



INTELLIGENT PROCESS AUTOMATION

Automate. Scale. Enable.





“Over a third of organizations
do not have digital capabilities required to
support their digital transformation
aspirations.”

Source: Capgemini Research Institute, Digital Master Report (2021)
n=1000 executives from organization with at least \$1 billion in revenue



WE HELP CLIENTS TO ANSWER THE QUESTION:
IS THIS THE BEST WE CAN DO?
Do you want your stakeholders to have this kind of experience?



WHAT YOUR EMPLOYEES MIGHT BE SAYING?

Hard to access the right data

Convoluted access

"I wish it was easier to access the data I need"

Issues with data quality

"I wish I didn't have to check the data and fix it before I can use it"

Issues with formats

"I wish I could consistently access the data I need, irrespective of the source system"

Convoluted processes

Disconnected system

"I wish these systems would talk to each other"

Overhead

"I am sure these steps aren't necessary"

No focus on experience

Unintuitive

"I don't understand how to make this work"

Not streamlined

"I have to click through too many screens and options"

Unsupportive

"It would be nice to be helped or reminded of what to do"

Resulting in

Waste of time

Bad experience

Bad quality

No efficiency

High cost



WHAT IS STOPING THE SCALE AND ADOPTION OF AUTOMATION ?

There are **six major barriers** for automation programs to reach scale and ambition of business



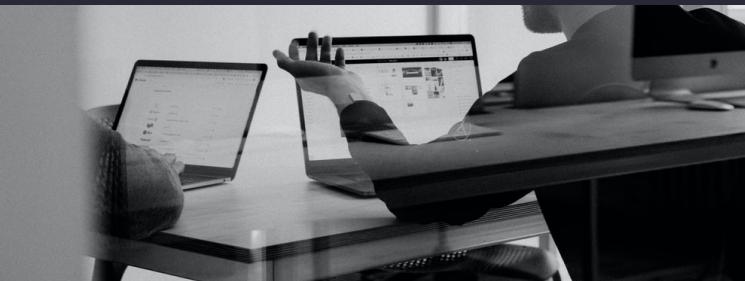
Siloed approach for transformation programs



Difficulty in finding right automation opportunities



Matching automation toolkit with real business needs



Misalignment of Operations, Automation and IT teams



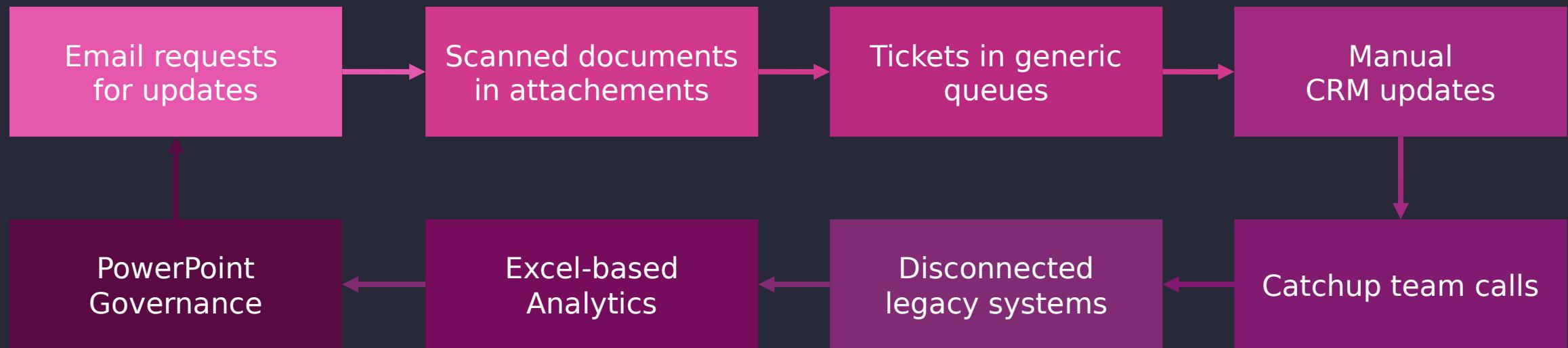
Talent sourcing challenges for wide skillset



New technologies rising complexity of automations



DIGITAL DOES NOT MEAN INTELLIGENT



BECOMING INTELLIGENT REQUIRES ENABLEMENT AT SCALE



INTRODUCING, INTELLIGENT PROCESS AUTOMATION

ENTERPRISE PLATFORMS

PROCESS
ENABLEMENT

PROCESS
AUTOMATION

PROCESS **ANALYTICS**

APPLIED **AI**

ENTERPRISE DATA

True purpose of IPA is to connect People with the Data.

Integrated operating model supporting rise and adoption of Data, AI and No-Code - governed by strong Operating Model

Increase your automation potential with open-source alternatives, technical advancements and AI for Automation capabilities

Personalized insight enabling right business decisions with predictions and recommendations

AI capabilities digitally augmenting your operations with document understanding, manual effort reduction and predictions



INTELLIGENT PROCESS AUTOMATION & BENEFITS ARE LINKED TO AN ORGANIZATION'S AUTOMATION MATURITY

Long tail

Mature Benefit Realization

'Pure' **Robotic Process Automation**

- Simple Scripting
- Email and excel Macros
- Screen scraping
- Auto eMailer
- Micro Apps
- Attended Automation

Simple Transactional Data

Extended Process Automation

- RPA capabilities extended with 3rd party tools
- (Hybrid) Attended Automation e.g. Picture in Picture
- Low code applications for User Interface
- E.g.: Document Understanding integration with an RPA platform to automate processes driven by unstructured data

Structured Data/ Simple Rules

Intelligent Process Automation

- Processes driven by artificial intelligence – comprehend, decide and remember
- Natural Language Processing enables human-software interactions
- Industrialized Process Analytics software (Task & Process Mining) enabling data-driven opportunity discovery
- Community-driven business adoption and citizen developers
- New advancements in self-service delivery models

