



# CONNECTED EMPLOYEE EXPERIENCE

Experience is Everything

## CONNECT WITH US TO CREATE AN AMAZING EXPERIENCE.

Market trends and world events have underscored the importance of delivering a great employee experience. They have also reshaped assumptions about what a great experience must include. It's much more than a few key capabilities. **It's a million little things.**

Business leaders want to radically improve the employee experience so they can recruit and retain top talent while boosting productivity for those working remotely. Employees want consumer-grade experiences that are personalized and intuitive. To accomplish this, it pays to work with a digital workplace partner who can deliver everything needed, including:

- **Comprehensive capabilities** for each employee's work experience: any persona, any location, any business unit or division, across the supply chain, on a global scale.
- **Remote working** options to provide secure, flexible working at home or other locations for organisations to improve the working experience for their users.
- **Freedom of choice** by delivering self-service and self-help solutions and integrating everything that touches the employee experience, enabling employees to decide what, when, and how in regards to the place of work, devices, applications, etc.
- **AI and analytics to measure and improve** experience and performance while finding actionable patterns in the data and enabling a self-healing digital workplace.
- **Digital adoption** to embrace existing and emerging technologies. to connect users with the new capabilities, to close the digital dexterity gap and finally to achieve better business outcomes.

### Great experiences deliver great business results

Employees want freedom of choice and a seamless, personalized and productive experience—and employers benefit from giving it to them.

- **85%** of decision makers agree that an improved employee experience and higher employee engagement translate to a better customer experience.<sup>1</sup>
- By 2023, digital transformation and business volatility will drive **70%** of G2000 organizations to deploy remote or hybrid-first work models.<sup>2</sup>
- Over **40%** of HR professionals say employee engagement has a very high impact on customer service.<sup>3</sup>
- Companies with high employee engagement are **22%** more profitable, yet only **33%** of employees feel engaged at work.<sup>4</sup>
- Highly engaged organizations are more than **twice as likely** to report being top financial performers in their industries.<sup>5</sup>

- **Security built-in** rather than bolted on—so your employees, workspaces, facilities, devices, networks, apps, IT systems, IoT endpoints, and supply chain partners are protected.
- **Personalized support** that's easy to access, responsive, flexible, and fast, keeping productivity and job satisfaction high while bringing consistency to core service processes.<sup>3</sup>

- **Expert guidance** on every phase of your digital workplace journey—from **defining** a strategy, to **designing** a customized experience for each of your personas, to **deploying** the specific capabilities you require, to **accelerating adoption**, to **optimizing** the employee experience.
- Create a unified experience across all employee spaces and provide seamless access to Facilities/IT/HR services

Capgemini is the one partner who can maximize both the quality of your employee experience and the business value it delivers. Our **Connected Employee Experience** portfolio has you covered, every step of the way, in a million ways, big and small.

## END-TO-END CAPABILITIES, ALL CONNECTED.

The Connected Employee Experience is Capgemini's answer to the modern Digital Workplace. It brings a new level of choice and flexibility to employee interactions, engagement, collaboration, and support.

Capgemini offers **four core elements** that can be delivered individually or integrated to meet your requirements: **Connected Workspace**, **Connected Collaboration**, **Connected Office**, and **Connected Support**. Each element provides multiple offers that are secure by design; each complements and adds value to the others. These elements are underpinned by our **Connected Experience Framework**, which expedite your journey to building a superb experience.

Together, the capabilities of the Connected Employee Experience deliver transformative end user experiences, creating a host of benefits for all stakeholders:

- **IT** can provide better, more flexible service, broaden its provisioning strategy, cut costs, and improve its reputation as an innovation partner to the business.
- **Employees** have flexible solution that they can personalize, making them feel more engaged, satisfied, productive, and loyal—so you are more likely to attract and retain top talent.
- **The business** can safely allow more employees to work remotely, scale up and down with additional resources on demand, and facilitate cultural alignment among diverse groups of employees. The company is also better positioned to quantify productivity gains, improve processes, and achieve the aggressive performance goals of its digital transformation roadmap.

