



Multi-Process HR Transformation Services

Capgemini

Report Abstract

January 2024

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14 pages

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Who is this Vendor Assessment for?

NelsonHall's Multi-Process HR Transformation Services profile on Capgemini is a comprehensive assessment of Capgemini's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Multi-Process HR Transformation services and identifying vendor suitability for Multi-Process HR Transformation Services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Multi-Process HR Transformation sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Capgemini's offerings and capabilities in Multi-Process HR Transformation Services.

The Capgemini group, founded in 1967 and headquartered in Paris, France, provides consulting, outsourcing, and professional services to design and drive technology-enabled business transformations. Capgemini services large enterprise clients across the Americas, Europe, and Asia Pacific.

Today, Capgemini's Employee Services business supports Multi-Process HR Transformation services through its three divisions:

- Consulting, known as Capgemini Invent: includes HR functional design, process optimization, HR automation, organizational change management, and employee engagement solutions
- Multi-Process HR Services: includes application development, system integration, and maintenance services of technologies such as SuccessFactors, Workday, Oracle, SAP, ServiceNow, Zendesk, Salesforce, Microsoft, and other Digital Workplace solutions
- Managed Services: includes outsourced services covering employee helpdesks and transactions, process enhancements and automation tools, and learning value chains and design. Its services framework is supported by ~3k HR practitioners and ~800 change practitioners.

Core to its offering is the Capgemini HR digital transformation approach, which it has heavily invested in over the last few years. Since launching the D-GEM framework, Capgemini's Digital Enterprise Model for designing future states, Capgemini has followed a methodology that drives results and behaviors to optimize client outcomes across its HR service offerings. In 2023, Capgemini launched its People Experience offer which leverages services across the three divisions to deliver People Experiences for not just employees, but also the larger ecosystem including vendors, partners, and contingent workforces.

In light of Capgemini's existing client base, NelsonHall expect that this report will be of particular interest to global organizations with over 5k employees.

Scope of the Report

The report provides a comprehensive and objective analysis of Capgemini's Multi-Process HR Transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, opportunities, 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 centers.

Multi-Process HR Transformation Services Vendor Assessments available for:

Accenture

ADP

Alight Solutions

Capgemini

Conduent

IBM

SD Worx

TCS

Zalaris

About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Payroll Services and Multi-Process HR Transformation, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain, and robotics.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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