Unstructured Data/ Complex Rules

RPA meets AI & Analytics



THE EVOLUTION OF PROCESS AUTOMATION IS INTELLIGENCE DRIVING INCREASED ADOPTION AND BUSINESS BENEFITS

3.5x

More automation opportunities identified

56

Average automation project employs more than two technologies

30%

Faster automation program cycles

30%

**WORK
AVOIDED**

OF MANUAL

CAN BE DIGITALLY

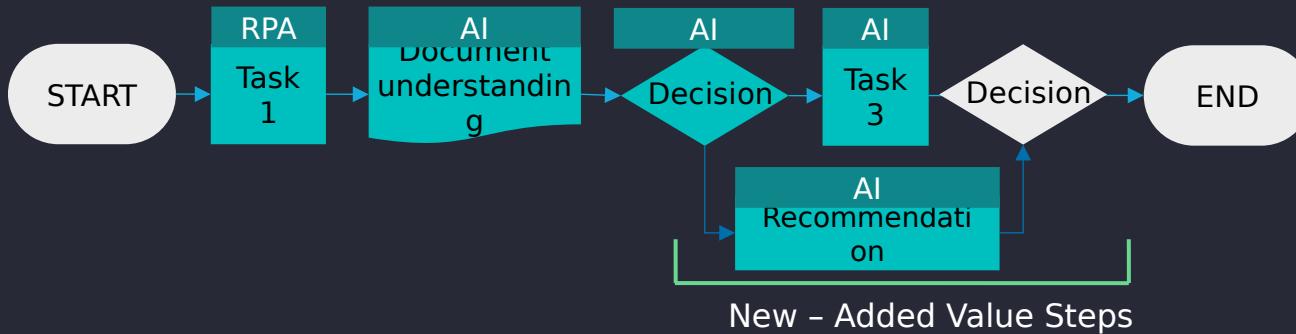


COMBINING HUMAN, AUTOMATION, ANALYTICS AND ARTIFICIAL INTELLIGENCE
TO ENABLE REAL TRANSFORMATION POTENTIAL OF BUSINESS OPERATIONS