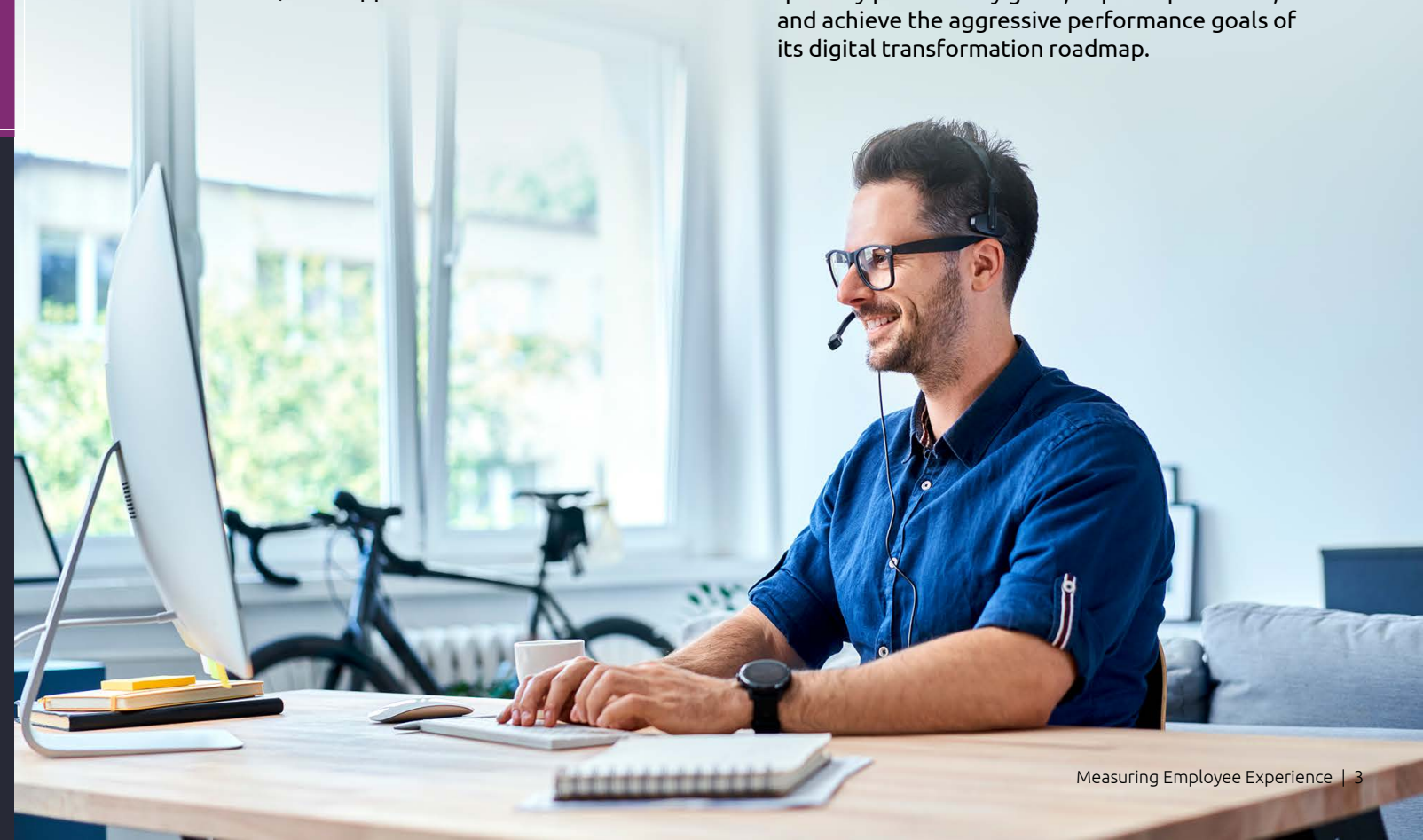
<sup>1</sup>Relating Employee Experience to Customer Experience: IDC Survey Spotlight, July 2021

<sup>2</sup>IDC FutureScape: Worldwide Future of Work 2022 Predictions, Nov 2021

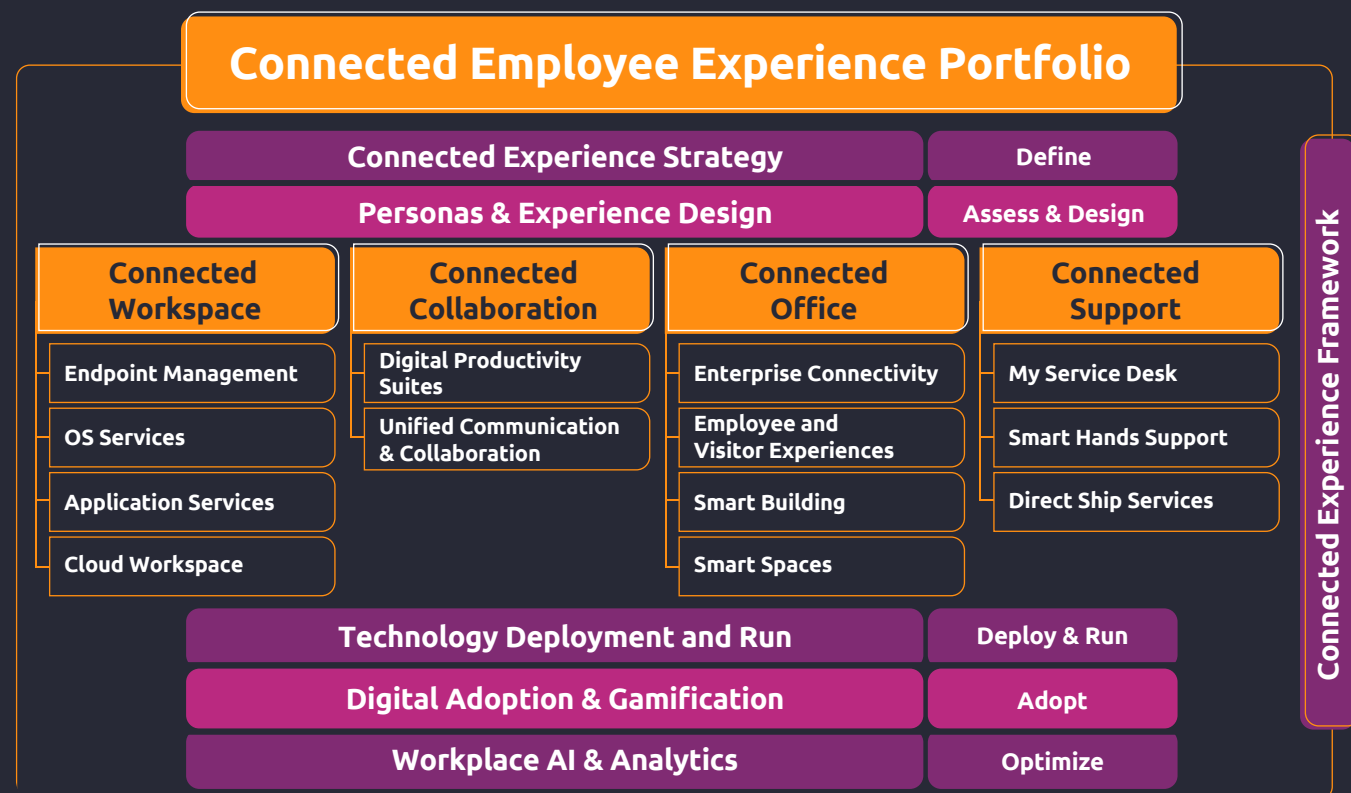
<sup>3</sup>HR.com/GLINT, State of Employee Engagement Report 2019

<sup>4</sup>Improving Employee Engagement with Internal Communications, SMARP Study.

