

Capgemini for Microsoft Copilot + Agents

Our differentiators

AI Leader
Forrester Wave™
AI Services Q2 2024

\$2B
Gen AI
investments

3000+
AI specialists

50k
AI-enabled
engineers

**Leader in Dynamics
Services & Customer
Experience Strategy**

 **Partner
Advisory
Board**



**Inner Circle Members for past
6 years**
Top 1% of Microsoft Dynamics
partners globally



**3,500 Microsoft
experts globally,**
combined with
industry and
domain expertise

Gen AI opens up opportunity for fundamentally new experiences



Multi-modal/multi-sensory experiences
blending images and voice



Build emotion and empathy into AI
models



Blend deterministic (rule-based) and non-
deterministic outcomes



Humans managing teams of humans
and agents – scale the workforce

Our assets



Approach to drive Gen AI maturity



Proven rapid delivery approach



Art of the possible demos



Approach to benefits measurement

Our partnership

Global Microsoft Partner - 25+ years

Microsoft's technology together with Capgemini's industry expertise has helped thousands of clients.



6 (of 6) solution partner designations



87 unique industrialized solutions
developed on top of Microsoft Cloud



49K+ Microsoft certifications



14 advanced specializations



Ranked one of the top 3 Microsoft partners
globally



Microsoft Cloud CoEs to design and build solutions
tailored to the clients' specific needs

Our offering

Elevate CX with Microsoft Copilot



INSPIRE
Copilot Innovation
Workshop



ASSESS
Value & Competitive
Advantage



ACCELERATE
Copilot Hackathon



EMPOWER
Rapid Value with
Microsoft Copilot

Client success stories

**Eneco eMobility supercharges its
customer care with generative AI**

**Revolutionizing Riverty's CRM
capabilities with Copilot for Sales**



**Potential of
Microsoft AI**

- Improve personalization in marketing, sales and service
- Empower employees to build human connection with customers
- Improve operational efficiencies
- Create new products and services



**Why Microsoft
for Gen AI?**

- Commitment to AI spans more than 10 years
- Powerful partnerships such as NVIDIA and OpenAI
- Building AI stack from the ground up – silicon to software
- Open approach – 1,400 connectors
- Gen AI in the flow of work – weaved through productivity and collaboration tools used by millions of people everyday



**Benefits we
achieved**

- Increased customer satisfaction
- Decreased call center wait times
- Increased seller productivity
- Increased employee satisfaction
- Reduced training time
- Reduced license costs

Contact Us

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Know more about how we've helped our clients transform their **Sales** and **Service** processes using Copilot and how to **Elevate CX with Microsoft Copilot**