



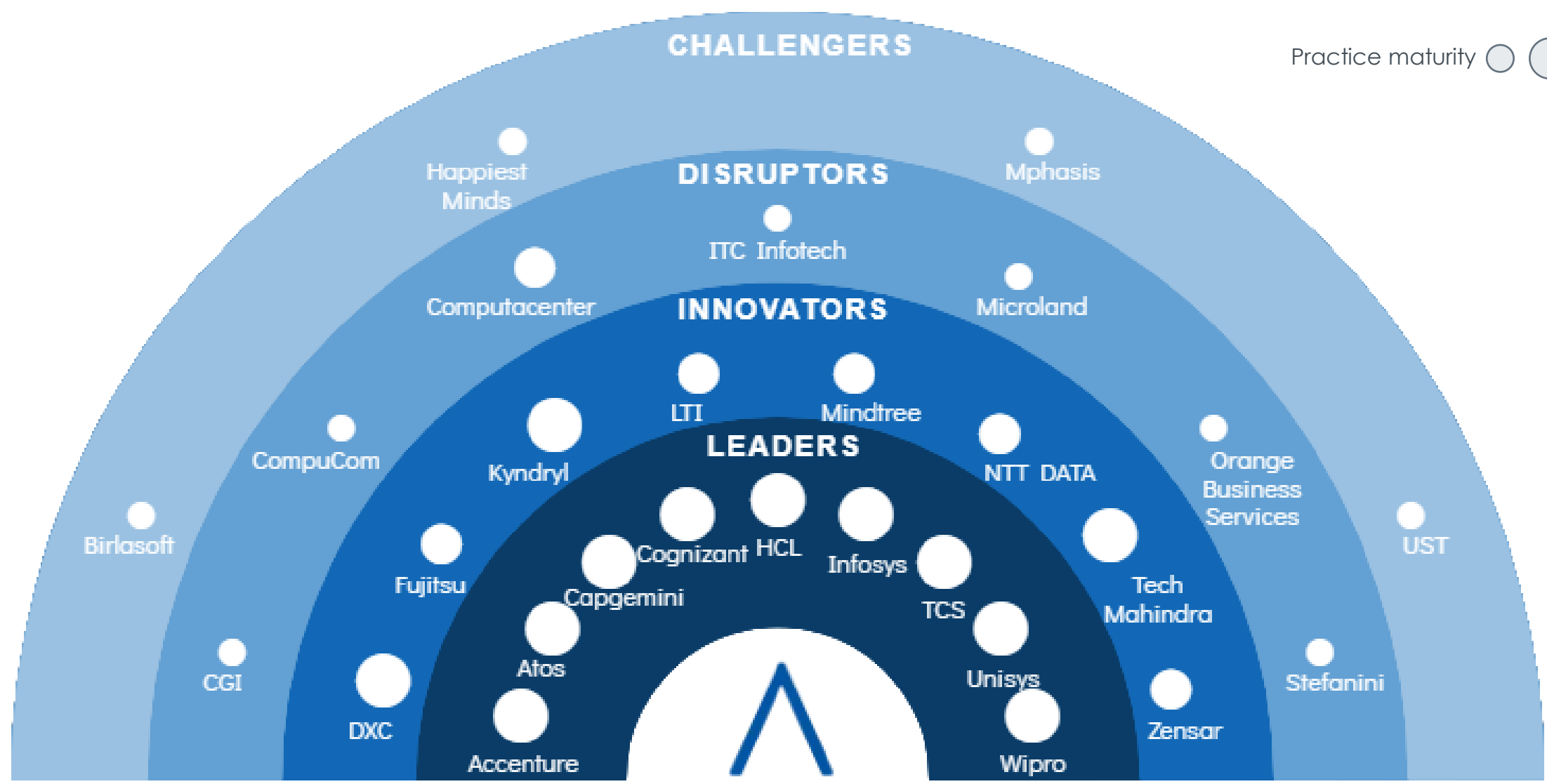
Digital Workplace Services 2022 RadarView

Service Provider Profile

October 2022

Digital Workplace Services 2022 RadarView

Practice maturity   



Capgemini: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Offers comprehensive workplace services with a focus on employee experience. Enables sustainable workplace transformation.