<sup>5</sup>HR.com/GLINT, State of Employee Engagement Report 2019.







## The Employee Experience Index: Measure and improve continuously

Most organizations have a “digital dexterity gap,” a disparity between the capabilities of their digital technology and the ability of employees to take full advantage of that technology. The Employee Experience Index helps you bridge this gap.

Capgemini gives you the ability to measure and predict the quality of your employee experience, so you can quantify, track, and manage the results you’re achieving. The Employee Experience Index combines objective (data-driven) and subjective (perception-driven) measurements from multiple data sources, and leverages analytics and proprietary algorithms for the organization as a whole or for subset categories, including:

- Specific groups of employees (by workgroup, department, division, location, or business unit)
- Personas (by needs and roles and responsibilities: developer, manager, business associate, and so on)
- Context (office experience, remote work experience, field work experience, etc.)

The Employee Experience Index gives you hard data to answer questions that impact business decisions. For example:

- How effective is the current workplace technology in delivering a desirable user experience?
- Where are the bottlenecks in productivity?
- Which improvements are needed most?
- Which enhancements will increase satisfaction of different groups of employees?
- How will changes in IT services impact the employee experience?
- How can investments in the employee experience be optimized?
- How are experience components changing over time?



## CONNECTED EXPERIENCE FRAMEWORK: YOUR JOURNEY TO AMAZING.

Connected Experience Framework brings speed and a structured process to your journey to an incredible employee experience. Whatever your starting point, we can help you achieve the adoption you want and make progress quickly. Our five-phased approach enables you to:

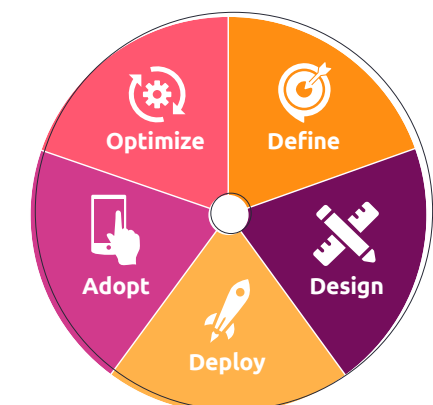
- **Define your strategy:** Working with you to understand business needs and drivers, our experts can identify key use cases; quantify how we can support your business goals; and create a transformation roadmap aligned with your business priorities.
- **Assess and design your experiences:** Harnessing the persona-specific insights from our Employee Experience Index, User Experience Research and Analytics, we work closely with you to assess how your organization currently works and how you want it to work; design new service blueprints, with user scenarios and prototypes of new capabilities that will deliver superb experiences.
- **Deploy & Run technology and services:** Our specialists will help you begin rolling out the new services that deliver on your business and employee requirements—including any combination of services within the Connected Employee Experience portfolio—according to your business priorities and timeframes.
- **Adopt & Gamify new experiences:** New services, technologies, and capabilities can only deliver value if they’re used. A key differentiator for Capgemini is our ability to accelerate adoption by driving user engagement. We combine user experience management, marketing, and organizational change management techniques to drive adoption of digital tools, assets, and processes, so employees will leverage them to the fullest extent. And our gamification methods have proven to be highly successful in changing behaviors in a target audience to achieve business outcomes.
- **Optimize the workplace experience with AI and analytics:** Capgemini has a deep and rich history of applying sophisticated data science, analytics, conversational AI, cognitive technologies and business intelligence (BI) solutions to improve the employee experience. For instance, our Workplace Process

Insights offering gives you access to Process Mining, an extension of data mining and analytics that enables you to predict patterns and behaviors so you can streamline processes, prevent issues, and improve compliance. We also leverage NLP, machine learning and other cognitive capabilities to improve knowledge search capabilities or develop text- or voice-based Virtual Assistants in multiple domains (IT support, HR, retail, automotive, etc.), saving time and money while keeping all stakeholders happy.

The **Design, Adopt, and Optimize** phases are applied to any and all offerings in the Connected Employee Experience portfolio, from our **Connected Workspace** offerings to **Connected Collaboration** tools to **Connected Office** capabilities to **Connected Support** services.

The Connected Experience Framework combines flexibility with consistency, enabling you to transform the employee experience at your own pace, according to your own priorities and timeframes, with expert assistance, when, where, and how you need it.

Equally important, we can work with you or for you, providing consulting services and/or managed services as needed. The net result: unprecedented freedom of choice in creating an outstanding employee experience.



