



Customer Care HUB

Feb 2019



We are a multicultural people company

200,000
people worldwide
working **together**
as **one team**



+120
nationalities

+40
countries

Our seven founding values



Our Values

guide our business decisions and shape our culture



Honesty



Boldness



Trust



Freedom



Fun



Modesty



Team spirit



**At the heart
of everything we do**

A complete range of businesses



We are 200 000 people passionate about helping our clients solve their most complex business and technology challenges, and we deliver transformational outcomes, at scale.
We are driven by the conviction that the business value of technology comes from and through people



Capgemini Invent is the Group's digital innovation, consulting and transformation brand.
They bring to life what's next for their clients by combining strategy, technology, data science and creative design.



Sogeti is the Group's proximity technology brand.
They know how to make value from technology and work closely, at a local level, with their clients to deliver technology services for infrastructure, applications, engineering, testing and operations.

Capgemini in Romania



Key facts about Capgemini Romania

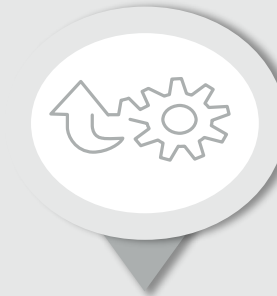
- Local office in Bucharest established in 2005
- 730 + ITO & AM Centers in Iasi and Suceava provides services to clients worldwide
- 200 + business & technology consultants and developers (Java, Open Source, .NET, C++, Testing, Agile) with experience in large local & international projects.
- Local expertise with High seniority level : >40% of the consultants (Business and Technology consulting, ADM, RPA, Testing, Project Management, etc.) with more than 6 years work experience (Senior & Managing Consultants)
- Certified professionals in applications (PMI/Prince2/EM, ITIL, ERP, TOGAF 9, Agile, DevOps, EM, ACCA, BPM)
- ISO 9001/ 2008 and 27001/2005 certifications
- Sectors focus on local market and services portfolio in accordance with market needs: Financial Services, Telecom, Oil & Gas, Utilities, Aerospace, Agri-Business, Manufacturing, Automotive, etc.
- Primary language skills: English, French, Italian, German, Spanish, Russian, Portuguese, Polish, Bulgarian, Croatian, Hungarian, Ukrainian, Romanian



Capgemini in Romania offers integrated services



Consulting Services



Application Services



Cloud Infrastructure Services

By combining its skills Capgemini offers integrated transformation services

across 7 sectors by combining our areas of expertise

Telecom,
Media &
Entertainment



Manufacturing



Consumer
Products and
Retail



Financial
Services



Public Sector



Energy,
Utilities &
Chemicals



Distribution and
Transport





L&D 2019

Key focus points

- Cloud Mobilisation
- Cyber Security Mobilisation
- EM Community Mobilisation
- Architects Community Mobilisation
- Sales Community Mobilisation
- Talent and Leadership Development Programs
- LEAD
- ONE
- DevOps Master Class
- Whole Mind Leadership with CTI
- OWL
- Infrastructure Academy



Attrition mitigation



Challenge for 2019

Attrition is the
main problem
in my
organization

8.5_{/10}





First step: understanding



Understanding the people

- Stay Interviews
- Exit Interviews
- Internal forums with all layers:
 - Senior management
 - Management
 - Seniors
 - New Joiners
- Random 1on1
- Employee Survey / Pulse



Understanding the organization

- Global best practices
- Culture analysis or “how do we get from A to B”
- Company values vs. personal values



Understanding the data

- Salary study mapping (representative for industry/location)
- Internal mapping of layers
- Fairness check for benefits
- Data from last year/s

Actions



Second step: who does what?



HR

- Recruitment and talent attraction
- Compensation strategy
- Benefits strategy
- Focus on communication
- Admin improvements
- Succession management
- Learning Strategy
- People development Strategy



Managers

- Feedback Culture
- Leadership development
- Coaching Culture
- Talk more to people
- Development and Academy
- Shorten time to proficiency
- Focus on quality of recruitment
- Short interval updates



Other resources

- External training providers
- External recruitment providers
- Experienced coaches
- Google 😊

Action plan



Learning strategy

All layers are in scope, nobody left behind.





