



EMERGENCE OF ENTERPRISE AUTOMATION

ROUNDTABLE DISCUSSION

FEBRUARY 2024

Emergence of Enterprise Automation

Round table discussion

Meet our Panellists



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**Steed
Amagbegnon**

Lead Architect -
Design Authority |
CIS
Capgemini



**Vaibhav
Bansal**

Vice President
Business Process
Services
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AUTOMATION MARKET SIZE

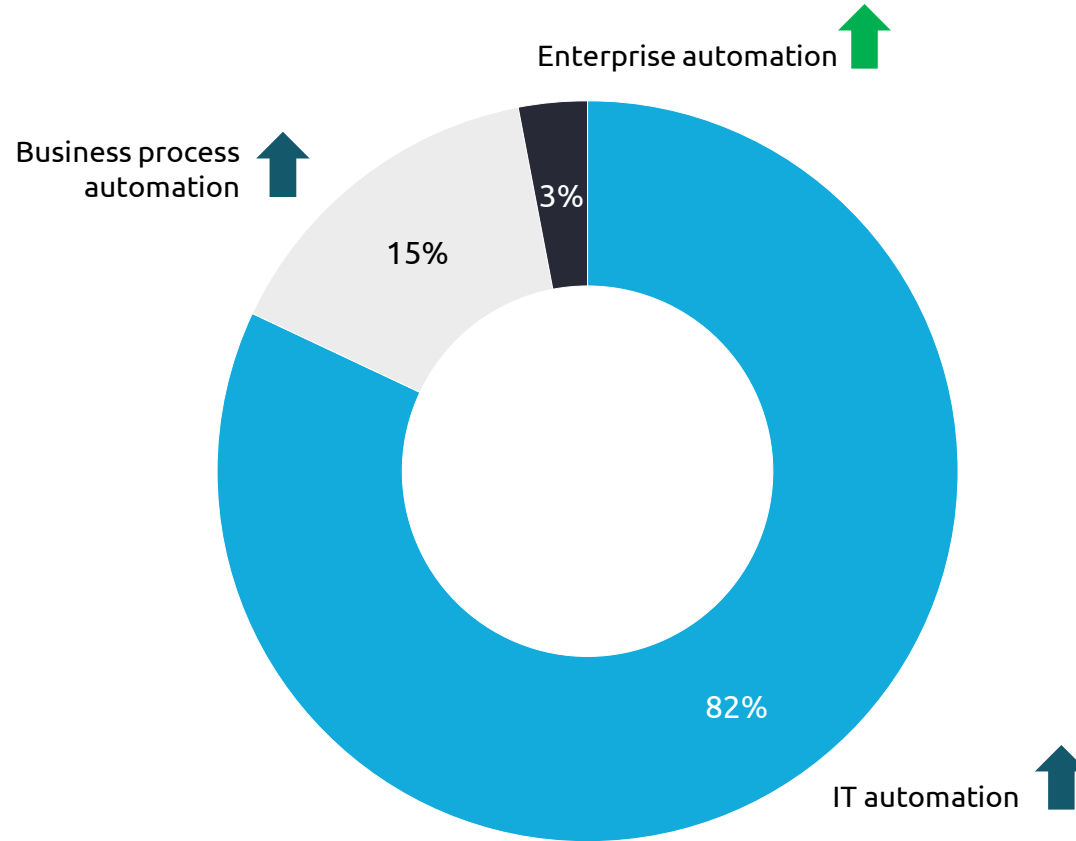
Automation* market size, 2023
100% = US\$47-52 billion

Expected CAGR (2024-25):