[Download Connected Experience Framework Brochure](#)

# CONNECTED WORKSPACE: THE FOUNDATION OF BUSINESS CONTINUITY.

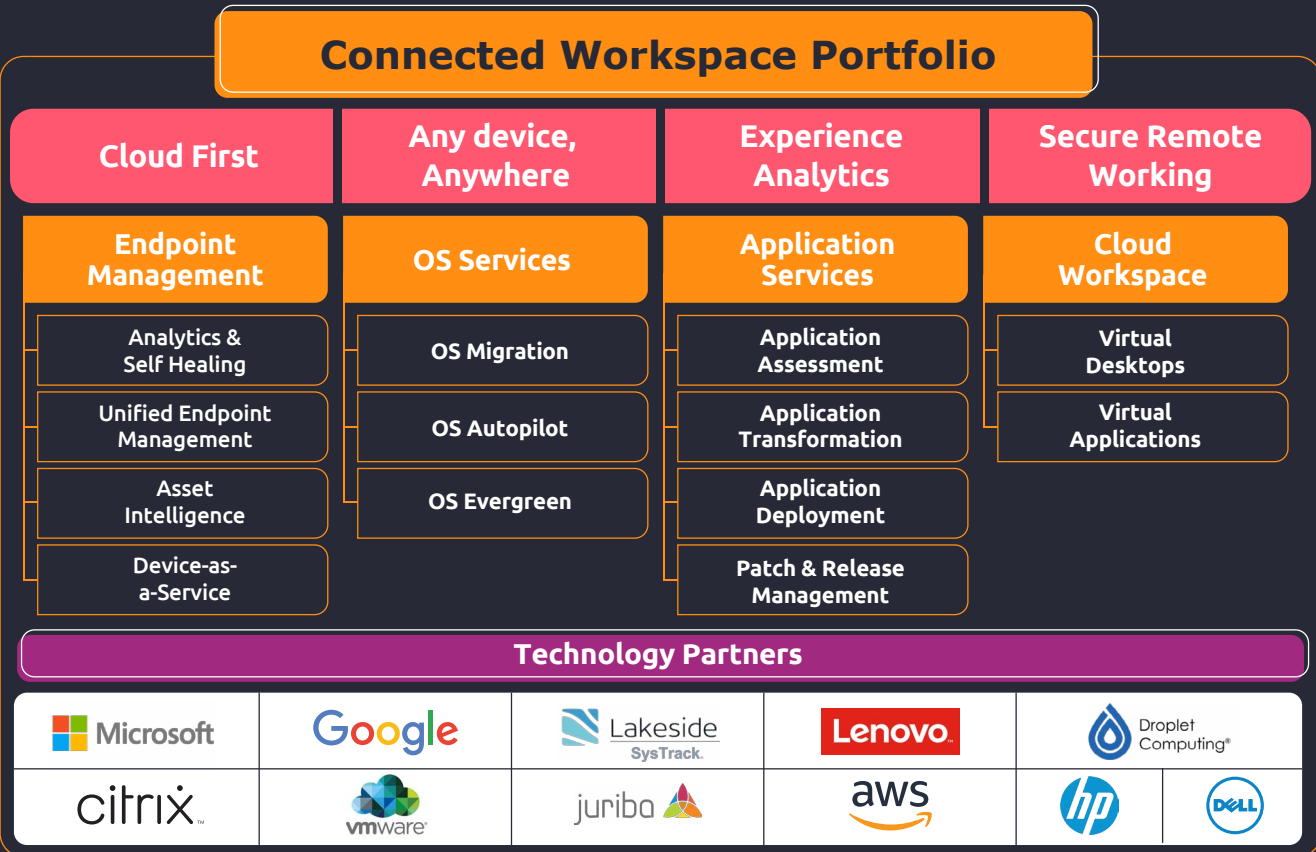
Today, four generations of employees are at work, from baby boomers to generation Z, all of whom have different preferences and expectations of their workplace. But they all want their work applications to be easy to access, easy to use, and personalized, delivering the same experience they have on their own devices.

Capgemini's **Connected Workspace** brings flexibility to the work environment. It delivers fast and secure connectivity, intuitive interfaces, and simple access to all applications and data, anytime and from anywhere, using virtually almost any endpoint device—company-issued or personal—with personalized support whenever employees need help.

The Connected Workspace includes services across **four broad categories**, and can provide “**as-a-service**” workplace offerings to allow for an OpEx-based model. The categories include:

- 1. Endpoint Management.** A portfolio of services covering any type of device using modern, unified management tools.
- 2. OS Services.** We can customize the OS, automate OS installation and provisioning, VDI templating, reliable evergreen deployment and tracking, and more.
- 3. Application Services.** Provides a highly automated process for transforming, deploying and managing modern and evergreen applications in the enterprise.
- 4. Cloud Workspace.** We identify and highlight opportunities for virtualization of desktops and/or applications, enabling you to take maximum advantage of virtual technologies to enhance the workspace experience. Our cloud first strategy enables solutions to be built on-prem, in the cloud or a hybrid of both.

[Download Connected Workspace Brochure](#)



Connected Workspace delivers a single contextual portal for applications and files, with security built-in by design.

# CONNECTED COLLABORATION: WORKING TOGETHER, BETTER.

Bringing people together to share insights and ideas benefits everyone. It improves employee morale, job satisfaction, and productivity. It helps your business identify and solve problems faster. It accelerates creation of new products and services that delight customers, drive sales, and cut costs.

