

# Business Models in GBS organizations

June 2017

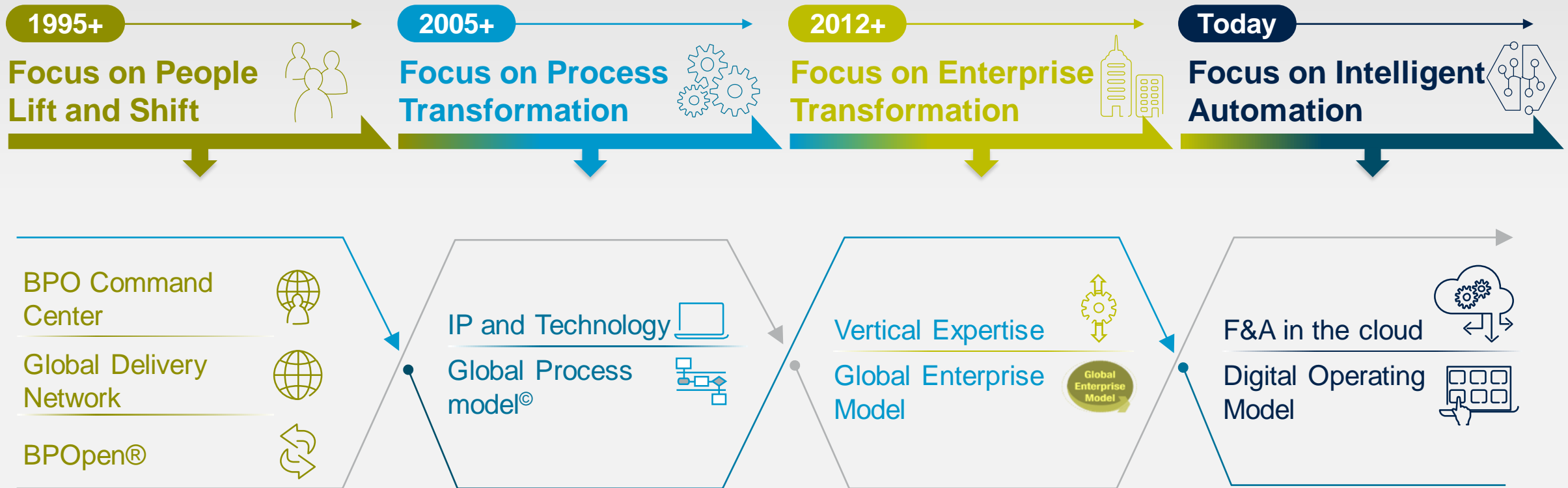
People matter, results count.



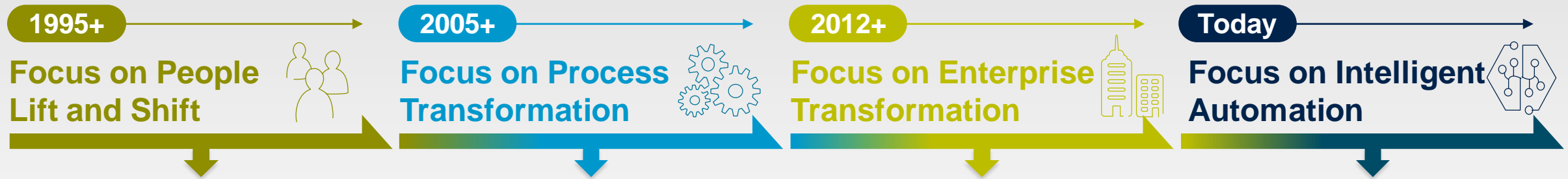
**Business  
Models**

SEARCHING PROCESS .....100%

# BPO market is evolving – from being people and process centric to focussing on intelligent automation



# Impact of evolution on Business Models and on Capgemini Poland



## Target Operating Models

- Straight Outsourcing
- Limited scope
- FTE based pricing

- SSC / Outsource Hybrid
- Extended scope
- Transaction based pricing

- Global Business Services
- 3 tier operating model
- End to end scope and gain sharing