Practice overview

- Practice size: 7,750+
- Externally certified resources: 5,800+
- Active clients: 880+
- Delivery highlights: >1.9 million end users across the globe supported through service desks

10%–20%
Digital workplace
services growth
2021–2022

~22%
Active client
growth
2021–2022

Key IP and assets

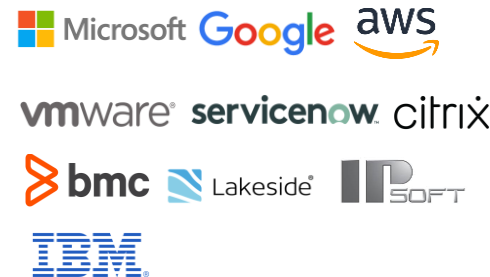
- Connected Employee Experience (CEE): A platform to provide a unified digital experience through mobile and web applications
- Digital Operations Platform: A cloud-hosted cognitive platform for service management and automation
- CHIP: An intelligent virtual assistant (IVA) to streamline infrastructure operations through AI/ML

Client case studies

- Assisted a global beverage company to make its IT infrastructure future ready and improve the overall effectiveness and efficiency of IT services. It migrated 150 on-premises servers to the Azure cloud and provided digital workplace services, including a global service desk, remote desktop services, mobile device management, and security services.
- Helped a Dutch natural gas producer, a long-standing partner, to transition to a cloud-based workplace services model. It also enabled rapid scaling of remote work for over 4,000 users during the pandemic. Currently, it is supporting the client's transition to net-zero and low-carbon technologies through its virtual infrastructure solutions.
- Supported a global life sciences company with service desk support in 18 languages in over 80 countries. It provided a service desk-as-a-service solution and implemented virtual assistants and chatbots, making over-phone support eight times more efficient. It made organizational change management efforts to build a community of hospitals and staff.

Key partnerships

Platform and software partners



Hardware partners and other



Sample clients

- A global beverage company
- A Dutch natural gas producer
- A global life sciences company
- A European multinational aerospace corporation
- A North American cheese manufacturer
- An APAC-based steel producer
- A European retail bank
- A UK-based international airport

Industry coverage

Aerospace and defense
Banking
Financial services
Government
Healthcare and life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail and CPG
Telecom, media and entertainment
Travel and transportation
Utilities and resources

Darker color indicates higher industry concentration: ●●●●●

Capgemini: RadarView profile

Analyst insights

Practice maturity



- Capgemini offers comprehensive digital workplace services (DWS) and solutions through its Connected Employee Experience portfolio with integrated offerings such as Connected Office, Connected Workspace, Connected Collaboration, and Connected Support. These solutions are supported by key technology pillars such as conversational cognitive AI, employee experience analytics and management, and digital adoption and gamification.
- Very large (over USD 1B in revenue) enterprise customers contributed about 61% to its total DWS revenue in FY 2021. Key industry verticals include manufacturing, banking, healthcare, life sciences, retail, the public sector, and utilities. The UK and Europe accounted for 69% of the DWS revenue.
- Its persona-driven Employee Experience (EX) monitoring system utilizes insights from the EX-Index dashboard, which leverages AI-powered analytics, UX experience research data, and workplace analytics data to measure and improve EX. It has rolled out digital experience monitoring for 13 accounts.
- As part of its Digital Operations Platform (DOP) for digital workplace support and cloud operations, it deployed its CHIP virtual assistant. Currently, the assistant is live on 48 DWS accounts, which has led to an increase of 40% in zero-touch provisioning instances.

Partner ecosystem



- It has created a robust partner ecosystem in the DWS space, including Microsoft, AWS, Google, ServiceNow, Citrix, Dell, and HP. It has a global joint initiative with Microsoft to support an asset-light strategy, helping customers move from a capital expenditure to an operational expenditure model.
- Its DOP leverages its partner solutions such as ServiceNow, IPsoft, Lakeside, Micro Focus, and Odigo. It utilizes IPsoft to enable AI and ML capabilities in its CHIP virtual assistant and Lakeside to modernize its EX services.
- It leverages its partnership with Signifi for vending machines and smart lockers and NSC Global to deliver field services, including deside support, break/fix services, replacement of systems, and hands-on support. It is also working with Aruba on new workspace offerings for Connected Office.

Investments and innovation



- It continues to invest in its Living Labs, a part of its broader Applied Innovation Exchange network. Through these labs, it is enabling customers to discover, experiment, and contextualize digital workplace solutions. It has these labs in 22 locations across the globe.
- Addressing customers' sustainability challenges through its workplace services is one of Capgemini's key focus areas. It deployed end-user hardware with the lowest environmental footprint for one of its customers as part of its Decarbonization Level Agreement.
- Capgemini has invested in acquiring companies to augment its DWS capabilities. Its 2022 Chappuis Halder & Cie acquisition will help support its strategy, business transformation, and sustainability services for investment banking and wealth management customers.

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