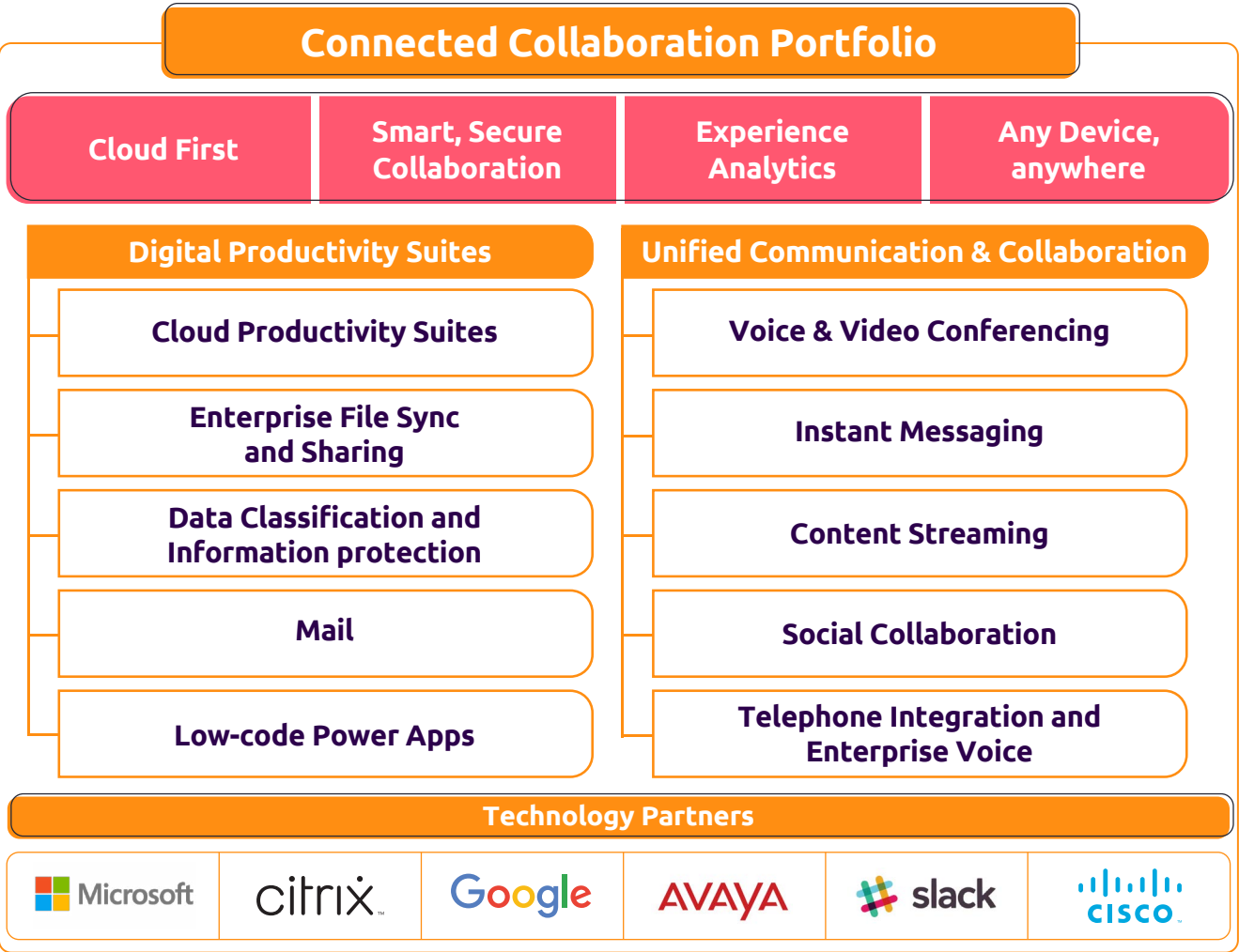
Capgemini's **Connected Collaboration** services are part of our Connected Employee Experience portfolio. With our modular portfolio you can choose the components your organization needs to experience the amazing capabilities we can contribute to your digital transformation journey. Our Connected Collaboration services

are all about bringing people together for better business results.

Connected Collaboration includes services across **two categories**, and can provide “**as-a-service**” workplace offerings to allow for an OpEx-based model. The categories include:

- 1. Digital Productivity Suites.** We give you fast, frictionless access to state-of-the-art digital collaboration and productivity solutions (such as Microsoft 365 and Google G-Suite) deployed and managed by experts for minimal impact on your staff and end users and maximum business value.
- 2. Unified Communication & Collaboration.** Our Connected Collaboration portfolio gives you fast, easy access to the most popular communication and collaboration solutions available (such as Microsoft Teams, Yammer or Google Hangouts) today and into the future enabling you to enhance collaboration while cutting operational expense.

[Download Connected Collaboration Brochure](#)



CONNECTED OFFICE:
MAXIMIZE EFFICIENCY
IN ANY OFFICE SPACE.

The definition of "office" has shifted dramatically in recent times. Whether employees are working in a traditional office space, from home, airport, university, or some other location, they need

a great experience, reliable network, easy access to services and smart solutions that make their workplaces smart and connected. Successful organizations will address employees' expectations, support new ways of working and at the same time improve office safety, lower real estate costs, reduce the environmental footprint, and get better information about building usage patterns. Capgemini's Connected Office services address the challenges and opportunities.