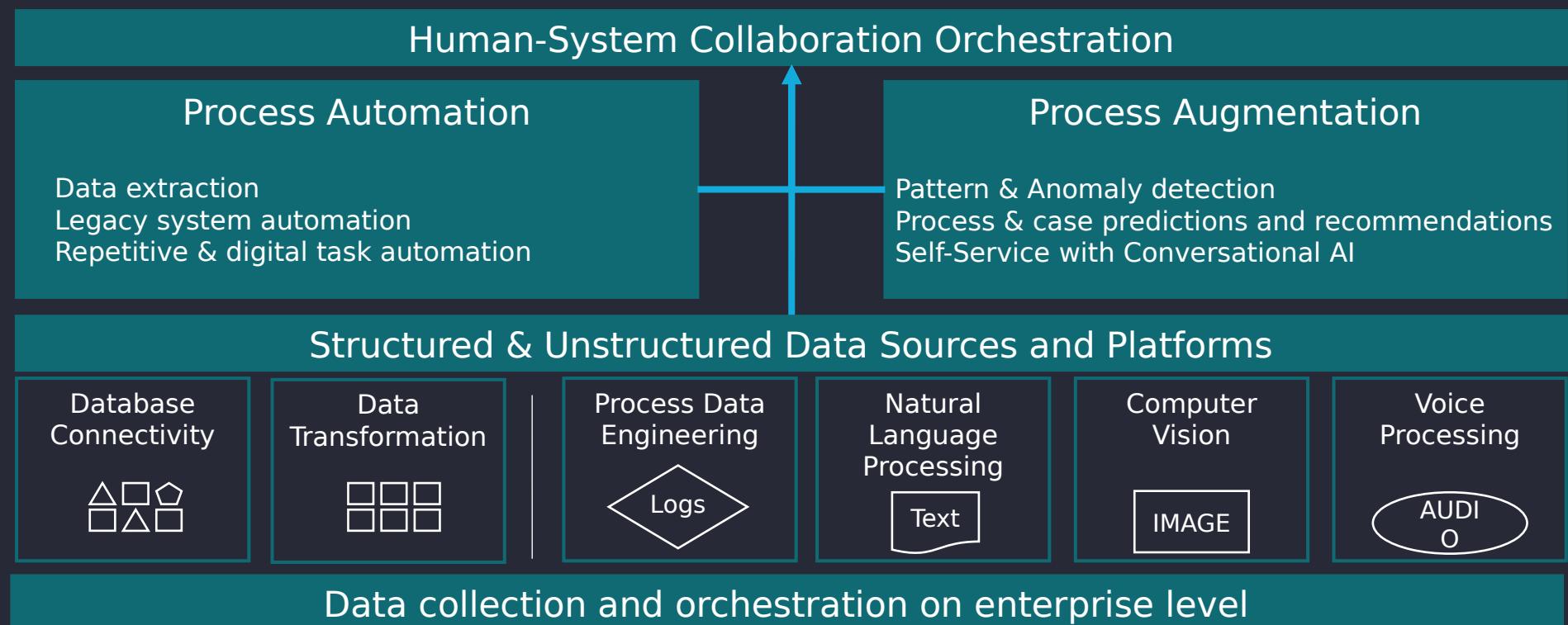


INTELLIGENT PROCESS AUTOMATION COMBINING DATA AND AUTOMATION IN AUGMENTED PROCESS

Process Layer of transformation

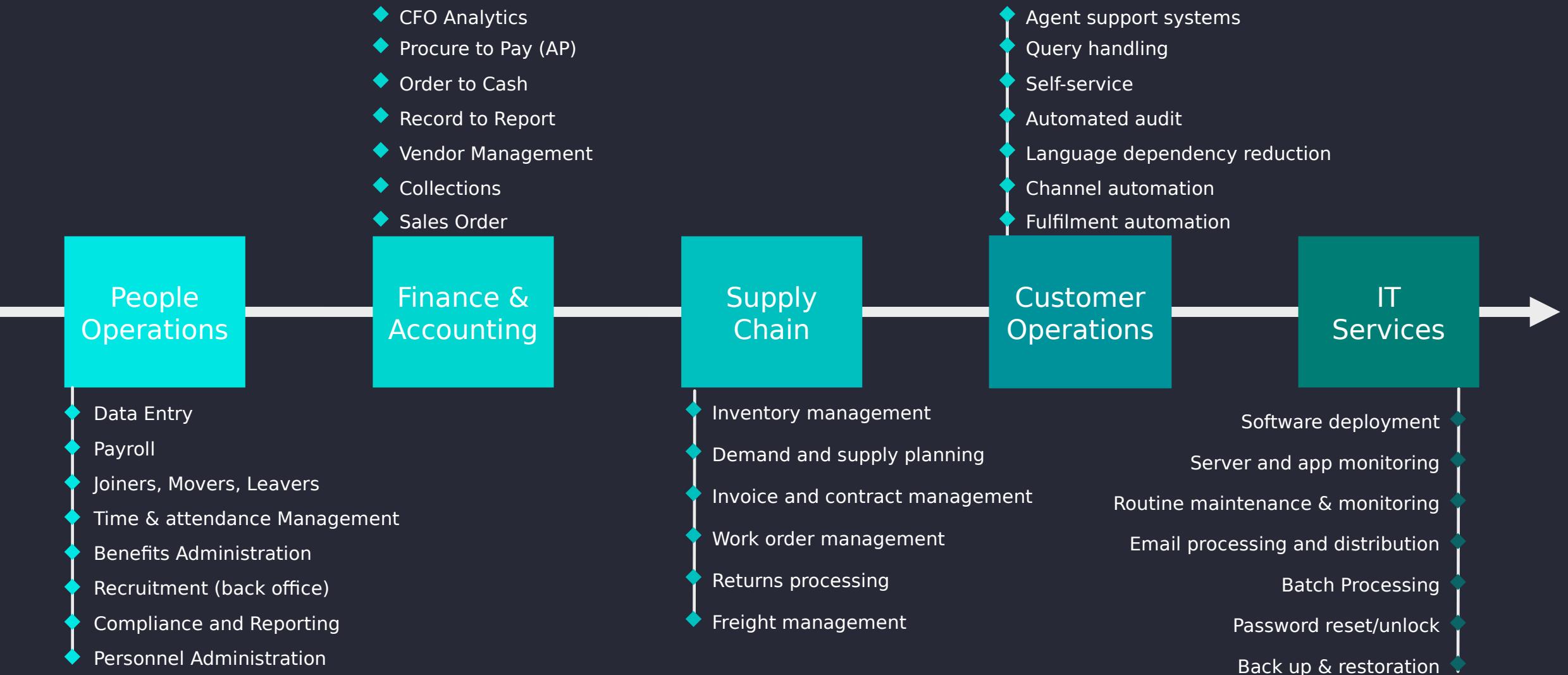


Data Layer of transformation



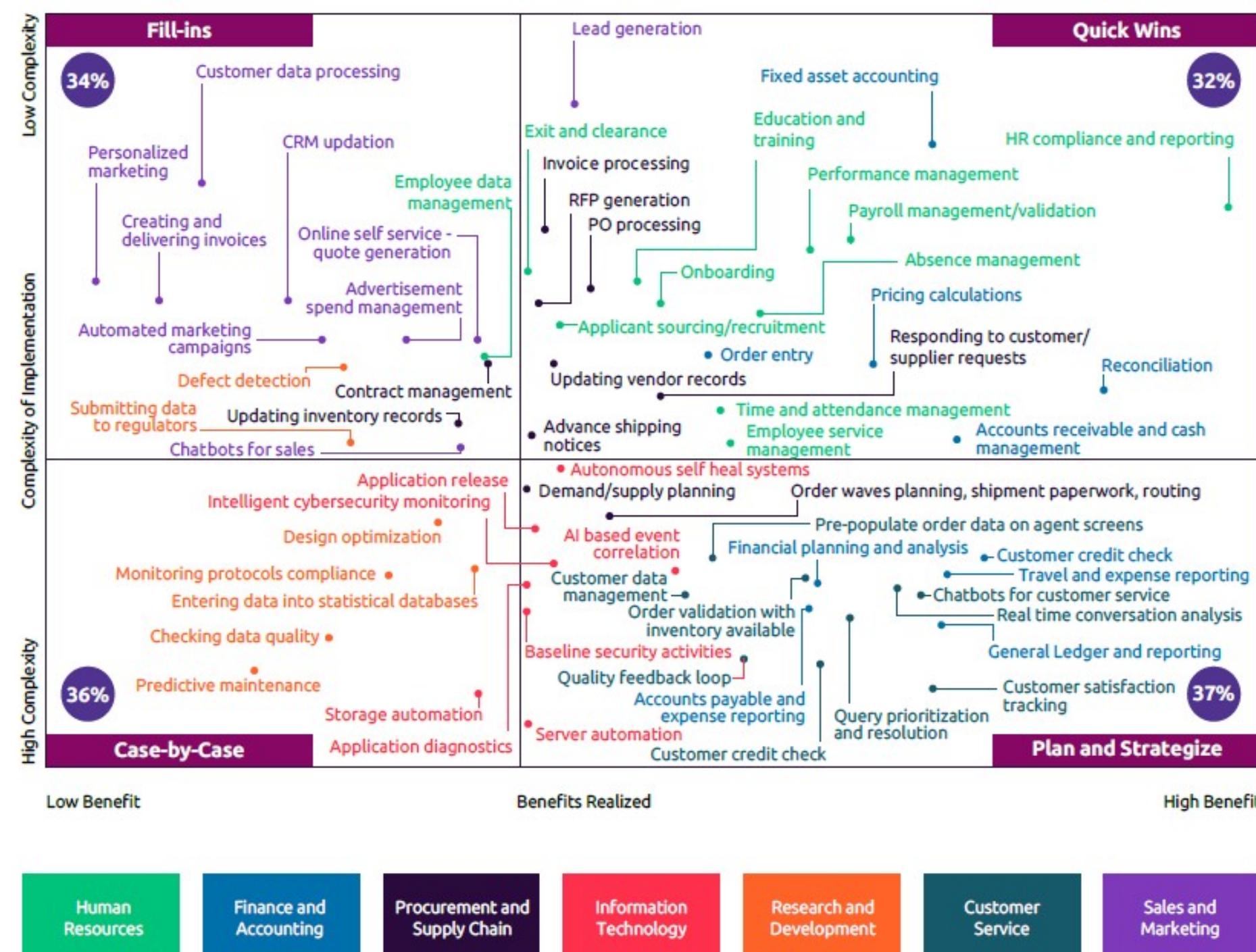


WHERE IPA GENERATES THE MOST GAINS?



