



Empowering Employees

Companies across industries are mobilizing their workforce to lift productivity and enhance morale

Working practices are changing fast thanks to the rise of mobile devices, cloud computing, social networks and the demands of a generational shift in the mind-set of today's workforce. Employees now expect to be able to use a variety of devices and applications in order to stay connected. They want to be able to get their work done wherever they are, whenever they want and as fast as possible. And if their employer can't keep up, then that even means using their own preferred device or network, presenting challenges to a company's IT network, its security and cost management.

In order to stay ahead of these constantly shifting changes and demands, companies across all industries – large or small, global or regional – are challenged with thinking differently and acting bravely, often adopting entirely new technologies and business processes to gain the upper hand in maintaining quality and controlling costs and security. All the while they are under pressure to deliver the seamless experience that employees expect

in their workplace environment. This is critical to improving employee morale, remaining competitive when it comes to recruitment and maintaining employee loyalty.

Sogeti, in partnership with Intel, is focused on helping its customers take advantage of Microsoft Windows* 8 and the forthcoming Windows 10 operating systems, to embrace workforce mobility and deliver advanced applications to support a thriving connected workforce.

The success of this partnership is demonstrated by the positive impact it has had on our customers across industries and throughout the world, who have transformed their workplace by creating a mobile and productive workforce.

Empowering mobility at energy provider creates savings in time management

One of the customers that has benefited from using Sogeti's Windows 8-focused services is an energy provider based in the south of the United States. It employs just over 4,000 people, a large proportion of

which are engineers who spend their day travelling to customer sites to check meters, install new equipment or make repairs.

These employees must keep precise records of, among other things, where they have been, work carried out and parts used. However, having to take notes at each site and then remember to copy them into the organization's database when next at a PC was time-consuming for the engineers, unreliable and error-prone.

Sogeti developed an application to run on engineers' mobile devices that would enable them to make their updates directly into the database, even when out in the field. The application runs on ruggedized devices powered by Intel® Core™ i5 processors, which can be used in harsh outdoor conditions and can be attached to an engineer's equipment belt. It enables an engineer to check all work orders scheduled for the day and, using GPS, to work out the most efficient order in which to travel to them. When a job is completed, the engineer can add all relevant notes to the database.



Internal tests estimate that the application has saved about six weeks' worth of working time across the entire year, demonstrating the power of the connected workforce in improving productivity and generating cost savings.

Mobilizing a global workforce at automotive supplier enhances overall performance and reduces TCO

In another industry, this UK-based global company designs and builds electronics solutions for vehicles across the world, employing 161,000 people at design centers, manufacturing sites and customer support centers in 32 countries.

Globalization has resulted in a scattered workforce and increased competition so the company wanted to speed up its product development processes in order to give it an added edge. So its Connected Worker program was launched, aiming to give employees the digital tools they needed to collaborate effectively while at the same time compressing the company's decision making processes.

Five thousand 'highly mobile professionals', whose jobs demand that they work in multiple facilities or at customer and partner locations, were

given Microsoft Surface Pro 2* tablets, powered by the Intel Core i5 processor. Built on Intel® processors and architecture, the tablets can run full versions of the Windows 8.1 Enterprise operating system, and business-critical applications like Microsoft Office 365* and Microsoft Lync Server 2010*. They also integrate seamlessly with the Microsoft Server Product Portfolio* while still satisfying the company's demanding criteria around battery life and startup times. Intel® vPro™ Technology embedded in the devices also provided enterprise-grade central device management capabilities.

With their new devices and cloud services, employees are now more productive, can work flexibly anytime, anyplace, and make better decisions by having quick access to the right people and information. And the security, along with remote manageability features, further help improve efficiencies and reduce the total cost of ownership (TCO) of such a large fleet of devices.

Global services provider generates greater efficiency, cost savings and generates sales with advanced employee connectivity

This US-based company serves more than a million customers

worldwide and has 10,000 service sales representatives (SSRs) out on the road delivering uniforms, maintaining and inspecting first aid and fire systems and providing other services.

Armed with Windows CE-based devices, these mobile workers could scan barcodes, create invoices, and perform other tasks. However, the devices' impact was limited by a small screen, limited ports and expandability, as well as the fact that they could not run Windows desktop applications. This meant SSRs had to return to their trucks or offices to access company systems and transmit the day's transactions.

To make them more productive while also taking advantage of the up-sell opportunities afforded by their regular customer contact, they were kitted-out with the HP Elitepad 1000* tablet computer.

Powered by Intel Core i5 processors and running full versions of Windows 8.1 Enterprise and Microsoft Office 365, these devices offered excellent continuity with the company's existing systems. And, by replacing older handheld devices with Windows 8.1 tablets, the company saved US\$300 per device – up to US\$3 million in total.



SSRs are now free of end-of-day batching requests, and they can create invoices while on-site with the customer. And, if they notice customers wearing competitors' uniforms, they can immediately create a sales lead in the company's customer relationship management (CRM) system. They have even developed an app that lets SSRs take a picture of the customer's lobby and show them what it would look like outfitted with their company's new products and uniforms.

Sogeti and Intel: Helping you build a connected workforce to transform your workplace and drive positive results

As demonstrated by these clients' successes, mobilizing the workforce

empowers employees, lifts productivity, and at the same time unlocks cost savings that positively impact the bottom line.

Sogeti, in partnership with Intel, is focused on helping its customers take advantage of the Microsoft Windows 8 and the forthcoming Windows 10 operating systems to embrace workforce mobility and deliver advanced applications to support a connected workforce. The Windows and Intel ecosystem is vast, including many different device types and form factors, and Sogeti's relationship with these two leaders in their fields is invaluable when it comes to specifying a solution that can meet your industry-specific needs.

Learn how your organization can take advantage of the benefits of workplace transformation by contacting:

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Sogeti has been recognized as:



About Sogeti

Sogeti is a leading provider of professional technology services, specializing in Application Management, Infrastructure Management, High-Tech Engineering and Testing. Working closely with its clients, Sogeti enables them to leverage technological innovation and achieve maximum results. Sogeti brings together more than 20,000 professionals in 15 countries and is present in over 100 locations in Europe, the US and India. Sogeti is a wholly-owned subsidiary of Cap Gemini S.A., listed on the Paris Stock Exchange.

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