



Capgemini Intelligent Automation Services in Banking

Vendor Assessment
Report Abstract

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9 pages





Who Is This Vendor Assessment For?

NelsonHall's Intelligent Automation Services in Banking Vendor Assessment for Capgemini is a comprehensive assessment of Capgemini's Intelligent Automation in Banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation processes and identifying vendor suitability for intelligent automation services RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.



Key Findings & Highlights

Capgemini has delivered RPA engagements since 2013. In 2017, the number of client engagements began rapidly accelerating. The advent of COVID has further accelerated the adoption of intelligent automation services. In 2017, Capgemini introduced its Automation Drive framework approach to RPA, analytics, and automation to drive the use of advanced technologies as part of digital transformation across the entire stack of BPS, application services, and IT infrastructure management. In late 2020, Capgemini launched version 2 of the Capgemini Intelligent Automation Platform (IAP) to assist organizations by offering an enterprise-wide and AI-enabled approach to their automation initiatives across IT and business operations.

Capgemini has made several acquisitions to support its banking automation services business and expand its RPA and AI offerings. Key acquisitions include:

- Igate: BPO services (July 2015)
- LiquidHub: a digital customer engagement firm (February 2018)
- RXP Services: a digital IT Services vendor based in Australia (November 2020)

Scope of the Report

The report provides a comprehensive and objective analysis of intelligent automation services offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

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Report Length

9 pages

Managed Services in Banking Vendor Assessments Also Available for:

Accelirate

Atos

Broadridge

Capgemini

CGI

Cognizant

Conneqt

Datamatics

FIS

Genpact

Infosys

LTI

Mindtree

Mphasis

Quantifi

TCS

Tech Mahindra

Teleperformance

UST

Virtusa

Wipro