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Capgemini wins multi-million euro contract extension with Nokia for Global Order Management Processing

Paris, 3 June, 2015– [Capgemini](#), one of the world’s foremost providers of consulting, technology and outsourcing services, has announced it has secured a multi-million euro contract extension from Nokia, a leading global network infrastructure software, hardware and services provider. The additional three-year agreement will see Capgemini continuing to optimize Nokia’s order management operations worldwide. The contract extension is testament to Capgemini’s expertise in telecommunications and supply chain Business Process Outsourcing.

Capgemini has had a longstanding relationship with Nokia since 2010. The contract which was due to expire in 2017 has now been extended to 2020, further strengthening the alliance, where Capgemini will continue to provide customer order management services, including preparation for delivery, distribution and customer invoicing to Nokia throughout its global network.

[Christopher Stancombe](#), CEO Business Process Outsourcing at Capgemini and Member of the Group Executive Committee said: *“We are delighted with the contract renewal with Nokia, one of our key Business Process Outsourcing customers globally. We have a strong relationship with Nokia and are proud to be providing them with world class Supply Chain Business Process Outsourcing services to help drive and enhance Nokia’s business productivity and growth.”*

“We are very pleased to continue and deepen our relationship with Capgemini building on a successful Supply Chain transformation partnership initiated in 2010, which has resulted in cost optimization, quality enhancement and global process harmonization,” said Johannes Giloth, Senior Vice President Global Operations at Nokia Networks. *“We recognize Capgemini as Supply Chain experts and look forward to developing our relationship into new areas to support our business growth.”*

Working with Nokia, Capgemini has drawn on its Supply Chain Management Business Process Outsourcing capabilities including its Global Enterprise Model (GEM)¹ and innovative BPOpen[®] platform² to consolidate and harmonize Nokia's operations from 27 locations into five global delivery centers, and streamline processes by amalgamating 17,000 regional Desktop Procedures (DTP) into 41 global DTPs.

The contract extension was signed with Nokia in December 2014 and covers the time period of January 2015 through to October 2020.

About Capgemini

With more than 145,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, [the Collaborative Business Experience™](#), and draws on [Rightshore®](#), its worldwide delivery model.

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¹ Capgemini's Global Enterprise Model (GEM) is a transformation methodology comprised of 7 levers including grade, location and competency mix, Global Process Model, technology, pricing and governance, all of which are calibrated according to each client's specific needs.

² Capgemini's BPOpen service delivery platform integrates the proven methodologies of Capgemini's Global Process Model into a sophisticated BPM toolset. It serves as the basis for our technology blueprints that incorporate leading technologies, such as the IBX procurement platform or VWA WebCollect O2C software, to ensure best-in-class service delivery, every time from every location.