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Capgemini Launches SmartTrackSM for Utilities to Address Unique Challenges Mid-Size Companies Face

New Capgemini Business Process Outsourcing Solution Delivers Operational Efficiencies, Improves Customer Service and Establishes a Platform for Growth

February 22, 2007 - New York, NY Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services for the utilities industry, today introduced its SmartTrackSM business process outsourcing solution to provide mid-size enterprises with industry-leading customer care, meter-to-cash, and back-office business services.

Supported by a unique combination of Capgemini's deep industry experience and business process expertise and SAP[®] business applications, SmartTrack for Utilities provides mid-size companies a fast, flexible and cost-effective path to rapidly achieve operational improvements while establishing a platform for growth.

The SmartTrack solution leverages Capgemini's proven track record in the utilities industry where it has delivered substantial and sustainable results for companies of all sizes, including, for example, one customer that reduced its operating costs by 30 percent, achieved a 99 percent same-day-payment posting and improved its call center average-speed-to-answer times by 73 percent.

SmartTrack is scalable to meet the needs of mid-size utilities, companies with 500,000 to 1.5 million meters, and can be deployed rapidly — in six to nine months.

SmartTrack enters the utility industry in a time of significant change. Driven by deregulation, consolidation and increased competition, this change is requiring companies to dramatically transform their technology and business process strategies and services. While all utility companies are facing these challenges, the pressures are especially intense for mid-size enterprises.

Without the advantages of size, scale and geographic reach that larger utilities enjoy and with limited access to capital and other scarce resources, mid-size utilities must be diligent in choosing the right path to transformation —

a business process outsourcing solution that delivers immediate and long-term productivity improvements through automation and process standardization.

“North American utility companies have reached a turning point — one in which their success will require a more aggressive approach,” said Rick Tober, vice president, Capgemini, Americas Outsourcing. “Ultimately, succeeding in the new energy landscape will require much more speed and agility and less complexity. Working together with SAP, we can provide mid-size utility companies with a fast, flexible and cost-effective approach to improve customer service and reduce operating costs with a single integrated platform.”

Industry experts recognize that SmartTrack™ for Utilities fills a significant need among mid-size utility companies.

“The North American utility market has once again started to invest in technologies that yield operational efficiencies and/or returns,” said Jon T. Brock, chief operating officer for UtiliPoint International, an industry-leading, research-based consultant focused solely on the utility and energy markets. “With that said, some utility projects are being scrutinized for their high integration costs. An offering like this should be a welcome sign for the mid-market, where cost certainty can now become a factor in the decision-making process.”

About Capgemini

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, which it calls the Collaborative Business Experience. Capgemini reported 2006 global revenues of EUR 7,7 billion and employs more than 75,000 people worldwide. More information is available at www.capgemini.com.