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Capgemini named a Leader in Gartner's Magic Quadrant for CRM and Customer Experience Implementation Services

Paris, April 22, 2020 – [Capgemini](#) today announced it has been positioned as a Leader in Gartner's "[Magic Quadrant for CRM and Customer Experience Implementation Services](#)" for completeness of vision and ability to execute. The Gartner Magic Quadrant evaluated a total of 16 service providers for a broad range of services across a variety of customer relationship management and customer experience needs.

"We believe our Leader positioning in Gartner's Magic Quadrant for CRM and Customer Experience Implementation Services validates our commitment to empower our clients to take bolder steps in how they serve their customers' needs, deliver personalized and relevant experiences, and change their organizations to deliver value at speed for both, their customers and their business," said Franck Greverie, Group Chief Portfolio Officer and Member of the Group Executive Board at Capgemini. *"By continually expanding our offerings and capabilities, we are able to create sustainable competitive advantage for our CX clients. We are happy to have been positioned yet again this year."*

Click [here](#) to access a complimentary copy of the full report.

Gartner, Magic Quadrant for CRM and Customer Experience Implementation Services, Brett Sparks, Patrick Sullivan, Gilbert van der Heiden, Jim Longwood, 7 April, 2020.

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