

# Finance and Accounting Transformation: From RPA to GenAI

## Capgemini

### Report Abstract

October 2024

Vaibhav Wardhan

NelsonHall

19 pages

### Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
  - 7.1. Strengths
  - 7.2. Challenges
8. Outlook

## Who is this Vendor Assessment for?

---

NelsonHall's finance and accounting transformation from RPA to GenAI profile on Capgemini is a comprehensive assessment of Capgemini's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of finance and accounting services with a focus on AI and GenAI capabilities and identifying vendor suitability for finance and accounting services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in finance and accounting services focusing on the GenAI capabilities.

## Key Findings & Highlights

---

Capgemini has been offering finance and accounting operations for ~27 years. Capgemini grew its F&A presence in 2003 by acquiring PwC's F&A delivery centers in Krakow, Poland and Guangzhou, China. Capgemini's finance and accounting services are part of the organization's enterprise management services. Under the umbrella of enterprise management, intelligent finance and accounting operations is Capgemini's F&A operations offering that focuses on delivering outcomes at an enterprise level, improving efficiency and top-line growth. Capgemini's F&A offerings focus on transformation as a key element while delivering committed business outcomes, and ~95% of the F&A contracts have transformation consulting along with operations.

GenAI is a top investment priority for Capgemini and the company continues to invest in building and developing new offerings that leverage GenAI. The company has identified ~150 potential GenAI use cases for F&A. Manufacturing is one of the most significant focus industries for Capgemini's F&A offerings with a 38% share; however, the overall industry footprint is reasonably distributed. Capgemini clearly emphasizes transformation-driven F&A engagements. The company has successfully obtained combined consulting and BPS deals, with ~95% of the contracts having both consulting and BPS as scope. S/4 HANA-driven enterprise-level transformation and GenAI-driven offerings are the core growth and GTM strategy along with a focus on business outcomes and the transformation that must be part of every deal and client engagement.

## Scope of the Report

---

The report provides a comprehensive and objective analysis of Capgemini’s finance and accounting transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments with a focus on GenAI capabilities within F&A
- Analysis of the company’s strengths, challenges, 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 centers.

## Finance and Accounting Transformation: From RPA to GenAI Vendor Assessments is also available for:

---

Cognizant

Genpact

Excela

Datamatics

Infosys

TCS

Tech Mahindra

WNS.

## About The Author

Vaibhav is a Principal Analyst with responsibility for NelsonHall’s F&A & Supply Chain Transformation research program.

Vaibhav assists both buy-side and vendor organizations in assessing opportunities and supplier capability and advising on operational transformation in the F&A and supply chain management domains.

Prior to joining NelsonHall, Vaibhav worked for over 13 years in various consulting/BPS industry roles, assisting clients with their sourcing and procurement transformation. Vaibhav has worked with Genpact, Accenture, and GEP, assisting Fortune 100 clients with sourcing, spend analytics, and procurement transformation assignments. He also worked with Novartis Healthcare in an internal consulting role supporting indirect procurement.



Vaibhav can be contacted at:

- Email: [vaibhav.wardhan@nelson-hall.com](mailto:vaibhav.wardhan@nelson-hall.com)
- Twitter: [@Vaibhav\\_NH](https://twitter.com/Vaibhav_NH)

## 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., Continental Europe, and Asia, 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. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts 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

29 Rose Hill  
Binfield  
Bracknell, RG42 5LH  
Phone: +44(0) 208 638 7282

### Paris

115 rue de Reuilly,  
75020 Paris  
Phone: +33 (0)6 23 81 17 54

Copyright © 2024 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall’s clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.