



SHIFTING FROM SINGLE SALES TO LONG-TERM ENGAGEMENTS CAPGEMINI EAAS ON MICROSOFT DYNAMICS 365



Let Capgemini bridge the gap between manufacturers and end customers

By moving away from one-and-done sales, Capgemini integrates everything from equipment rental to providing comprehensive services and maintenance; allowing manufacturers to fully support their customers. In return, the manufacturers benefit from increased business and customer loyalty.

Capgemini and Microsoft have partnered together to bundle products and services into a single subscription price with our Equipment-as-a-Service (EaaS) offering. Our new and innovative business model helps to improve success and mitigate risk by providing end-users with data and analytics for service and research. We can do all this while providing a seamless transition into the new model.

Why switch to an EaaS model with Capgemini?



Digital manufacturing expertise

Capgemini brings one of the largest teams of professionally certified digital and cloud experts, along with our extensive experience working directly with manufacturing customers.



Business continuity

Capgemini offers OEMs the potential to engage with end-customers for regular servicing and maintenance of the equipment; allowing them to generate revenue after the equipment is delivered.



Enhanced relationships

The EaaS model allows manufacturers to transform customer interactions into longer-term relationships defined by customer loyalty



Flexibility for manufacturers

Manufacturers can take advantage of scheduling, work ordering, proactive servicing, and AI capabilities. They have the flexibility to configure, adapt, and extend within their ecosystem.

Drive Greater Value For Manufacturers, B2B Customers, And End-users Through A Full Spectrum EaaS Solution



Engagement beyond the “one-touch” of sales

Seamlessly transition to a subscription model that allows manufacturers to continue to support their customers after the first transaction.

- Increased revenue through comprehensive service offerings
- Rental and leasing of equipment
- Monetization of data
- Ongoing equipment maintenance
- An integrated B2B digital platform



Powerful data & analytics

Leverage the data from your equipment to reveal important insights with the use of integrated technologies.

- AI/ML-based predictive maintenance
- Online contract management
- Asset tracking
- IoT-based tracking for health and usage monitoring
- Modern remote services



Customer savings

Ensure customers can prioritize their business needs and have services and maintenance handled for them.

- Reduced risk of high investment costs for equipment
- Time saved with maintenance and services handled by the OEMs
- Cost reduction for spare parts, inventory, and services

Capgemini and Microsoft partnership

As a Microsoft Managed Gold Certified Partner with more than 24,000 skilled Microsoft professionals across 35 countries, Capgemini brings significant expertise to any project. Capgemini is one of the few partners to achieve gold competencies in Cloud Productivity, Customer Relationship Management, and Data Center.

Learn more about Capgemini's EaaS solution powered by Microsoft Dynamics 365

capgemini.com

Stakeholder contact information

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