

# Capgemini Autonomics

## Platform-As-A-Service for Automating Business Outcomes

APPSPHERE 2015



People matter, results count.

# Agenda

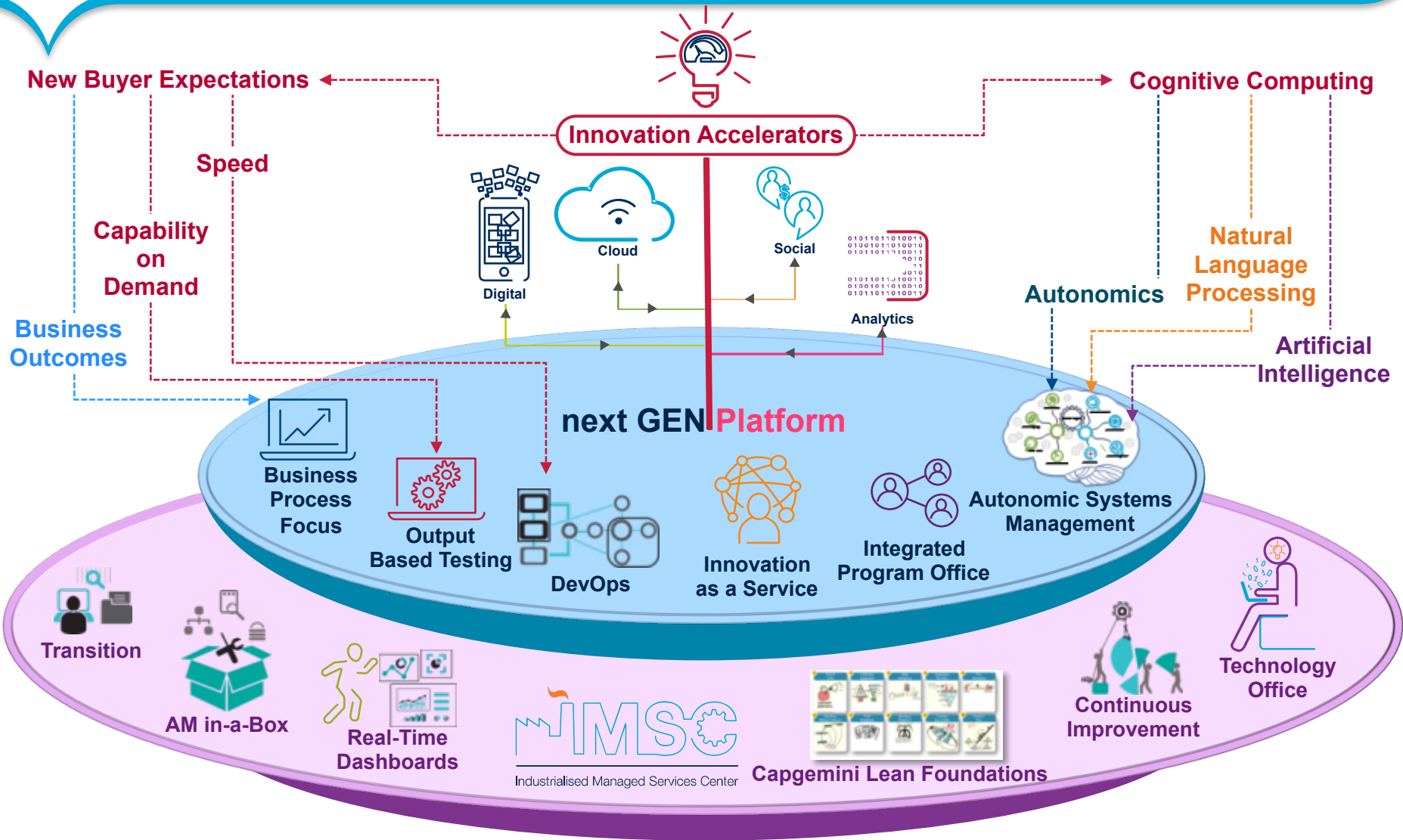
- I. The Evolution from Labor Arbitrage to Digital Service Delivery
- II. Speed & Quality as the New Value Drivers for Growth
- III. Intelligent Automation Builds the Foundation for the Cognitive Enterprise
- IV. The Rise of Digital Labor