↑ Low

↑ Medium

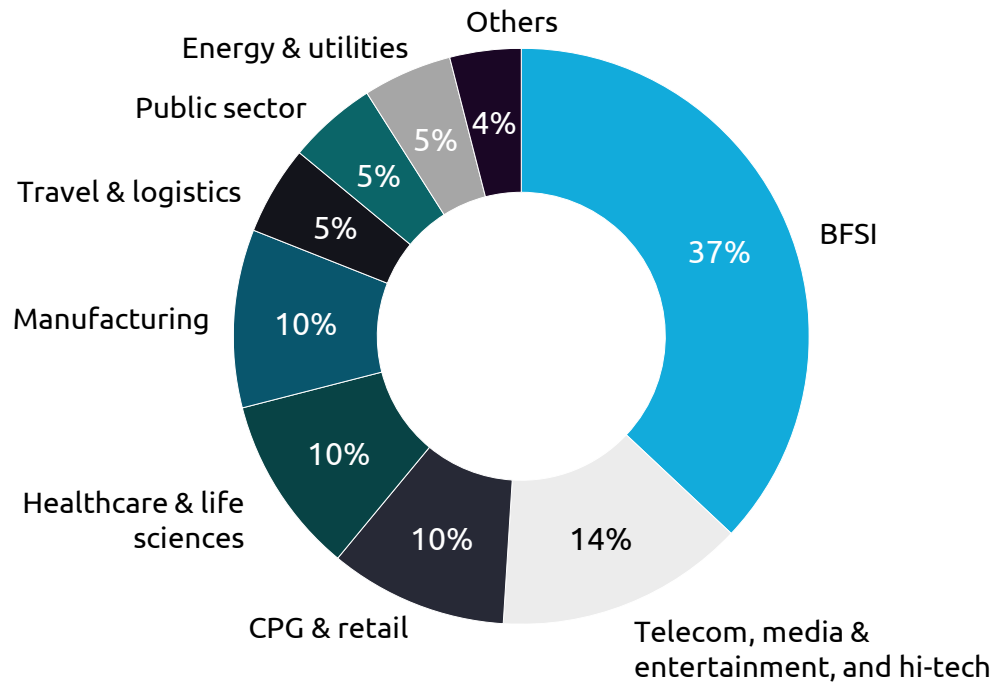
↑ High



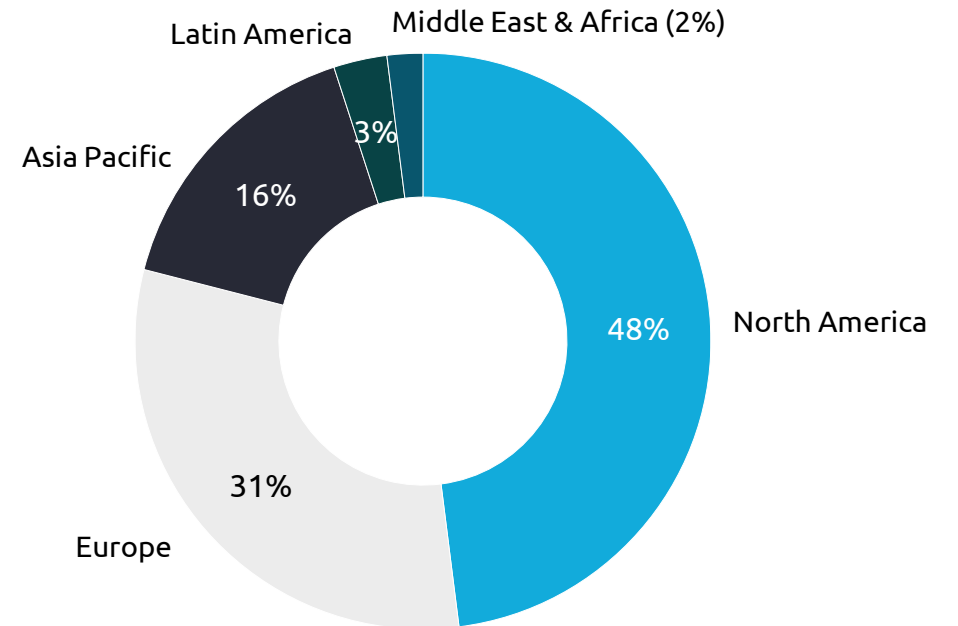
Note: Here, automation refers to the combination of standalone business process automation (siloed), IT automation (siloed), and enterprise automation (business process and IT automation done together); excluding managed services
Source: Everest Group (2023)