INFUSE YOUR AUTOMATION JOURNEY

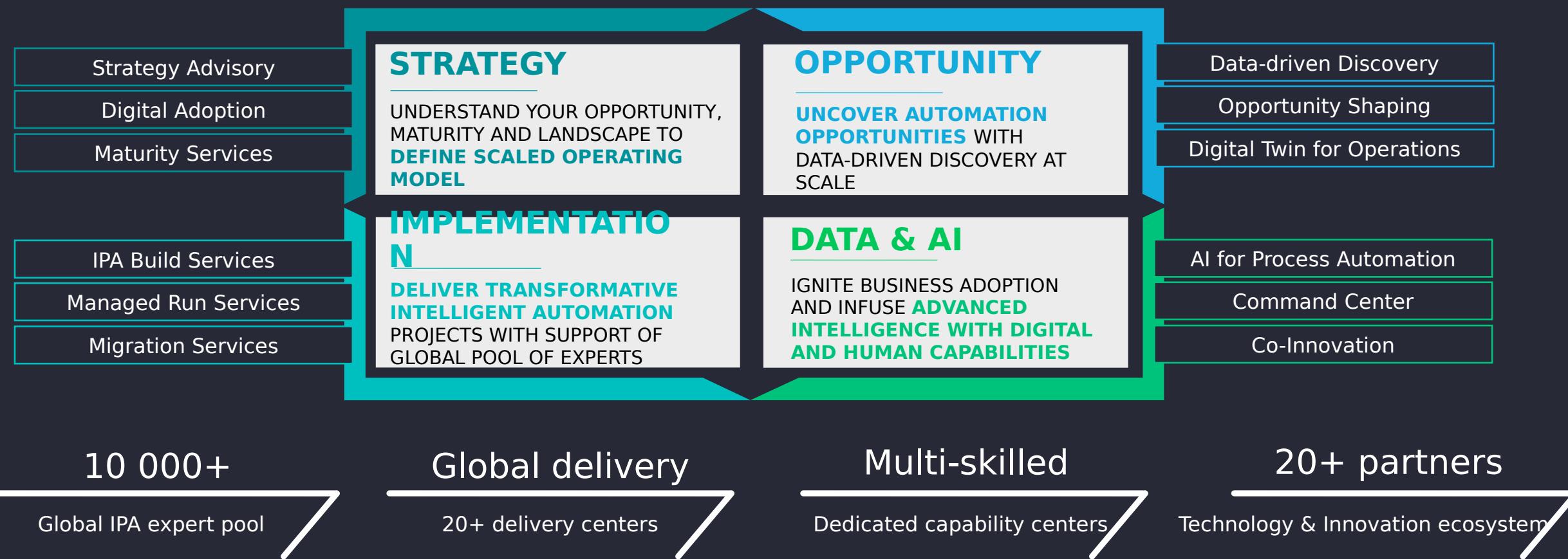
DATA & AI AT SCALE





CORE PILLARS OF OUR VALUE PROPOSITION

WE HELP YOU TO DEVELOP AND DELIVER
A SCALABLE **INTELLIGENT PROCESS AUTOMATION** TRANSFORMATION
STRATEGY COUPLED WITH CUTTING-EDGE CAPABILITIES POWERED BY DATA & AI





TRANSFORMATION DOES NOT START WITH AUTOMATION YOUR JOURNEY BEGINS WITH ESOAR AND D-GEM

ELIMINATE

Eliminate wasteful activities impacting time, cost and effort

STANDARDIZE

Standardize the basics to limit customization

OPTIMIZE

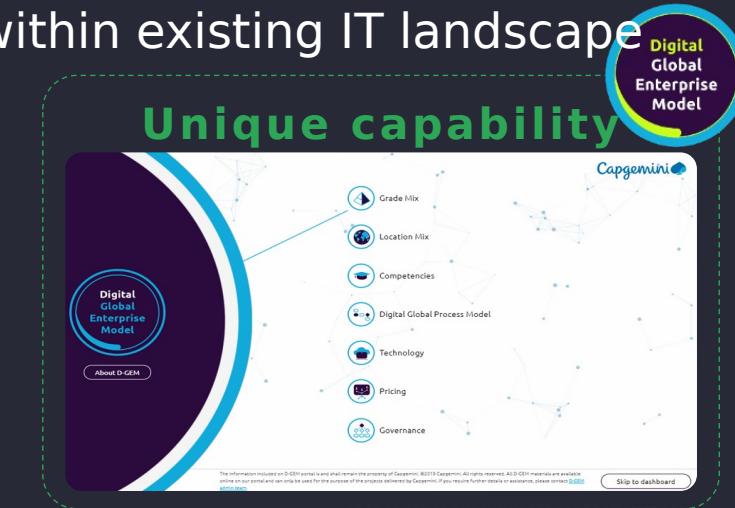
Optimize ERPs & workflows within existing IT landscape