**Gerry Leitão**  
**Capgemini, Vice President**  
**Managed Services**  
**Platform Technologies &**  
**Capabilities Leader**



Gerry Leitão is a global technology leader and visionary with over 20 years' experience in delivering impactful business transformation and results to his clients. As the leader of Capgemini's managed service platforms he is focused on disruptive trends such as DevOps, and rapid technology advances in areas like Autonomics, Cognitive Computing and Machine Learning and their impact on service providers and clients. He is continually evaluating, educating and integrating new capabilities into Capgemini's managed service delivery platforms to enable Capgemini and its clients to capitalize on market disruption and new technologies.

# Service Delivery Automation is the New Platform



# Industry Viewpoints on Autonomics



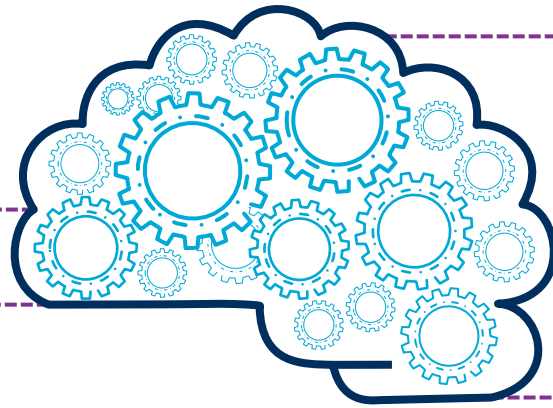
Business management consultant **McKinsey & Company** forecasts that **by 2025**, automation technology innovations will assume control over tasks that are now performed by **250 million** knowledge workers worldwide, freeing the remaining work force to devote their time and energy to more creative pursuits.



- **78%** said delays within IT Support negatively impact productivity
  - **60%** describe their interactions with IT support as time consuming
  - **48%** said these interactions are frustrating
- *CIO Insight Survey, April 2015*