SPLIT OF AUTOMATION ADOPTION BY INDUSTRY AND GEOGRAPHY

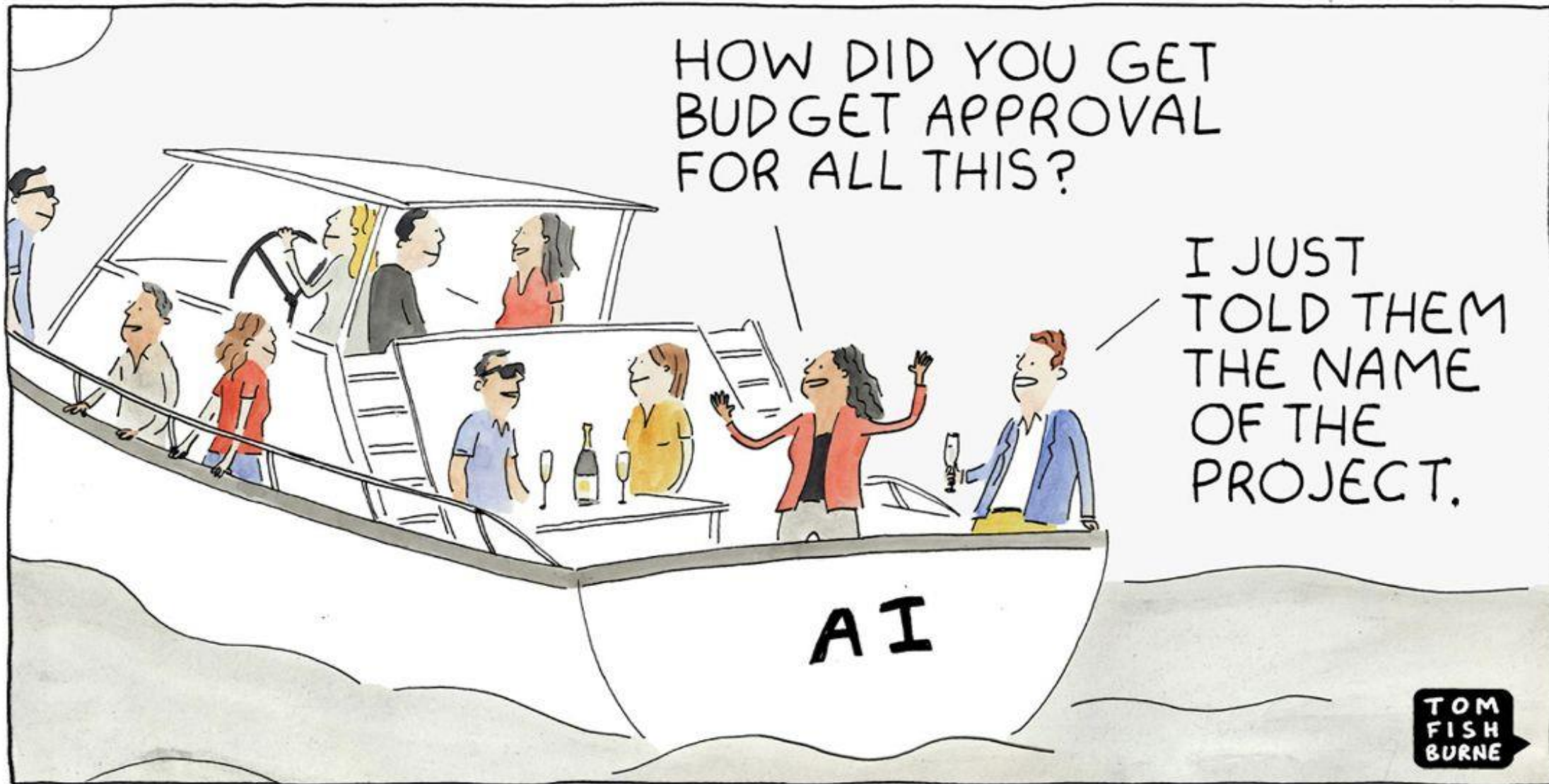
Split of automation* revenue by industry, 2023
100% = US\$47-52 billion



Split of automation* revenue by geography, 2023
100% = US\$47-52 billion



Note: Here, automation refers to the combination of standalone business process automation (siloeed), IT automation (siloeed), and enterprise automation (business process and IT automation done together); excluding managed services
Source: Everest Group (2023)



