



# Capgemini's TechnoVision narrows the technology– business transformation gap

---



FINALIST: INNOVATION ECOSYSTEM

MAY 2022

## HFS Research Authors

Saurabh Gupta, President - Research and Advisory Services

Tanmoy Mondal, Practice Leader

Hridika Biswas, Senior Analyst

**The Situation:** Technology advancements have a critical role in driving business transformation. But enterprise leaders face transformation fatigue as shiny new tools and technologies become the flavor of the season. With technology complexity and overlap increasing across use cases, collaborative efforts are necessary for technology innovation, enabling the path for an ecosystem-based approach.

Capgemini conceptualized TechnoVision, which includes key cognitive technology themes, as a technology guide for business leaders, C-level executives, and technology practitioners to formulate enterprise strategies and transformation plans. TechnoVision represents a collaborative ecosystem of technology experts who closely monitor the technology advancements and evaluate the impact of technologies on the overall enterprise transformation.

HFS selected Capgemini as a finalist for the HFS OneOffice™ Innovation Ecosystem award because of its ability to connect the route map around emerging technology trends and innovations to enterprise transformation prospect.

# Enterprises are overwhelmed with the possibilities of technology innovations

The rapid progress of technology innovations creates a plethora of new use cases. The challenge for enterprises is to identify the right use cases and create a roadmap for tasks involving financial and time commitment, such as identifying the technologies involved, sourcing talent (internal reskilling and training vs. external hiring) and delivering the project (internal tech team and center of excellence vs.

outsourcing vs. technology partnership). The challenge is to scale those technology innovations after a successful proof of concept or pilot phase. Enterprises need guidance for bringing technology best practices and the near-term and long-term feasibility of use cases.

## The solution: TechnoVision offers a unique value proposition covering thought leadership and active business transformation for enterprises

TechnoVision is an annual technology guide for business leaders, CIOs, and tech practitioners, educating them on influential emerging technology trends and innovations. Capgemini's network of expert colleagues, industry partners, and clients identify the overall themes and trends. Capgemini leverages its global technology architect network and the Technology Innovation and Ventures (TIV) CTIO Network, among others.

Capgemini introduces TechnoVision to clients during transformation workshops, design

thinking, and new idea generation to summarize technology business trends; it translates theoretical trends into actions. Capgemini also leverages its intellectual property, solutions, and accelerator portfolio for successful proofs of concept and pilots before full-scale implementation. Exhibit 1 highlights TechnoVision's key pillars. Capgemini is also releasing sector playbooks for depicting the industry-specific impact of technology trends.

## Exhibit 1: TechnoVision facilitates a structured innovation process for enterprises with targeted business outcomes

Key pillars	Future Thinking	Change Making
<b>What is it?</b>	Enables enterprises to keep track and understand whether innovations in the technology space are evolving, emerging, or disruptive.	Enables rapid implementation of relevant technologies for clients to help them stay ahead of the competition.
<b>Key themes</b>	Includes seven key technology domains: <ul style="list-style-type: none"> <li>• Artificial intelligence</li> <li>• Cloud technologies</li> <li>• Decentralized technologies</li> <li>• Immersive technologies</li> <li>• Computing technologies</li> <li>• Connected technologies</li> <li>• Data, security, and standards</li> </ul>	Includes these seven main containers and 37 building blocks: <ul style="list-style-type: none"> <li>• Invisible Infostructure</li> <li>• Applications Unleashed</li> <li>• Thriving on Data</li> <li>• Process on the Fly</li> <li>• You Experience</li> <li>• We Collaborate</li> <li>• Balance by Design</li> </ul>
<b>Key resources and ecosystem partners</b>	<ul style="list-style-type: none"> <li>• Leverages the partner ecosystem, including fintech, accelerators, academia, alliance partners, and clients.</li> <li>• Capgemini tracks 1,500+ technology elements (including use cases, concepts, languages, tools, and accelerators), generating insights, and capturing trends.</li> <li>• The core team includes CTOs and CIOs of various business units supported by a dedicated team of tech experts.</li> </ul>	<ul style="list-style-type: none"> <li>• Leverages Capgemini's network of 22 Applied Innovation Exchanges (innovation labs) worldwide to bring the TechnoVision framework to life close to clients.</li> </ul>
<b>Targeted outcome</b>	<ul style="list-style-type: none"> <li>• Provides a baseline for redefining the enterprise-level technology strategy, including in-depth insights across seven technology areas, defining the role of technology in both the near and long term.</li> </ul>	<ul style="list-style-type: none"> <li>• Helps identify and address specific pain points for an organization.</li> <li>• Drives seamless transformation across the partner ecosystem from thought leaders to implementation partners, ensuring maximum knowledge retention.</li> </ul>
<b>Metrics achieved</b>	<ul style="list-style-type: none"> <li>• Helped reposition Capgemini to validate and streamline technology strategy for five global financial services customers.</li> <li>• Reference guide for 1,000+ architects to develop multi-system, multi-geography solutions.</li> <li>• Helped build innovative new business models such as Insurance Telematics: Telematics + Car Insurance.</li> </ul>	<ul style="list-style-type: none"> <li>• On average, change-making initiatives help improve efficiencies by 30% to 40%.</li> <li>• Key enabler for large transformation to provide a streamlined view across client business units and geographies.</li> </ul>