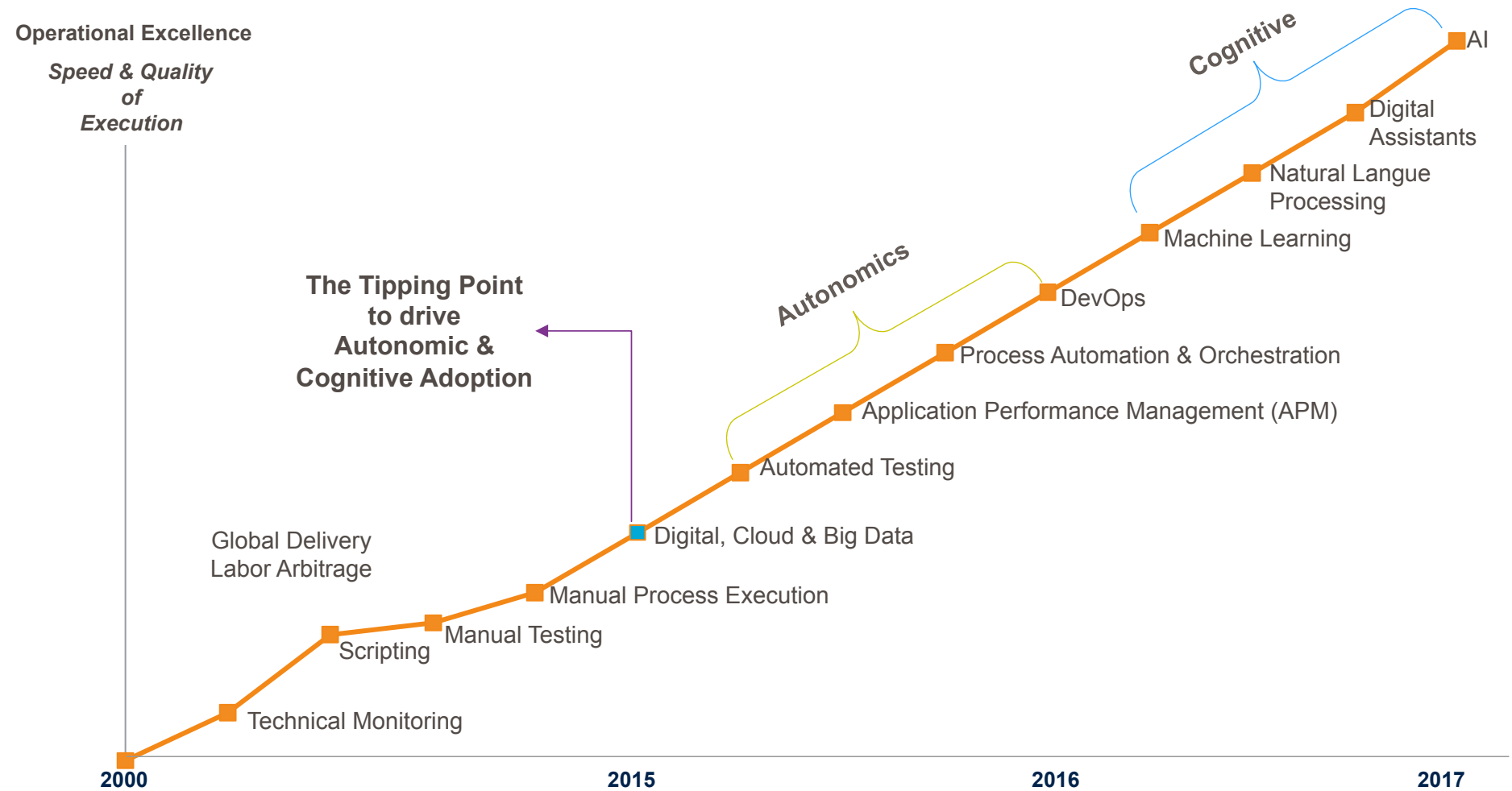
According to **IDC**, by 2018 **half of all consumers** will interact with services based on cognitive computing on a regular basis.