AUTOMATE

Automate standardized process using best-in-class tools fit for purpose

ROBOTIZE

Robotize repetitive tasks enabled by Data & AI

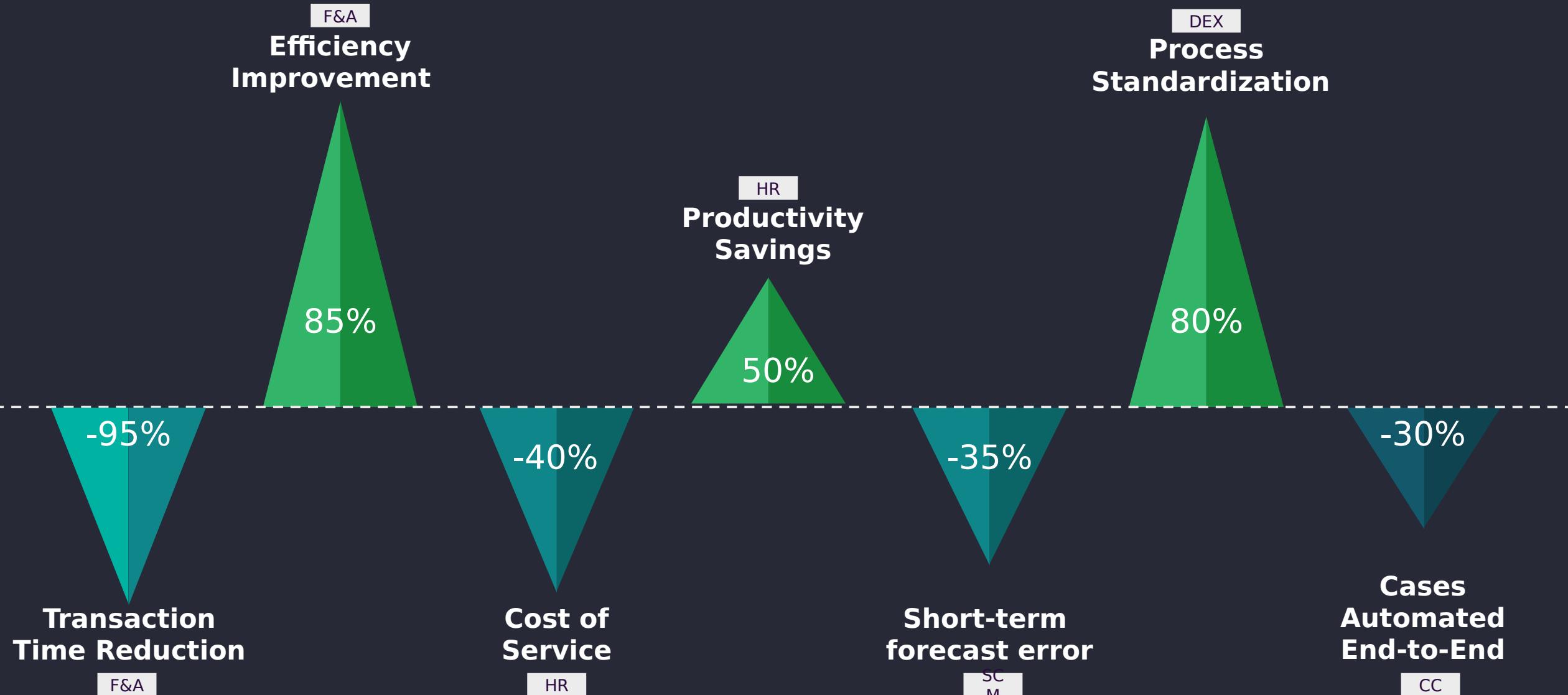




DATA-DRIVEN COMPLIANCE FOR KYC POWERED BY PROCESS LEVEL ANALYTICS



WHEN PROCESS EXCELLENCE MEETS INTELLIGENT PROCESS AUTOMATION

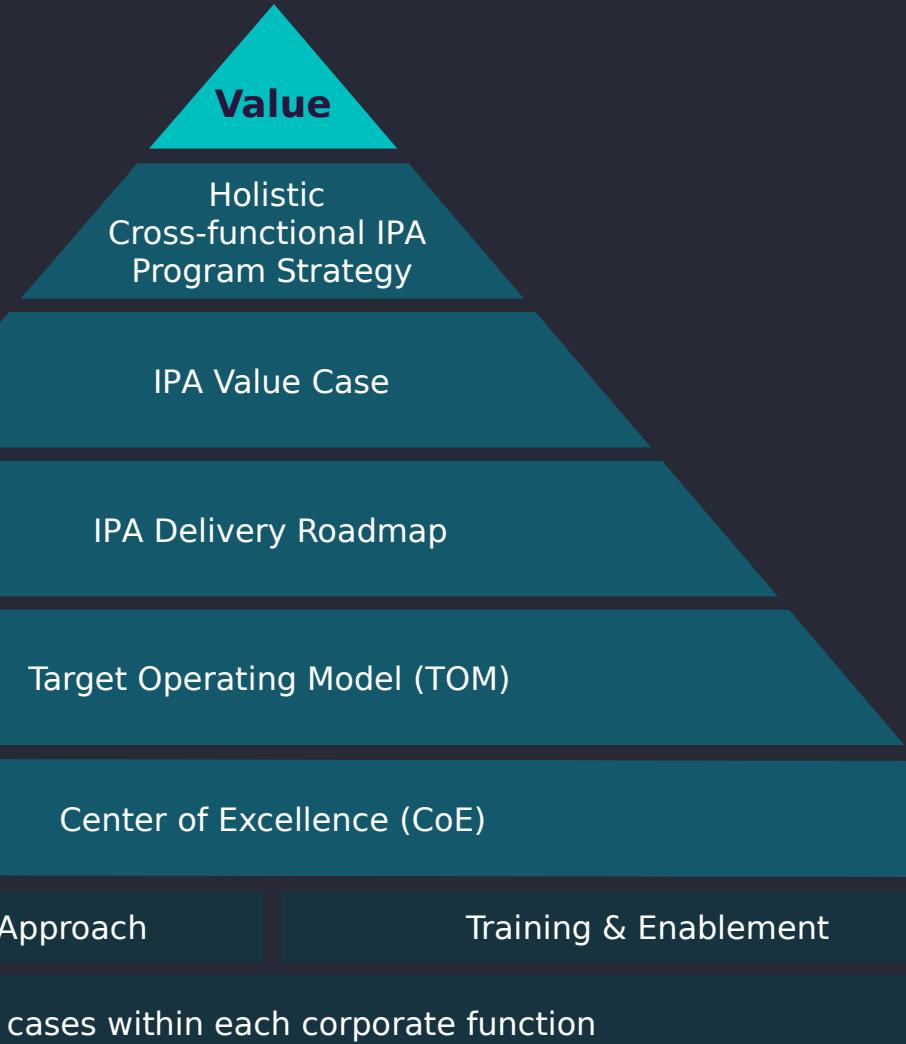




CAPGEMINI PROVIDES END-TO-END ADVISORY SERVICES FOR IPA

Top-down approach

- Redefine each corporate function for the future through the lens of automation and AI capabilities
- Funding and sponsorship of the overall IA program based on strong value case
- Building a long-term IA roadmap and establishing organization-wide program governance to create alignment across all business areas and execute E2E



Bottom-up approach

- Knowledge of specific use cases to drive ideation of IA initiatives and ability to scale the program
- Involvement in day-to-day activities as business SMEs
- Driving organizational buy-in from daily users of IA tools through change management initiatives

