to help boost margins, unlock new streams of revenue, and drive consistent growth in the coming decades.



Accelerating productivity and innovation

Capgemini also prepared a Destination Innovation Office solution, which combines our account expertise with our application development and maintenance (ADM) services capabilities and Applied Innovation Exchange (AIE) network. Including the AIE brought in our best tools and diverse ecosystem of experts, startups, and alliance partners for an accelerated path to innovation.

This delivered several improvements. For example, we extended a community led by our architects across the enterprise to share ideas for improving productivity and eliminating process flaws, such as identifying where automated testing tools could be added into operations on the factory floor.

The Destination Innovation Office also introduced the client to **Capgemini's Accelerated Solutions Environment (ASE)**: a live workshop for mutual alignment and architecting that allowed us to brainstorm ideas for impactful outcomes. This helped determine how to reduce operational expenditure and guided investments in technologies that support the company's vision of engineering products for a connected future.

Capgemini's ADMnext team also stepped in to ensure best practices and a repeatable model that could be used across the company and its global business lines. This was vital because improvement and innovation were required across all major functional areas, and delivery had to be agile and present a clear ROI.

A better future for the business and its customers

Capgemini helped the company transform its operations and capabilities on a grand scale and realize its vision of next-generation manufacturing and commerce. The value delivered was substantial: \$300 million over a five-year period was the projected increase in revenue from combining accelerated product introduction, sales on the revamped online portal, cost savings, and reduced total cost of ownership.

The company could now benefit from an optimized investment portfolio focused on high value-add solutions. This meant it was in a better position to innovate and realize its vision for the future – for itself and its customers. The business is also in a fruitful partnership with Capgemini for seven years and counting and on a journey yielding mutual growth and success.





Contact us

Learn how Capgemini can deliver the IT transformation your company needs to innovate and generate tangible value.

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 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, 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 (about \$23 billion USD at 2022 average rate).

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