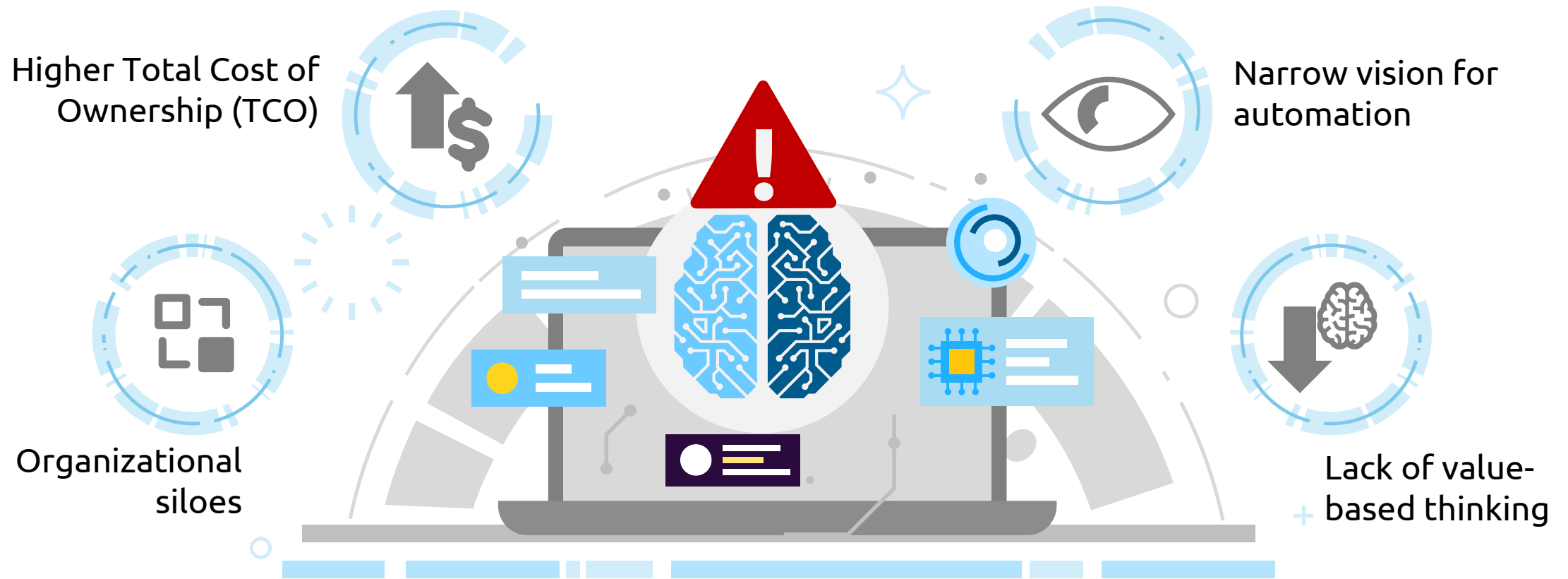
HOW DID YOU GET BUDGET APPROVAL FOR ALL THIS?

I JUST TOLD THEM THE NAME OF THE PROJECT.

@marketoonist.com

TOM FISH BURNE

CURRENT CHALLENGES



DRIVERS



Enterprises' internal changes



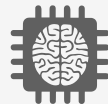
Need for provider consolidation



Evolving customer expectations



Need for clear Return on Investment (RoI)