Source: HFS Research, 2022

## The Results: Capgemini provided several transformation engagements enabled by the TechnoVision framework

Capgemini used TechnoVision in several key client engagements:

- Capgemini used the TechnoVision framework to analyze a large global financial market infrastructure service provider across seven main containers and 37 building blocks. For each building block, Capgemini assessed current maturity, short-term relevance, and possible next steps. Finally, Capgemini generated a roadmap based on the action items necessary to take the client to the target state.
- Capgemini deployed TechnoVision for a global top five property and casualty insurer to ensure transformation across the technology value-chain, encompassing systems, infrastructure, and the workforce. Furthermore, it focused on the “Thriving on Data” container for strategic data management.
- Capgemini leveraged TechnoVision to focus on IT simplification for an international bank with a presence across the Asia-Pacific region. The seven TechnoVision framework containers enabled a simplified technology landscape that integrated with the bank’s existing infrastructure and improved the minimum lead time.

## The Bottom Line: Capgemini's TechnoVision allows enterprises to experience emerging technology trends to drive real-world impact.

Technology trends are often futuristic, and the challenge is to create business value through their implementation as the technology's maturity and adoption allow. Capgemini's ability to leverage its technology and consulting prowess to bring real-life client impact emerges as the real differentiator.

# HFS Research authors



## Saurabh Gupta

President - Research and Advisory Services

Saurabh Gupta is President, Research and Advisory Services at HFS. He oversees HFS' global research function managing the global team of analysts and operations across US, Europe, and Asia-Pac. He works closely with the CEO to set the strategic research focus and agenda for HFS Research, understanding and predicting the needs of the industry and ensuring that HFS maintains its position as the strongest impact thought leader for business operations and services research.



## Tanmoy Mondal

Practice Leader

Tanmoy Mondal is a Practice Leader at HFS, identifying global trends in engineering services from both industry & technology perspectives, tracking global outsourcing deals & investments including partnership agreements & R&D announcements in the sector and supporting the domain leads in secondary research, data analysis, PoV's and research writing.



## Hridika Biswas

Senior Analyst

Hridika is working on the F&A and BPO/ Outsourcing domain and has recently joined the HFS team. She would like to gradually work on various domains across teams and build connections with clients and providers across different functions.



# About the HFS OneOffice™ Awards

Organizations around the globe must now embrace a world where perfectly aligning business outcomes with their enabling technologies demands focus, nerve, and creativity. The HFS OneOffice Awards showcases those teams and organizations that have embraced change, taken decisive steps, and transformed processes and technology to take their businesses into a new era.

## HFS OneOffice Awards categories:

OneOffice Mindset • Innovation Ecosystem • Diversity • Sustainability  
Native Automation • People and Process Change • Data and Decisions

HFS has a proven history of providing straightforward insights based on research, data, and forward-looking trends. The HFS OneOffice Awards provides a window through which organizations can showcase successful transformation projects and where others can find inspiration and fresh thinking to help them along their journey. Our respected, resourceful, and responsive analyst team brings their experience and knowledge to bear to ensure that successful, proven results are lauded and commended.

Read more about HFS and our initiatives on:  
[www.hfsresearch.com](http://www.hfsresearch.com) or follow @HFSResearch