- Innovative partnerships:
  - Build Operate Transfer
  - Virtual Delivery Center
- Digital Operating Model
- Varying pricing models

## Impact on skills

- Processing skills
- Client technology

- Process expertise
- Business Process Management tools

- Transformation capability
- Interaction skills
- Full enablement technology suite

- Knowledge workers and robots
- Automation Drive Framework
- Project capabilities

# Knowledge workers get the right answer rapidly for the best customer experience



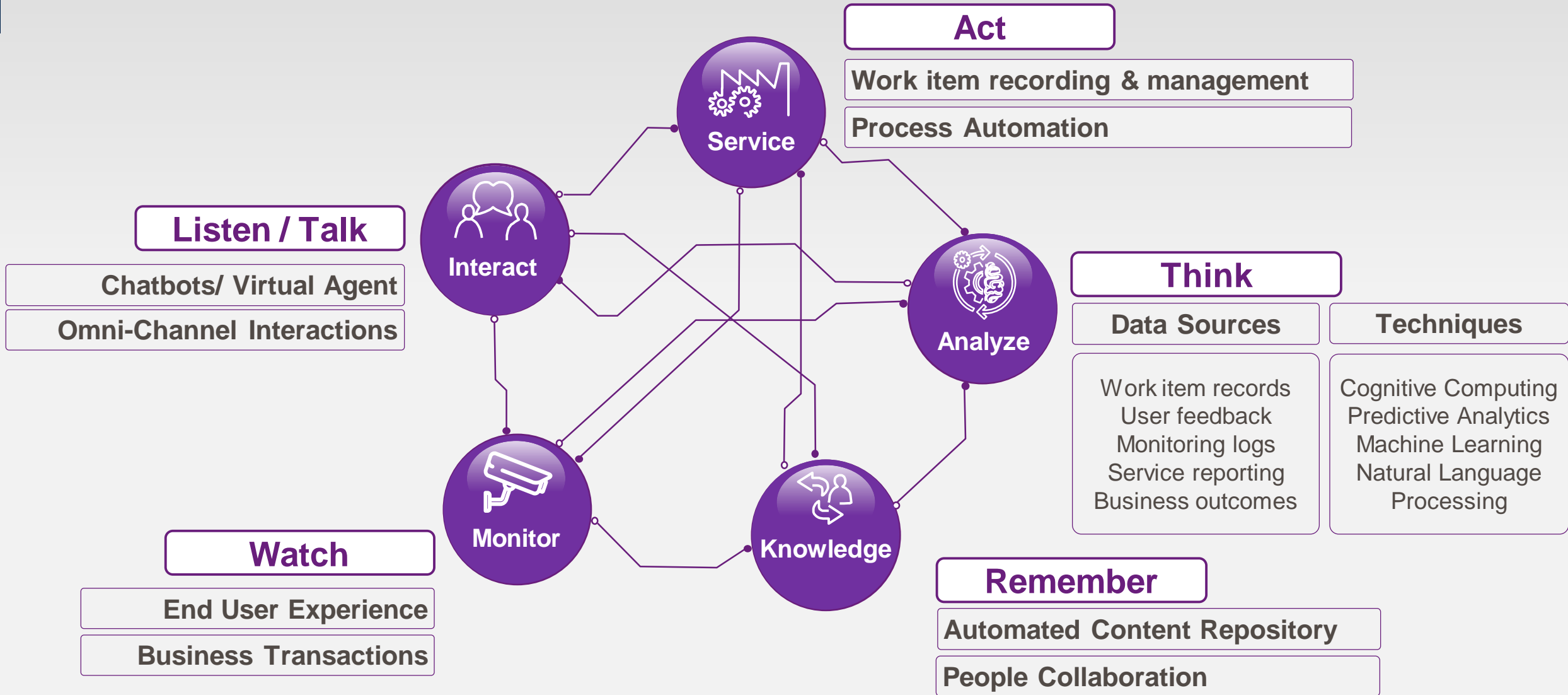
Query handle time reduced by up to **75%**