Stakeholder awareness & buy-in

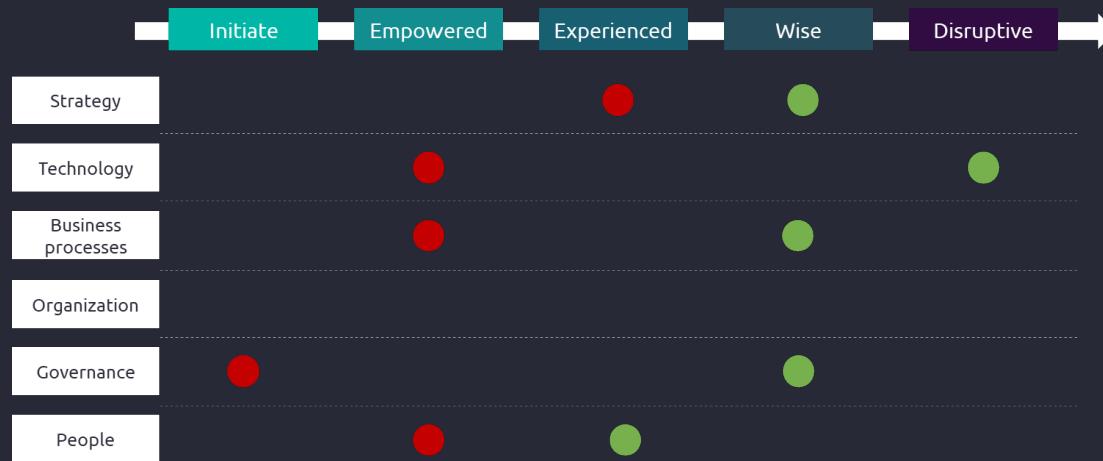
Stakeholder awareness & buy-in



EACH IPA MATURITY JOURNEY IS DIFFERENT

High level maturity assessment

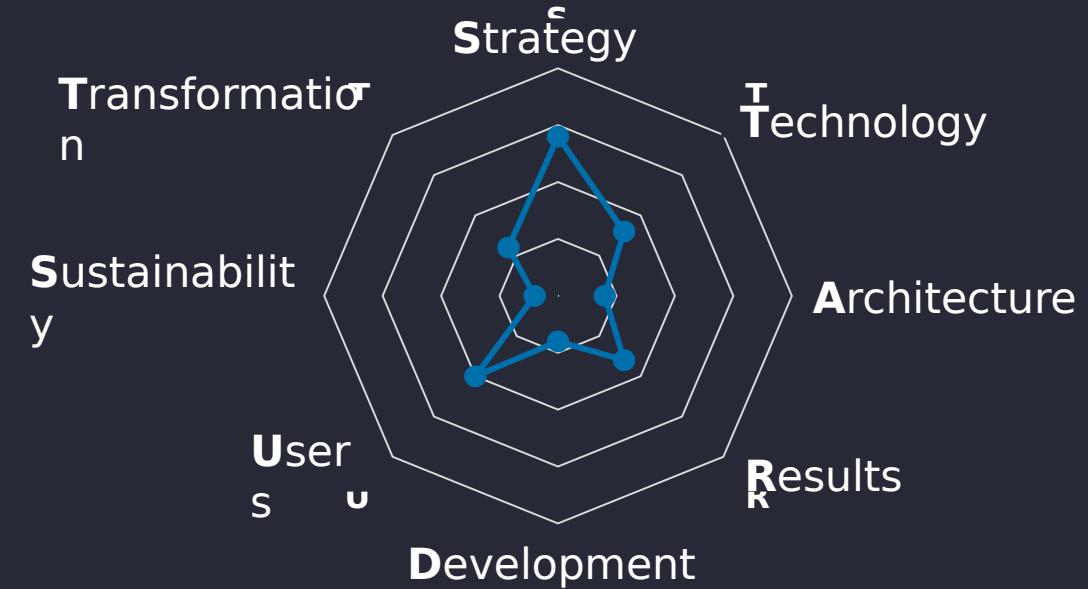
Short automation maturity assessment based on six automation pillars:



- Helicopter view of your automation organization
- Understand which pillars you need to focus on
- Get the next step to go forward

Detailed maturity assessment

Full automation maturity assessment based on eight pillars:



- Detailed view of your automation organization
- Identify in depth the pain points
- Get concrete recommendations

200 questions

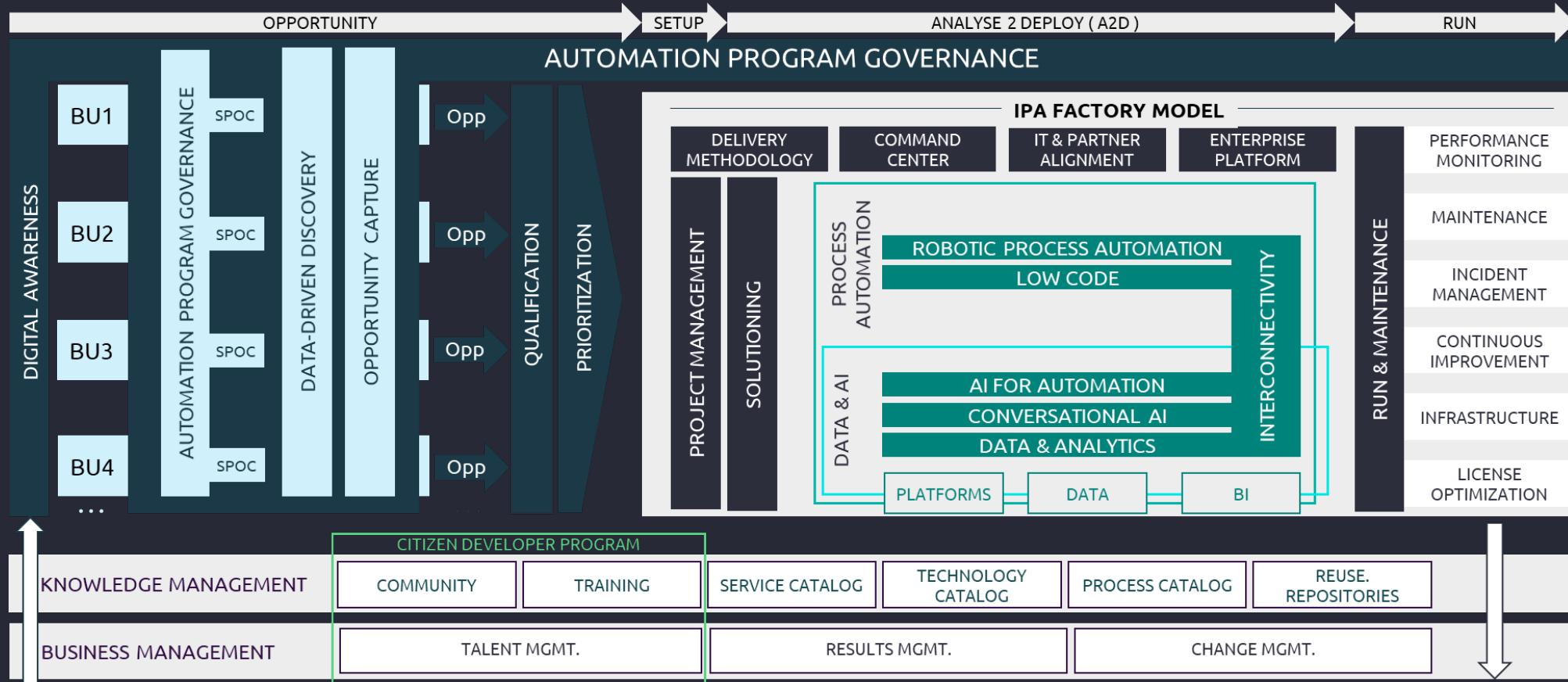


WE HELP CLIENTS TO BUILD ORGANIZATIONAL FOUNDATION FOR IPA AT SCALE WITH DEDICATED OPERATING MODEL

Effective digital enablement and opportunity shaping mechanisms increase number of bigger savings opportunities even by up to 3.5x

Consistent solutioning and development practices built on industry gold standards focused on re-usability and interconnectivity between automation components increase number of opportunities moved to production.