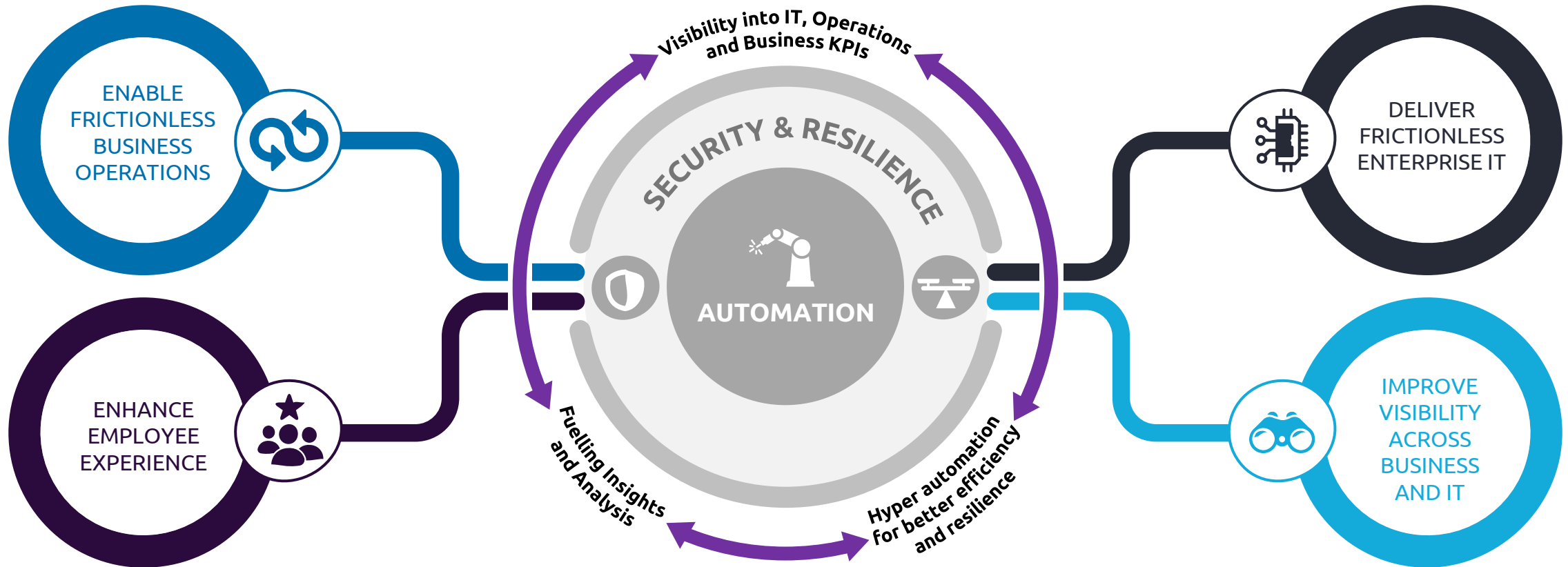


Impact of generative AI

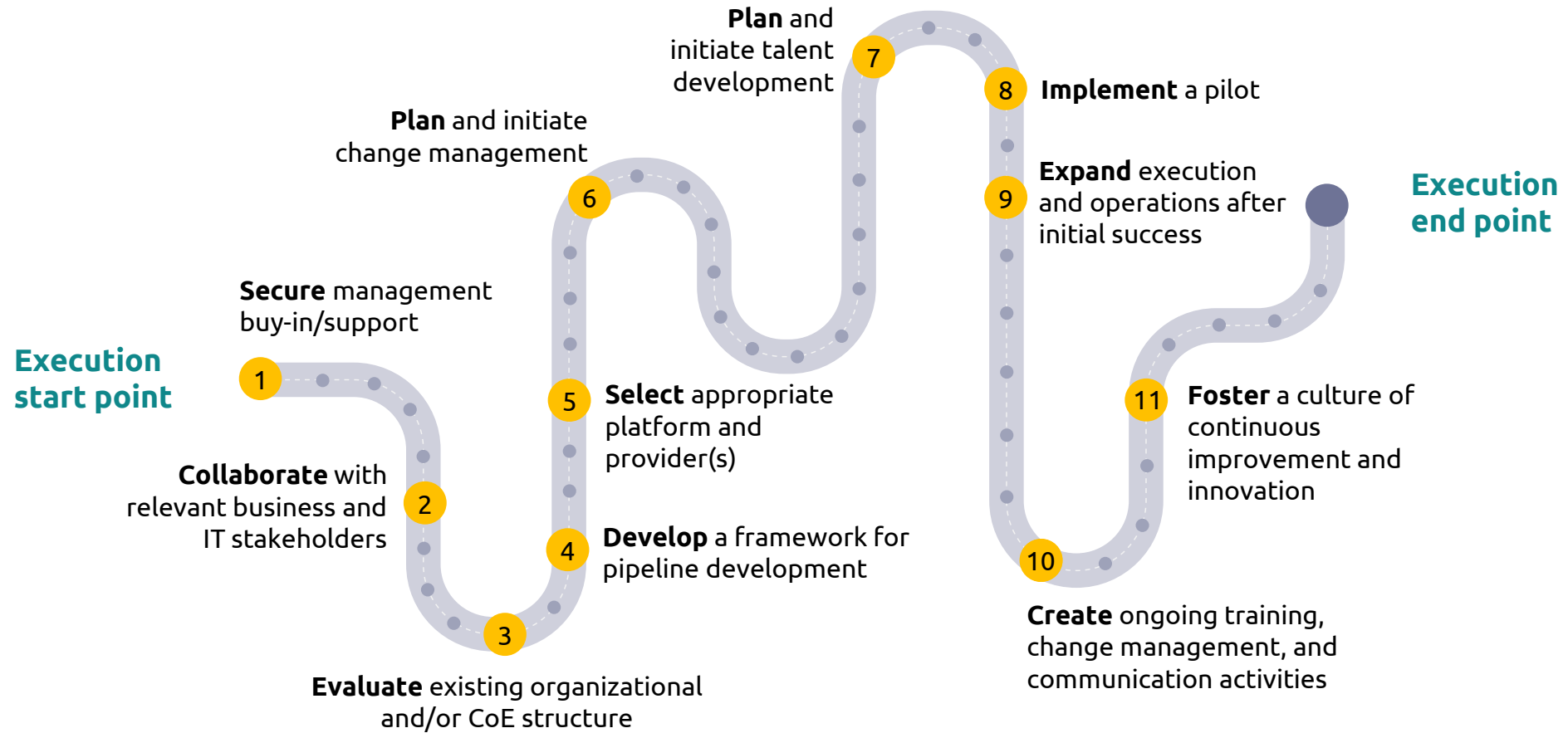
ENTERPRISE AUTOMATION FABRIC (EAF) WILL CREATE A SURPRISE-FREE IT ENVIRONMENT

ACCELERATE TIME-TO-VALUE, FACILITATE NEW BUSINESS MODELS WHILST IMPROVING QUALITY AT REDUCED COST AND RISK

Insightful, frictionless automation built for your business, to react faster, create resilience, and get the future you want



SOLUTION ADOPTION





ZERO-TOUCH & SELF-HEAL SOLUTIONS FROM ENTERPRISE AUTOMATION FABRIC



BUSINESS NEED

- Need for delivery accuracy (Airport Ops, Passenger experience, and baggage logistics)
- Enable automated solutions, provide automated servers and self-service system



SOLUTION

- A disparate toolset connecting Cloud, Capgemini, and the client
- Real-time business transaction monitoring across applications and databases
- Auto server provisioning for self-service with KM and Analytics module.
- Standardized automation scripts and self-healing capabilities leveraging BOT Catalogue
- Identified underlying problems through incident analytics



BENEFITS

- Seamless integration and collaborative operation of disparate technology components spread across Capgemini's and client's on-prem environments with the public cloud environment
- Improved application resilience and availability under high stress