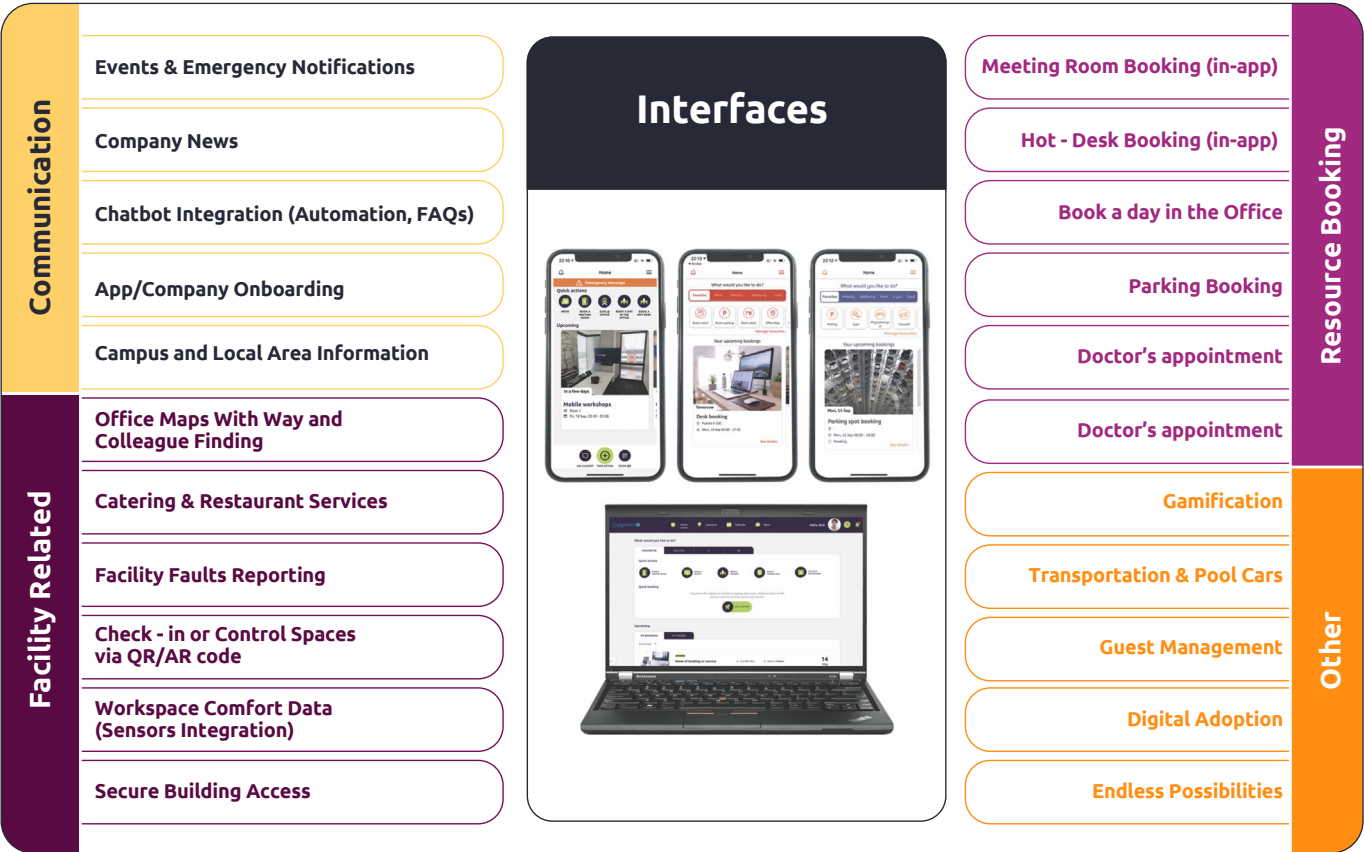


- Enterprise Connectivity ensure that the foundational element of the employee experience—the network—is well designed, providing high performance and strong security for both traditional and IoT endpoints. We optimize remote access infrastructure for remote work & cloud services and leverage Wi-Fi infrastructure to support services from other categories like indoor navigation and real estate usage insights.
- Employee and Visitor Experiences focus on improving the experience of everyone who interacts and collaborates across your business. The Connected Employee Experience Hub platform delivers intuitive mobile and web applications which unify the delivery of smart building, smart space and IT/HR related services alongside visitor management solutions like self check in, auto wifi access provisioning and indoor navigation. Digital signage enhances communication through screens, players and

dynamically generated content. Users can easily find or book resources such as conference rooms, desks, or parking spaces; get access to virtual assistants, IT service catalogs and company onboarding guides; find colleagues or assets within office spaces faster; and much more.

- Smart Building services empower you to optimize space allocation, rightsize your office environment, improve safety, reduce your environmental footprint, drive automation, and improve the employee experience.
- Smart Spaces include smart conference rooms, desks and huddle spaces that are enhanced with IoT elements and workflow automation to offer a seamless and unified office and collaboration experience that includes great audio/video quality and a host of productivity improving elements. We also support the selection of solutions that improve the home office experience.

Download Connected Office Brochure



Connected Employee Experience Hub platform delivers unified digital workplace experience by providing seamless access to HR, IT, facilities/real estate services and more.