Basic training time reduced by up to **80%**

Reduced query volumes by up to **60%**

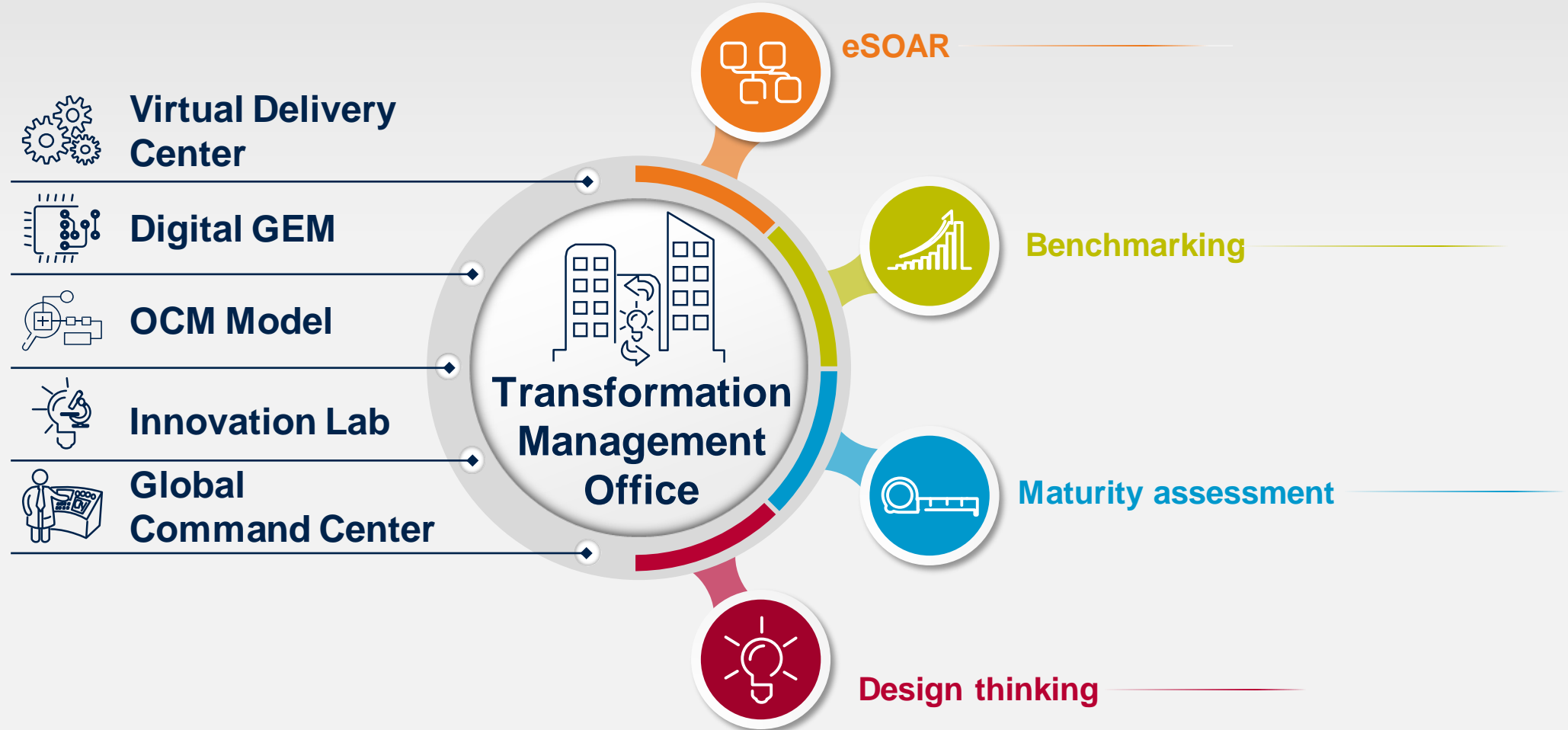
Improved customer experience scores by up to **50%**