- Reduced resolution time for high-priority incidents

Highlights

98%	49%	31%	30%	30-50%	0
Reduction in overall turnaround time	Reduced in downtime	Reduction for high priority incidents	Ticket reduction due to correlation with IT systems	Incidents auto-resolved	Touch self-server positioning





ENTERPRISE AUTOMATION FABRIC'S AIOPS SOLUTION RESULTED IN ENHANCED BUSINESS CONTINUITY & SMOOTH OPERATIONS



BUSINESS NEED

- Rise in volume of alerts generated by monitoring systems
- Incident prevention challenges across SAP Order Management Apps & Infra
- Lack of visibility across multi tower Apps & Infra stack
- Rise in high-priority production incidents



SOLUTION

- Deployed an AIOPS solution to integrate various monitoring tools across Apps & Infra
- Introduced a single dashboard for improved visibility across all the monitoring and custom application alerts
- Empowered Subject Matter Experts to identify and triage situations before escalations



BENEFITS

- Faster and more accurate alert resolution
- Reduce false and duplicate alerts
- Automate critical scenario handling
- Proactive monitoring for better incident prediction & prevention

86%

Reduction in Alerts

Highlights

86%
Reduction in alerts

40%
Reduction in high priority incidents

71%
Critical issues resolved by AIOPs

900+
Knowledge Articles

0
Unplanned downtime

**THANK
YOU!**