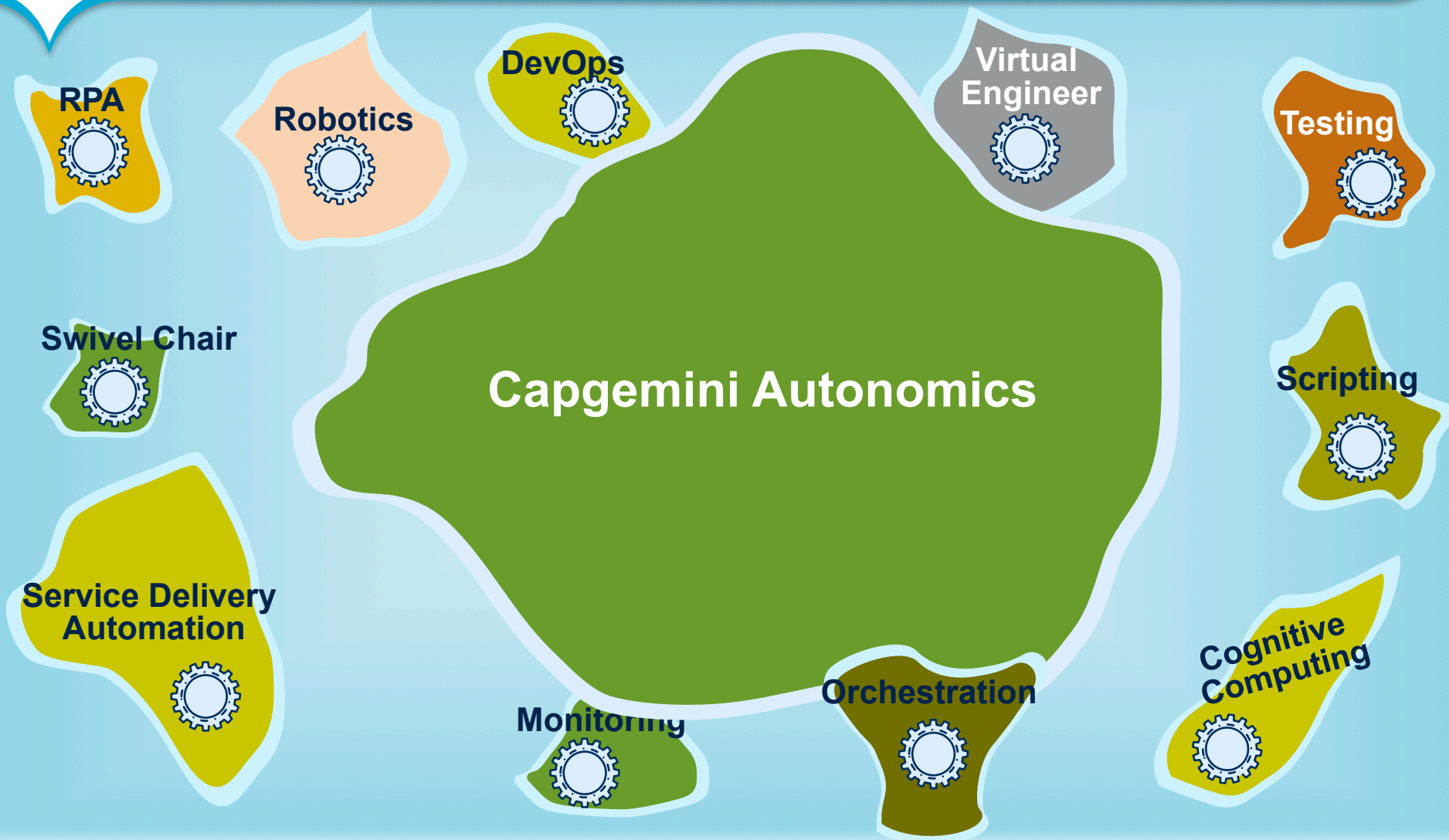
**By 2018, 30%** of our interactions with technology will be through "conversations" with smart machines.