# The 5 senses of Intelligent Automation

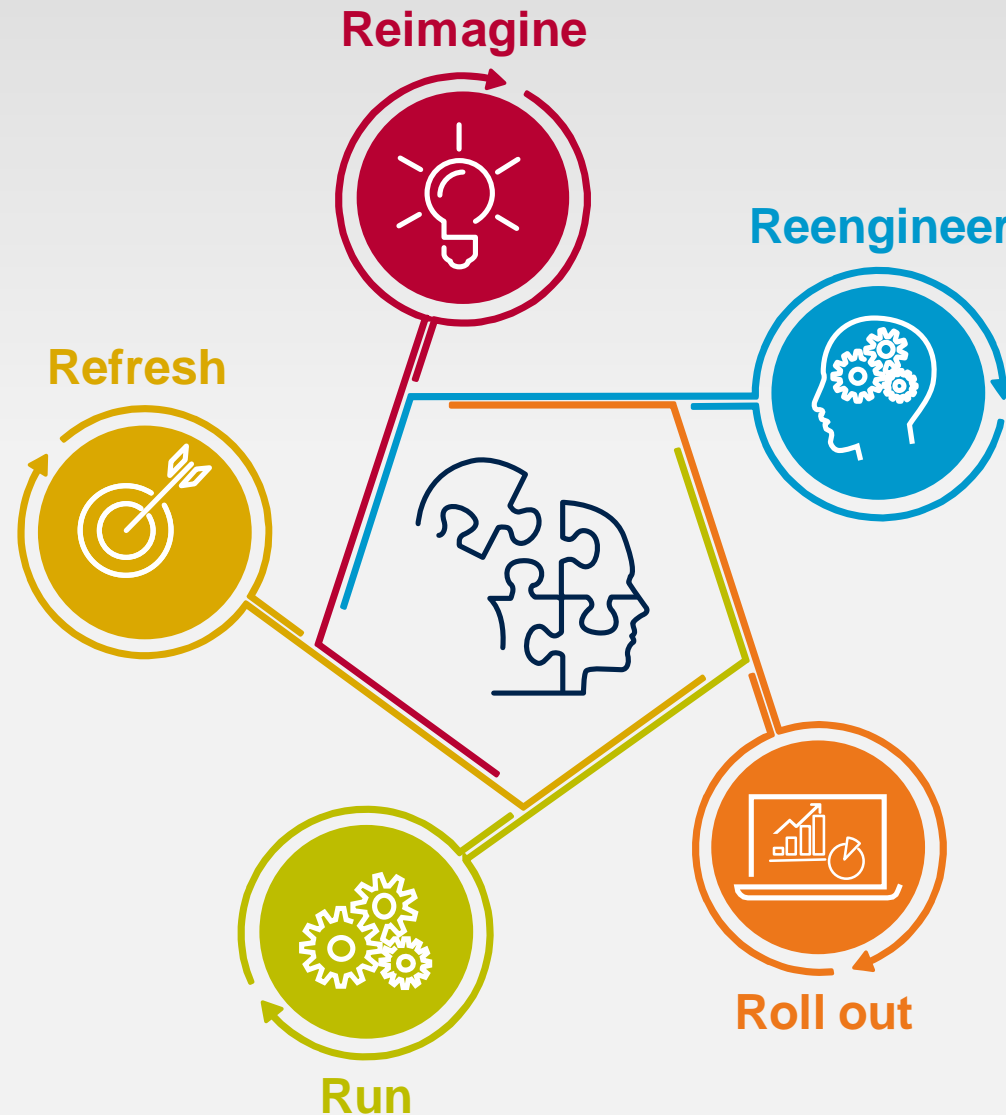




# We deliver breakthrough value by applying best in class Assets and Methods to drive GBS transformation efforts



# Our transformation life-cycle to re-imagine the digital future with our clients





## About Capgemini

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