Strong run service support ensures long terms benefits and lower automation operations cost at a scale.



Carefully designed curation of knowledge, toolkit and community leads to increased penetration of automation potential across the business.

Results orientated organizations include organizational change management to ensure long terms returns from their digital investments.



ADDRESSING OPPORTUNITIES FOR SCALE KEY CONSIDERATIONS

Industrialized Opportunity Management

IPA-focused Operating Model & Reusability Enablement

Wide Automation Toolkit selected based on maturity

Operational Innovation with Business Operations

Integrated Transformation and Innovation Governance

Citizen Developer Enablement

Design & Reusability

- Design authority
- Knowledge Management
- Reusable components library
- Control over unwanted modifications
- RPA & Middleware integration

Sustainability

- Automated Version Control
- Scalability and Infrastructure Performance
- Adherence to reporting requirements
- Infrastructure & Database management

Cost & Benefit

- Licensing cost control
- Business case management
- Cost of development & support
- Benefit realization management

Risk, Security & Compliance

- Middleware integration
- Data, IT & Privacy compliance enforcement
- IT Security acceptance
- Procurement and cost recharge
- Auto Login and asset security
- Password & Access Management



ENABLING YOU JOINTLY WITH STRONG PARTNER ECOSYSTEM

ABBYY®

appian



aws

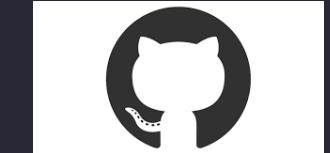
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Re:infer

salesforce

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servicenow

UiPath™

workday®

WorkFusion

zendesk

INTELLIGENT PROCESS AUTOMATION AND SUSTAINABILITY



PA for
Sustainability

Sustainable
IPA

How can IPA serve Sustainability agenda?

- Process optimization with ESOAR sustainable dimension
Green processes
 - Intelligent supply chain
 - Augmented finance
 - Paperless transactions
 - Proactive employee and customer contacts
- Data aggregation and transformation
 - Legacy system automation
 - Data labeling services

How to automate in an eco-efficient way?

- Green certified developers & Green infrastructure
- Optimal development practices
- Carbon & Energy measurement of automated processes
- Power optimal eco design of automation artefacts
- Reusability of components & infrastructure
- Process controls for Sustainability Agenda

EARLY ADOPTER START IN Q2

Capgemini developing industry's dedicated
IPA Green Development Training & Certification.

INTELLIGENT PROCESS AUTOMATION IS FUNDAMENTAL TO FRICTIONLESS BUSINESS OPERATIONS AND CUSTOMER EXPERIENCE



Set your organization **strategy** for success, Identify automation **opportunities**,
Build for scale and sustainable business **results** and **Innovate** business processes across back-, middle-,
and front office



ADVISORY SERVICES

OPPORTUNITY

Use your data to uncover automation potential with Data-Driven Discovery

INTELLIGENT PROCESS AUTOMATION

IMPLEMENTATION

10,000+ IPA Experts available globally to execute business potential

RUN

Increase your agility with managed services for run and migration needs

ADOPTION

Drive automation awareness and develop IPA & AI-ready talent

STRATEGY & OPERATING MODEL

TOM Setup
Toolkit selection
Maturity Services

Process Enablement – Digital Adoption, IPA Academy, Maturity & Opportunity Assessment

Process Analytics – Intelligent Command Center, Data-Driven Discovery, Digital Twin for Operations

Process Automation – Robotic Process Automation, Low Code Applications, Platforms

Applied AI – Data Labeling Services, AI for Ops, Conversational AI, Co-Innovation

SPECIALIZED OFFERS

AI for Automation
Green IPA
Toolkit Migration

2021 Leader of IPA Industry by Everest

Multi-Awarded for AI Breakthroughs For Operations

Accelerated opportunity shaping with data

Dedicated Global Capability Clusters

Rich technology ecosystem

Unique advisory services for sustainability

Process Expertise powered by D-GEM

Digital Global Enterprise Model





RPA AND MACHINE LEARNING EXTRACTION OF FINANCIAL TERM DATA FOR WEALTH MANAGEMENT LEADER



A multinational investment bank and financial services company together with Capgemini developed **Robotic Process Automation** and **Machine Learning** solution that reduced the manual processing of these complex documents by more than 40%.

To already existing, unique intelligent automation landscape of our client, there were added two platforms: **Robotic Process Automation** and **Machine Learning** in order to create end-to-end term sheet document processing.

A term sheet is a bullet-point document outlining the material terms and conditions of a business agreement or financial investment.

They typically have over 30+ relevant fields that must be manually extracted and entered into a target system by an analyst. In order to resolve this issue:

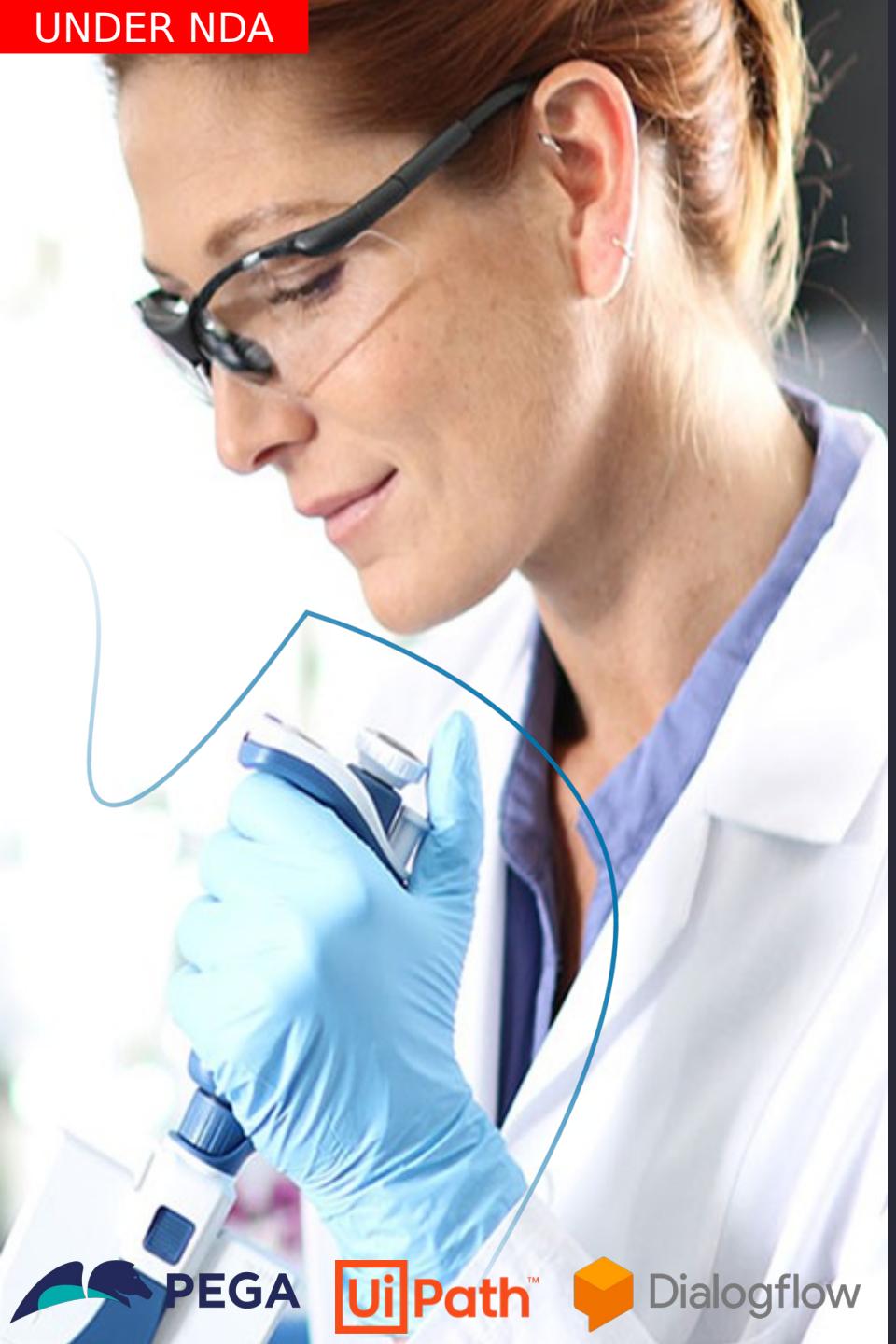
- Our engineers developed **automation bots** supported by **three custom machine learning models** to handle seven different variations of the term sheet document.
- >1000 term sheets were used in the training of the models.
- > 80 different test cases were executed in User Acceptance Testing.

BENEFITS DELIVERED

50%
FTE productivity through IA

40%
reduction of complex documents manual processing

16 weeks
from concept to production



RIGHT MESSAGE, AT THE RIGHT TIME WITH CONVERSATIONAL AI AND AUTOMATION FOR PHARMACEUTICAL LEADER

As a part of end-to-end automation service for a Swiss multinational healthcare company, Capgemini's delivery team equipped medical teams and its patients with **AI-powered virtual assistants** that help worldwide round the clock.

Like a nurse, the digital human communicates all day, every day, starting conversations, asking questions, and delivering meaningful interactions with patience resulted with:

- Reducing their pre-and post surgery burden,
- Providing treatment guidance in discrete and interactive conversational format,
- Answering pre-defined scientific and fact-based FAQ's
- Registering and organizing complaints in a standardized manner which builds on human-to-human interaction.

Additionally, several effortless bot solutions has been implemented for healthcare professionals resolving everyday problems:

- **Multilingual** support for reporting of broken bikes on the campus,
- AI-enabled conversational interface for employees to provide **support for procurement queries**,
- Virtual agent handles high-volume of **CRM related queries**.

Want to know more? Please contact: Wojciech Mróz

BENEFITS DELIVERED

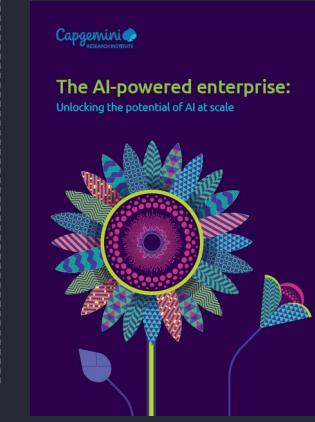
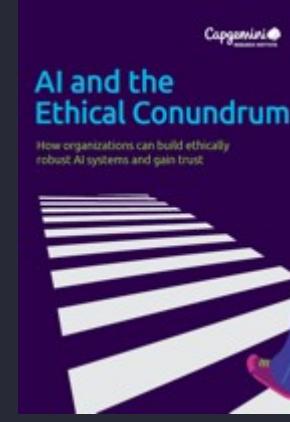
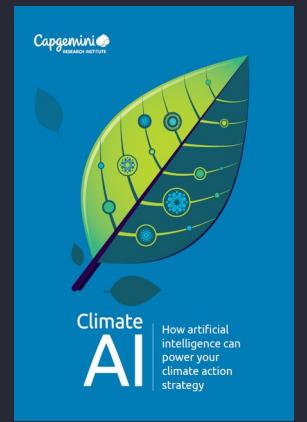
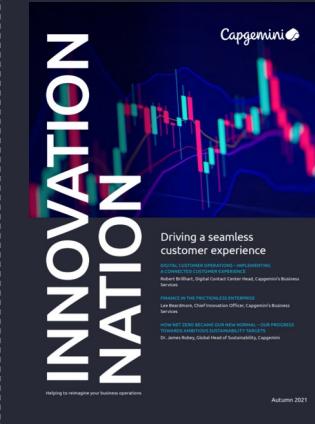
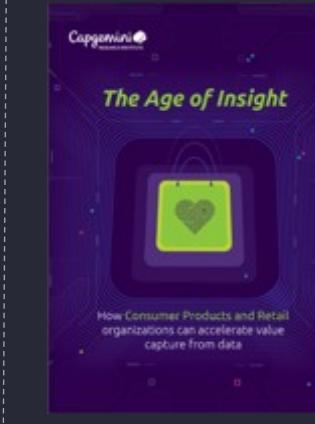
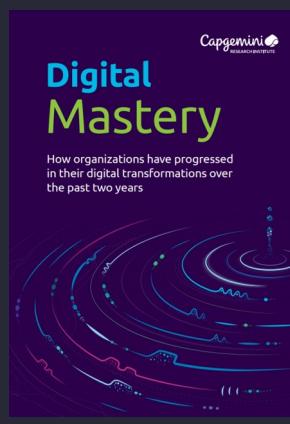
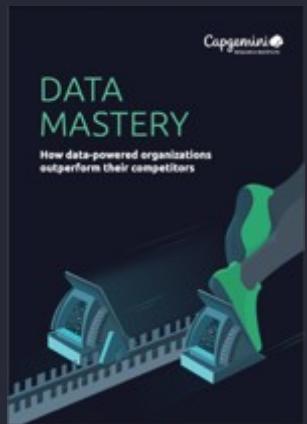




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**CAPGEMINI
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Q&A