- *Gartner*

# Automation Impact to drive a “Step Change” in the Speed and Quality of Execution

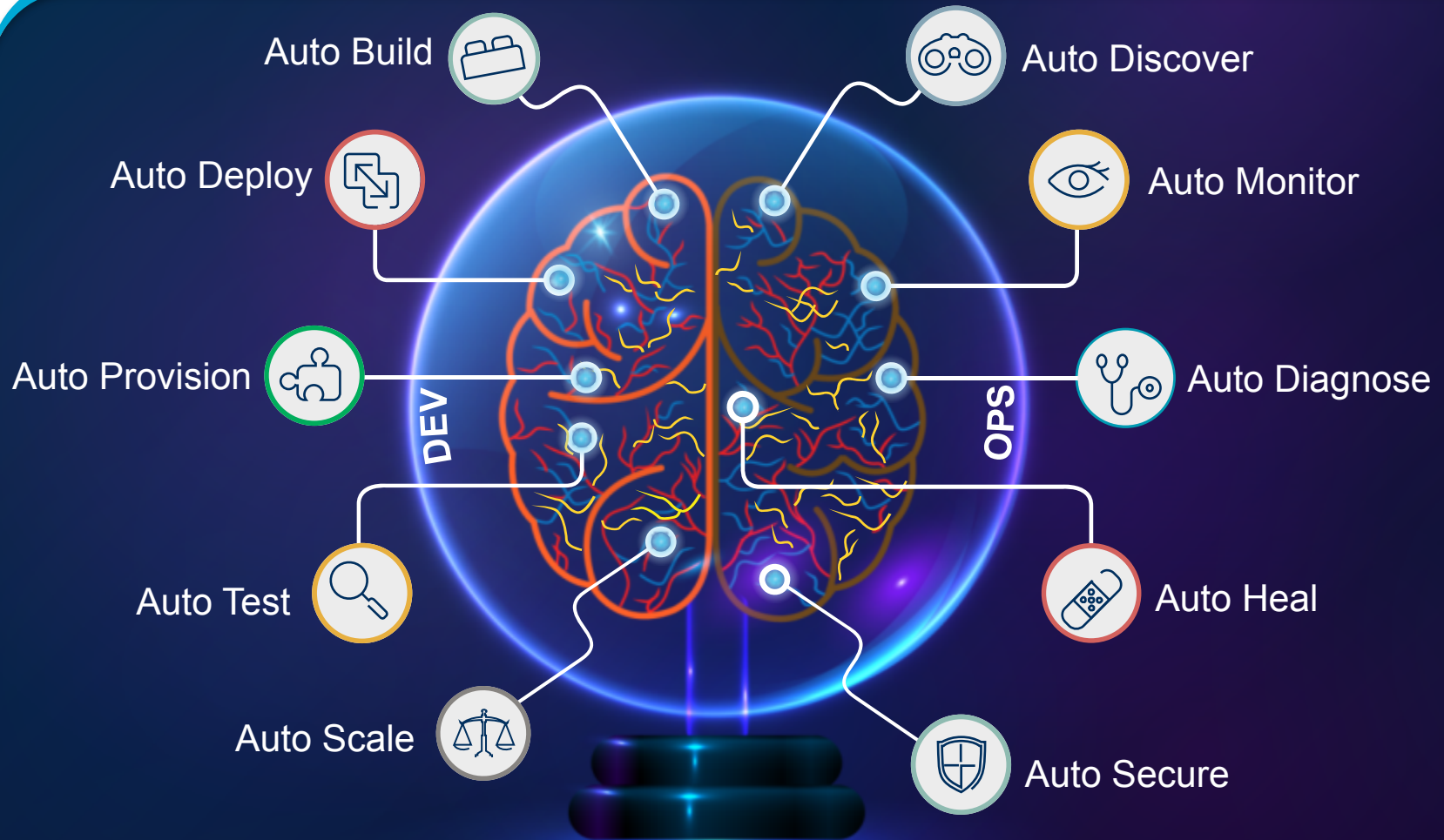


# Islands of Automation





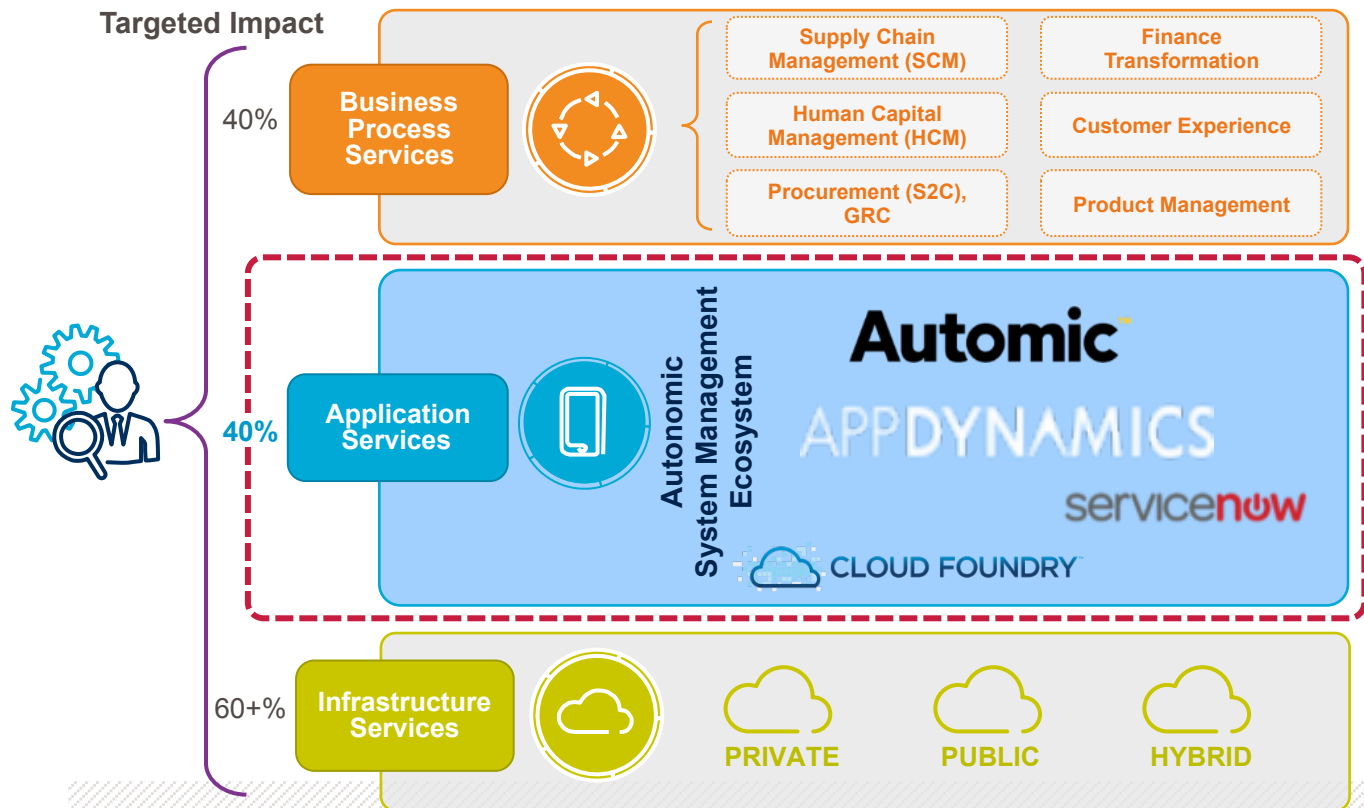
# Intelligent Automation



# Automating across our Managed Services Stack

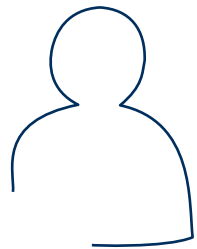
- Smart
- Predictive
- Automated
- Digital
- Ecosystem

**Autonomics** is woven into all three layers of the Capgemini Managed Services Stack: Business Process Services, Application Services and Infrastructure Services



