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Capgemini achieves the 2020/2021 Inner Circle for Microsoft Business Applications membership

Capgemini is honored by Microsoft for outstanding sales achievement and innovation

Paris, September 16, 2020 — The [Capgemini Group](#) announced today that it has achieved the prestigious 2020/2021 Inner Circle for Microsoft Business Applications, for a 2nd year running. Membership in this elite cohort is based on sales achievements that rank Capgemini, including its subsidiary Sogeti, in the top echelon of the Microsoft's Business Applications global network of partners. Inner Circle members have performed to a high standard of excellence by delivering valuable solutions that help organizations achieve increased success.

2020/2021 Inner Circle members are invited to the Inner Circle Virtual Summits that take place quarterly between July 2020 and June 2021, where they have a unique opportunity to share strategy and network with Microsoft senior leaders and fellow partners.

This Inner Circle for Microsoft Business Applications recognition coincided with Microsoft Inspire, the annual premier partner event, which took place in July, 2020. Microsoft Inspire provides the Microsoft partner community with the opportunity to learn about the company's road map for the upcoming year, establish connections, share best practices, experience the latest product innovations, and learn new skills.

"Each year we recognize Microsoft Business Applications' partners from around the world for delivering innovation and driving unsurpassed customer success," said Cecilia Flombaum, Microsoft Business Applications Ecosystem Lead. *"Our Inner Circle members are chosen based on their business performance as well as capabilities as an organization, whether that's creating IP, developing solutions, or having an industry leading focus on digital transformation. Microsoft is honored to recognize Capgemini for their achievements this past year, their dedication to our customers, and their innovation around the Microsoft Cloud."*

Capgemini enables organizations to realize their business ambitions through an array of services, from strategy to operations, applied to Microsoft Dynamics 365 and Power Platform technologies in key geographies around the world. For example, with Capgemini's Dynamics 365 solution, the productivity of customer care agents has drastically improved at Subway, an American restaurant franchise that primarily sells submarine sandwiches and salads. Deborah Ori, Customer Care Manager for Subway Restaurants explained, *"Our commitment to providing exceptional service to guests is easier now with the Microsoft and Capgemini programs. Our agents almost always had a backlog with Service Level Agreements (SLAs), and with Microsoft and Capgemini we can do more work than ever before. We are now seeing same day SLAs, and, often times, one-hour turnarounds for cases."*

"We are thrilled to be recognized by Microsoft as a trusted and strategic partner within the Business Applications domain for the second year in a row. It is a testament to Capgemini Group's strengths in Microsoft Dynamics 365 and Power Platform activated by a strong, globally connected network of experts, and the Dynamics 365 Power Platform Center of Excellence," said Darshan Shankavaram, Head of the



Global Digital Customer Experience Practice at Capgemini. *"Over the past 10 years, Capgemini, with Sogeti, has enabled many successful global Microsoft Dynamics implementations. We appreciate the disruptive power of Microsoft and have doubled our capabilities to drive clients' customer experience transformations like we have done for Subway. We will continue to bring our industry expertise, best-practices and accelerators to empower our clients realize the full potential of Dynamics 365 and Power Platform, at a global scale."*

Capgemini has over 22 years of partnership with Microsoft, 18 Microsoft Gold Competencies across all major Microsoft product portfolios, and more than 26,000 trained Microsoft professionals including those focusing on Microsoft Dynamics 365 and Power Platform specialists.

About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion.

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