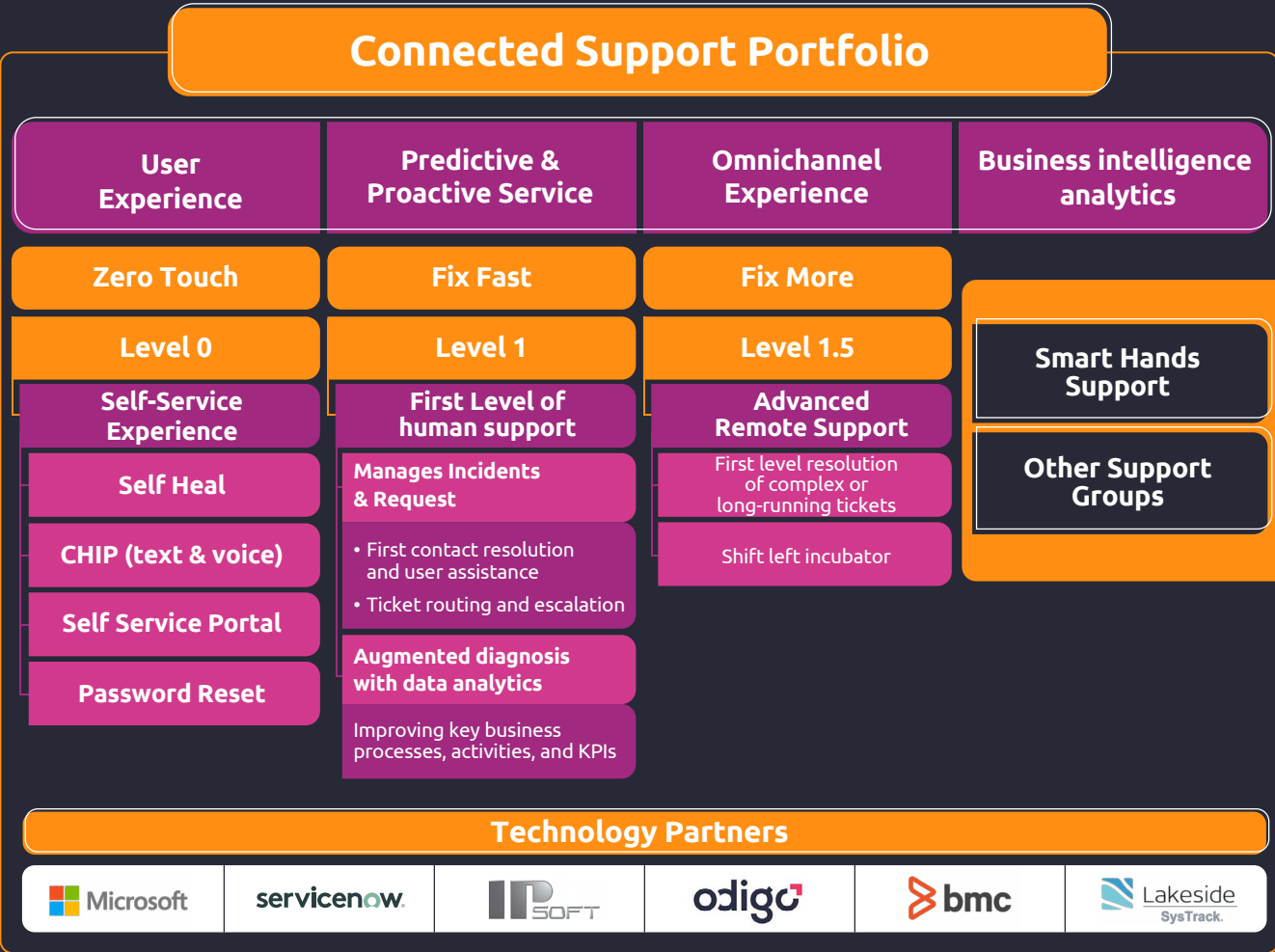


CONNECTED SUPPORT:  
TRANSFORMATIVE  
SERVICE EXPERIENCE.  
PERSONALIZED  
SUPPORT WHEN,  
WHERE, AND HOW YOU  
NEED IT.

The Connected Support portfolio provides a highly efficient, transformative end user experience that results in a more productive workforce at a lower cost of support. The Connected Support focuses

on the end user's personal experience, responding to employee needs by providing an innovative, automated, convenient, and intelligent support service. In addition, we offer a variety of managed support services that address on-site support needs to maximize uptime, enable productivity and improve the user experience. The core offerings within the Connected Support portfolio include:

- **My Service Desk** provides a personalized user experience that responds to the user's needs with a seamless omni-channel interface that adapts to the user's preferences and behaviors using predictive and proactive self-service capabilities.



Capgemini leverages its differentiated **Business Value Management** asset to personalize support services to employee personas, combined with an in-depth understanding of the business impacts of employees' incidents or service requests. My Service Desk provides an innovative machine learning and advanced artificial intelligence solution **CHIP** our **ChatBot**. **CHIP** ensures that the user's IT and office work environment are always fit for purpose by informing, assisting, resolving, and transferring any issues that the user may have. This helps reduce the IT support workload while maximizing efficiency. Using **business technology and data analytics** to proactively identify issues, and to act

# Hello I'm CHIP

I am at your service to help you stay connected and ensure your IT and office work environment is fit for use. I am one click away from you... Use me if you need help!



- on mitigating or eliminating them before they become critical or widespread –that is, turning data and information into early actionable solutions.
- **Smart Hands** covers all of the client's onsite support needs, reduces the need for onsite technicians, and includes innovative solutions such as: Smart Lockers, Tech Bars and Vending machines. This helps you cut total labor costs by providing only the right level of resources needed, enabling you to avoid the high labor costs of hiring full-time specialists to address short-term issues.
  - **Direct Ship** services ensure that your employees remain productive by delivering the IT equipment needed by your employees often overnight, to meet needs that cannot be resolved remotely online. Our experienced expert support specialists make the process smooth, positive and seamless for employees by preparing these assets in advance, with the proper images, applications, data recovery capabilities, asset tagging, asset tracking, and more. A very easy-to-use return label process allows for your assets to be returned, tracked, refurbished, repaired and/or disposed as needed.

Download Connected Support Brochure



## CAPGEMINI: EXPERIENCE IS OUR ADVANTAGE.

Capgemini has proven its expertise in end user transformation at thousands of successful client engagements worldwide, and we are uniquely qualified to help your enterprise chart its own course to the Connected Employee Experience. Our differentiators include:

- **Flexibility.** We have expertise in every facet of digital workplace and employee experience transformation, and we can integrate every element that touches the employee experience—devices, data, operating systems, applications, IT infrastructure, spaces, IoT endpoints, and clouds—delivering unprecedented freedom of choice.
- **Consistency.** Our methodologies are structured and based on industry best practices, and their efficacy has been proven at many of the largest enterprises on the planet. This level of rigor enables you to address multiple aspects of optimizing not only your employee experience but also your business processes and even your sourcing strategies.
- **Simplicity.** Creating an amazing employee experience can be an overwhelmingly complex task. Capgemini has the experience, tools, technologies, and processes to get you to your destination quickly and efficiently. We've done this many times—and we want you to benefit from our experience and deploy with confidence.