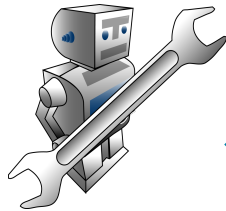


# Building a Digital Engineer



## Foundational Engineer Capabilities

- Sense
- Act
- Communicate, Think, & Learn



Digital Engineer

COMMUNICATE, THINK & LEARN

ACT

SEE & SENSE

## Digital Assistant



next IT



## Auto Heal & Remediate

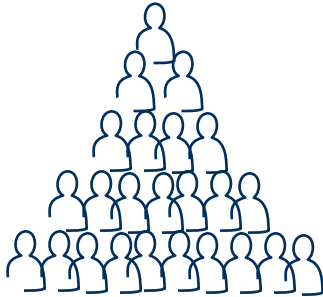
**Automic™**

## Auto Monitor & Diagnose

APPDYNAMICS

# Our future workforce will include Digital Engineers

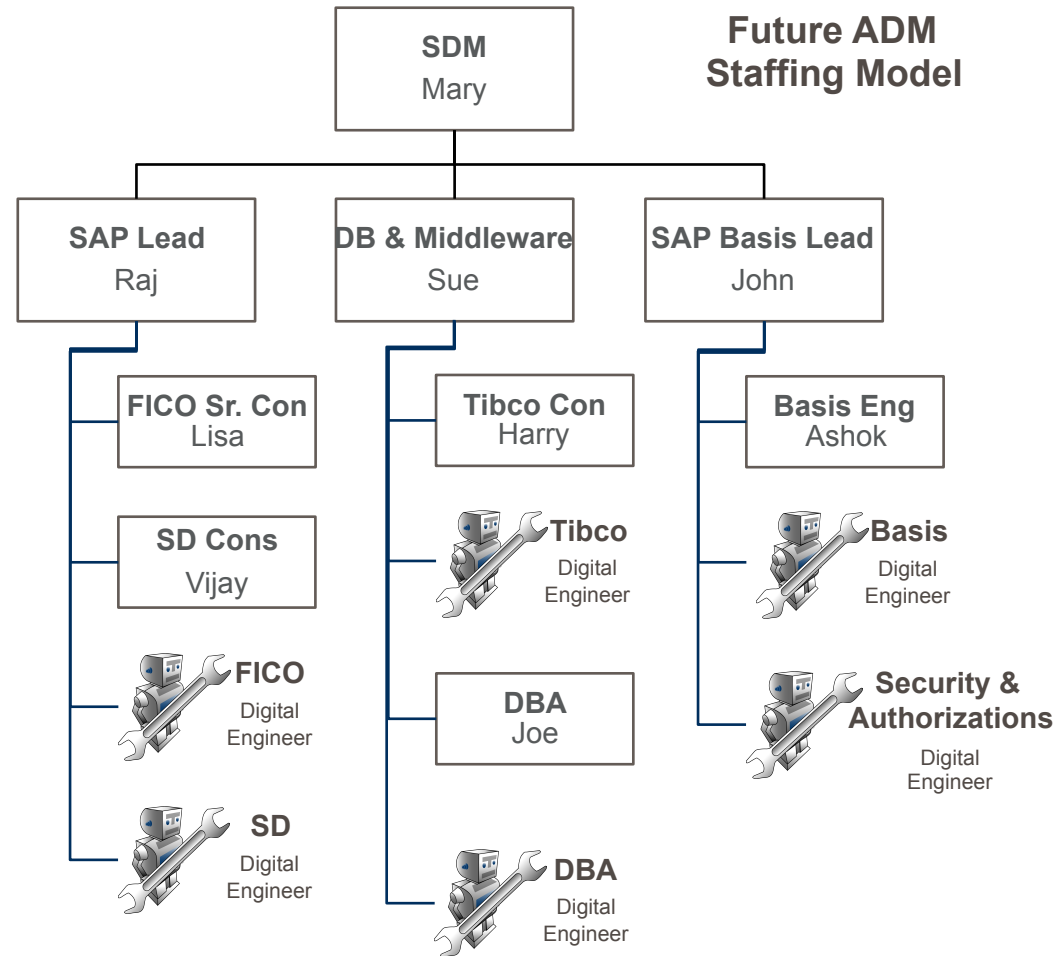
## Labor Based



### Digital Engineer Service Catalog

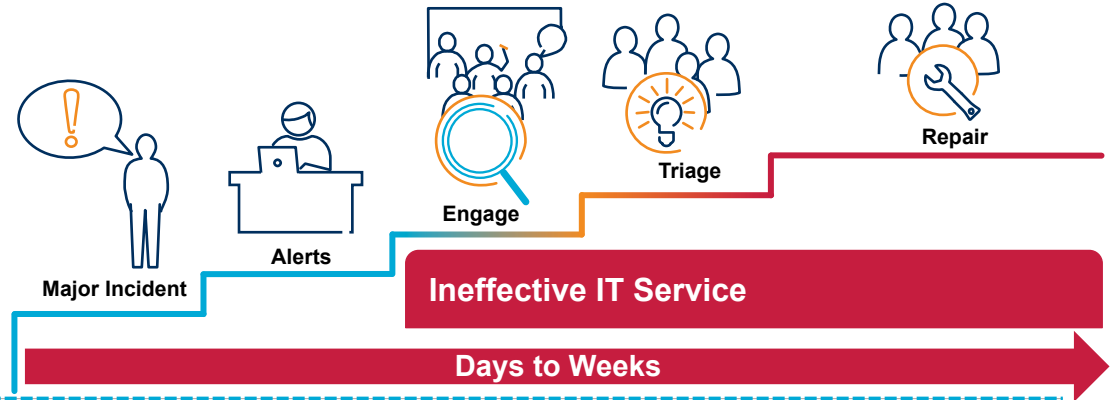
SAP	FICO, MM, SD..., Digital Engineer
Basis	Basis Digital Engineer
Security	Security Digital Engineer
DBA	Oracle, SQL Digital Server
Middleware	Tibco Digital Engineer
...	...
...	...

