

Press contact:
Sylvie Haurat
Tel.: +33 (0)1 47 54 50 76
Email : sylvie.haurat@capgemini.com

Tom Barton
Tel.: +44 870 238 2491
Email: tom.barton@capgemini.com

Swansea to transform council services in €93-million first phase of €121-million eGovernment partnership with Capgemini

Paris, 5 January 2006 - Swansea Council and Capgemini UK plc ("Capgemini") today announced the signing of the €93-million first phase of an €121-million contract to launch the biggest eGovernment programme in Wales. Following the example of contracts previously signed with the cities of Glasgow, Croydon and Westminster, this new signing strongly demonstrates the commitment by Capgemini to the modernisation programme of local government in the UK.

The eGovernment programme will modernise the way the Council operates and provides services to customers.

In the first phase, Capgemini - one of the world's foremost providers of Consulting, Technology and Outsourcing services - will design and build new world-class IT systems and help introduce more efficient working practices in an integrated programme of business process re-engineering and technology transformation. In addition to designing and building the new IT systems, Capgemini will also run them on an outsourced basis for the next ten years, along with the majority of the Council's existing IT systems.

The second phase, which is expected to roll-out later, will transform customer access via a new call centre, new face-to-face contact centre, extended opening hours and state-of-the-art 24x7 Internet services.

Mary Jones, the Council's Cabinet Member for Top Performance and eGovernment, said, "Swansea's eGovernment programme is a massive investment in the future of the Council and our customers. We will create a more modern and efficient organisation that meets the needs of all our customers.

"We will introduce cost-saving world-class IT systems and new working practices by replacing outdated systems that currently cost us time and money.

"We are delighted to be leading the drive in Wales to improve services. I am sure that other councils will look at Swansea and follow our lead."

Mark Porter, Chief Executive Officer of Capgemini UK plc, said, “The Swansea eGovernment programme is widely considered to be a flagship programme of business and technology transformation, and we are thrilled to be confirmed as the Council’s partner in this hugely exciting and ambitious venture.”

Capgemini was named preferred bidder for the contract last December following an in-depth competitive procurement process involving several other leading multinational vendors. The Council says that Capgemini was successful because of its excellent track record in working collaboratively with other UK local authorities to introduce eGovernment programmes, and for its ability to deliver the full spectrum of services required in complex transformation programmes.

Following detailed planning over the last twelve months, the first phase of the programme itself starts immediately with the transfer of Swansea Council IT staff to Capgemini under enhanced TUPE conditions which protect their terms and conditions of employment and their pensions.

About the Capgemini Group

Capgemini, one of the world’s foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, which it calls the Collaborative Business Experience. Through commitment to mutual success and the achievement of tangible value, Capgemini helps businesses implement growth strategies, leverage technology, and thrive through the power of collaboration. Capgemini employs approximately 60,000 people worldwide and reported 2004 global revenues of 6.3 billion euros.

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