



## Cloud HR Transformation Service

# Capgemini

### Report Abstract

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By Elizabeth Rennie

Principal Analyst

NelsonHall

15-pages

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## Who is This Vendor Assessment For?

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NelsonHall's Cloud HR Transformation Services profile on Capgemini is a comprehensive assessment of Capgemini offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Cloud HR Transformation Services and identifying vendor suitability for security services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Cloud HR Transformation Services sector.

## Key Findings & Highlights

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This NelsonHall vendor assessment analyzes Capgemini's offerings and capabilities in Cloud HR Transformation Services.

The Capgemini group, founded in 1967 and headquartered in Paris, France, provides consulting, outsourcing and professional services to design and drive technology enabled business transformations. Capgemini services large enterprise clients across the Americas, Europe, and Asia Pacific.

Capgemini firstly entered the BPS market in July 2003. It began providing HR BPS services in conjunction with F&A services for two clients in 2006 and began offering HR BPS services internally from Kolkata and Bangalore for its ~140k employees in 2008. In 2010, Capgemini was awarded its first end-to-end multi-country multi-process HR services contract by Syngenta. Capgemini has primarily grown its HR services business organically. In 2016, however, it acquired Fahrenheit 212, a global innovation consultancy, which helped drive growth and strategy.

Capgemini has ~27 Cloud HR Transformation Services clients and serves ~750k employees. Today, Capgemini's Employee Services business supports Cloud HR Transformation Services through its three divisions:

- Consulting services: includes HR functional design, process optimization, HR automaton, organizational change management, and employee engagement solutions
- Cloud HR Services: includes application development, system integration, and maintenance services of technologies such as SuccessFactors, Workday, Oracle, SAP, ServiceNow, Zendesk, Salesforce, and Digital Workplace solutions

Managed Services: includes outsourced service and delivery covering employee helpdesks and transactions, process enhancements and automation tools, and learning value chains and design. Its services framework is supported by ~3k HR practitioners and ~800 change practitioners – all focusing on the HR effectiveness and People Experience improvement.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Capgemini’s Cloud HR Transformation Services offerings and capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company’s customer base including the company’s targeting strategy and examples of current contracts
- Analysis of the company’s offerings and key service components
- Analysis of the company’s delivery organization including the location of delivery locations.

## Cloud HR Transformation Service Assessments

### also Available for:

ADP

Alight Solutions

Capita

Conduent

OneSource Virtual

IBM

SD Works

Zalaris

## About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and The Future of HR, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

Liz can be contacted at:

- Email: [elizabeth.rennie@nelson-hall.com](mailto:elizabeth.rennie@nelson-hall.com)
- Twitter: [@erennie\\_](https://twitter.com/erennie_)



## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street,  
Suite 2-400, Newton  
Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook,  
Molly Millars Lane,  
Wokingham, RG41 2AD  
Phone: + 44(0) 203 514 7522

### Paris

4 place Louis Armand,  
Tour de l'Horloge,  
75012 Paris  
Phone: + 33 1 86266

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