Third step: what are the outcomes?



People

- Increase in Employee Value Proposition
- More constructive interactions
- More initiatives from colleagues
- Increase feeling of trust
- "How can I help you"



Organization

- Higher length of service for all layers
- Shorter time to proficiency
- Shorter time of response
- Fewer escalations of capacity and people issues



Data

- % decrease in attrition for each actions
- % increase in satisfaction level across the board

Communication topics





Capgemini Romania

Robotic Process Automation Capabilities





Intelligent Automation

-  **Introduction to Chat Bots & Action Bots**
-  **The Druid Chat Bot**

Why Chatbots?



Service at your fingertips

Seamless and easy conversation instead tens of clicks, calls and voice mails.

- Available 24x7
- Scalable
- Multiple channels supporting mobility
- Less „tickets“ – More answers and actions



Smarter work

Get answers when you need them.

Combine chatbots with Robotic Process Automation and APIs to action requests instead of waiting for someone to pick up a ticket.

Add value with extensible components.



Digital Workplace

Connect clients and employees with applications, knowledge bases and even hardware components of your workplace.

Wherever you are – our bots are with you.

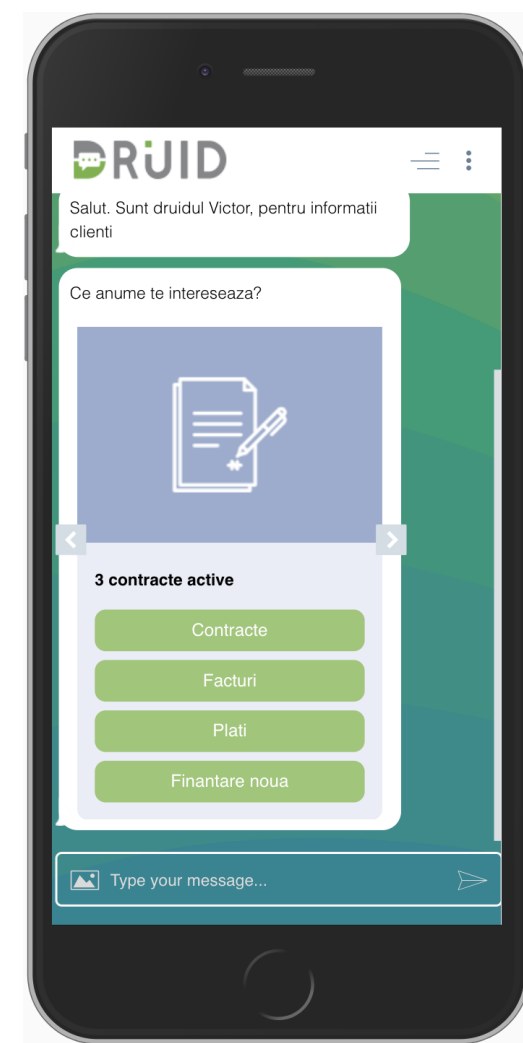




Some chatbot opportunities

- ✈ Master Data Management (Eg: Vendor/Customer/Employee master data updates)
- ✈ IT help desk (Resolving L1 tickets, Eg: Password reset, Process/provide Access request)
- ✈ P2P Help deck (Eg: Handling, Responding and Routing Invoice queries)
- ✈ HR service desk (Eg: Employee onboarding, Handling/routing employee queries, updates, etc.,)
- ✈ Product help desk (Eg: Handling standard FAQs, routing product queries to designated personnel, Product query management)
- ✈ C2C help desk (Eg: Handling customer billing queries and standard FAQs)

Using simple and intuitive conversational interfaces





People matter, results count.

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About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

Learn more about us at

www.capgemini.com