



Capgemini – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

December 2017

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NelsonHall

9 pages

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Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of Capgemini is a comprehensive assessment of Capgemini's automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services
- 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 been active in RPA for ~4-years, initially applying UiPath RPA in support of its finance and accounting BPS client base and deploying NICE on a major scale in the U.K. public sector. In parallel, IGATE, acquired by Capgemini, had been active in applying RPA, typically based on Blue Prism, principally in the banking and insurance sectors.

In the past year, Capgemini has introduced its "five senses" and Intelligent Automation approaches based on a wider focus beyond RPA, to drive use of RPA, analytics, and cognitive technologies as part of digital transformation across the complete stack of BPS, application services, and IT infrastructure management.



Scope of the Report

The report provides a comprehensive and objective analysis of Capgemini's offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology
- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology
- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts
- Revenue estimates for the company's RPA and AI-centric services
- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology
- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

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Report Length

9 pages

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Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato
Capgemini
Cognizant
Conduent
EXL
Genpact
HCL
HGS
HPES
IBM
Infosys
L&T Infotech
Mphasis
NIIT Technologies
NTT Data
Sopra Steria
Sutherland Global Services
Swiss Post Services
Symphony
Tata Consultancy Services
Wipro
WNS