## Future ADM Staffing Model

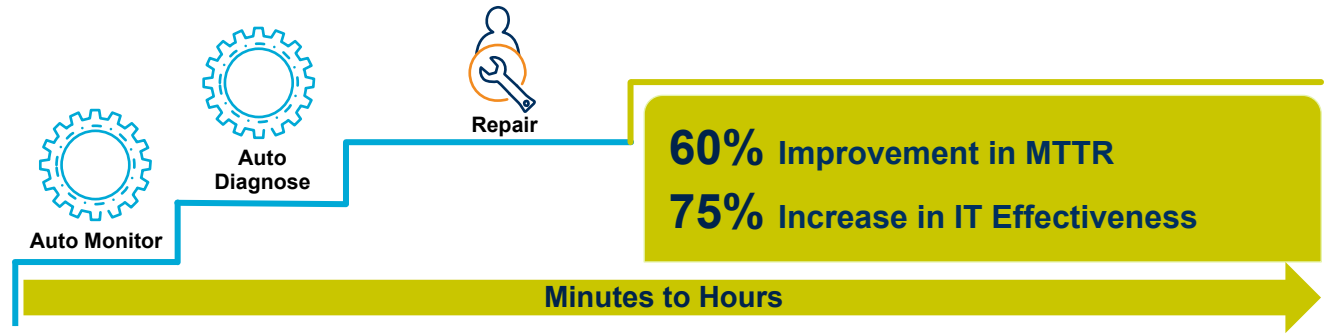


# The Value of Autonomic System Management (ASM)

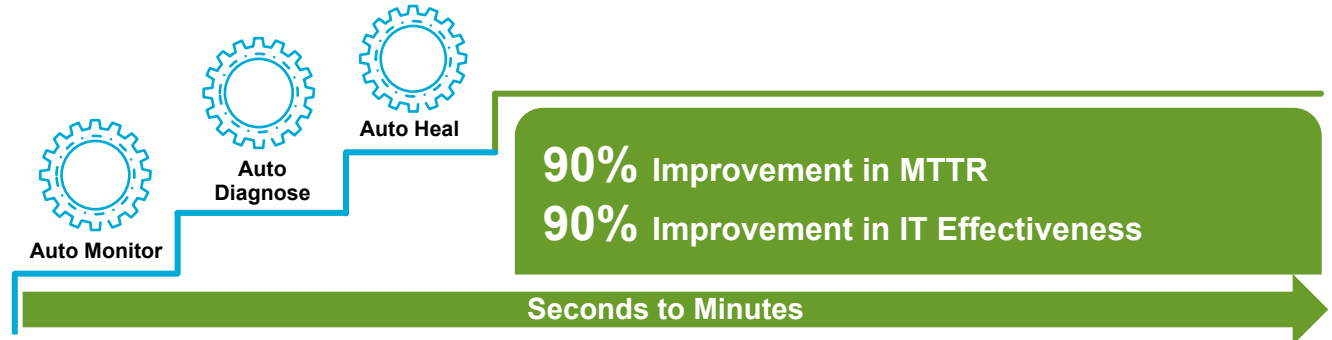
## Current Approach Without Automation



## Deep Monitoring & Diagnostics



## Autonomic Systems Management (ASM)



People matter, results count.



## About Capgemini

With almost 145,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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