- **Metrics.** Our Employee Experience Index gives you an accurate measurement and tracking of employee perceptions about their experience, balanced against insights from various systems, enabling you to improve continuously.
- **Sector-specific expertise.** We have served enterprises of all types and sizes in virtually every industry, including financial services, healthcare, energy and utilities, manufacturing, retail, government, technology, education, transportation, and more.
- **Business and strategic perspective.** Creating an exceptional employee experience is more than a project or a task for your company—it's a critical strategic initiative. That's why we bring a business perspective and strategic, "digital-first" approach to Connected Employee Experience engagements. We focus on business value, not just technical acumen.
- **Strong, independent partners.** Capgemini is a global, diverse enterprise and we have strong alliances with leaders in digital innovations that impact the employee experience—including Aruba, Amazon Web Services, Avaya, BMC, Citrix, Cisco Spark, Crestron, Dell, Droplet Computing, Envoy, Flexera, Google, Hemmersbach, HP, IPsoft Inc., Juriba, Lenovo, Lakeside SysTrack, Logitech, Microsoft, NSC, Odigo, Poly, ServiceNow, SignageLive, Signifi, Slack, VMware and many more.
- **Constant stream of innovation.** The Connected Employee Experience gives you access to the Connected Employee Experience Showcase facilities, where you can discover, experiment, contextualize and apply the most relevant innovations.

**500+**  
clients  
supported.

**3.2M+**  
users supported  
through service  
desk support.

**1.5M**  
end-user devices  
managed.

**18,722,594**  
desktop support  
incidents managed  
through remote  
resolution.

## ANALYST RECOGNITIONS

Recent analyst reports affirm both the current strengths of Capgemini's Connected Employee Experience portfolio and its steady evolution over the past few years.



Named a **Leader in Avasant's Radarview™** report for **Digital Workplace Services 2021**.

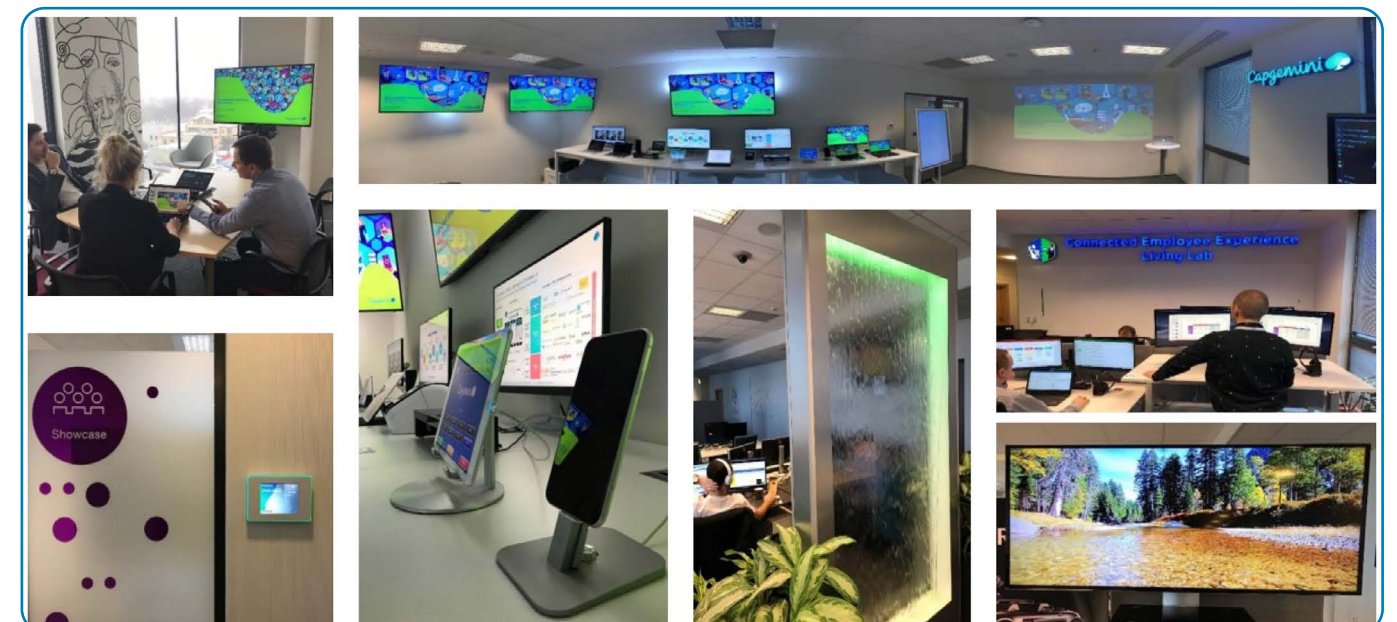


Positioned as a **Leader in NelsonHall's NEAT evaluation** for **Advanced Digital Workplace Services** for 2019, 2020 and 2021.

## CONNECT WITH US AND SEE FOR YOURSELF.

You can see all of the Connected Employee Experience solutions in action at our Connected

Employee Experience Showcase facilities. Come and see a live demo, or contact us to organize virtual tour. In the meantime, [visit our website](#) at to learn more, and request case studies specific to your industry.





## 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 everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 325,000 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, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

**Get the Future You Want | [www.capgemini.com](https://www.capgemini.com)**

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For further information please contact:

**[infra.global@capgemini.com](mailto:infra.global@capgemini.com)**