

Capgemini positioned as a Leader in Gartner Magic Quadrant for Contact Center as a Service, Western Europe

Paris, November 14, 2017 – Capgemini, today announced it has been positioned as a Leader by Gartner in its Magic Quadrant for Contact Center as a Service, Western Europe. It was one of ten vendors to be evaluated on the “ability to execute” and “completeness of vision”.

Gartner positioned vendors in the Leaders quadrant based on “a strong multichannel product and service capability that have already amassed a large installed base of both large and small customers.”

Erwan Le Duff, Head of Prosodie-Capgemini said: *“We are delighted to be positioned as a Leader for the third time in a row by Gartner for our omni channel, cloud solution platform, ¹Odigo™. Today, we see large scale companies asking for simplified, end-to-end cloud solutions wrapped with quick response capabilities to meet their business demands. Capgemini’s commitment to provide world-class solutions to its customers is embodied by the Odigo™ platform, with its unique blend of robotics and human service provisioning, that not only improves customer experience, but also the service agent too.”*

Capgemini’s Odigo is an established contact center service offering with strong usability, reliance and innovation capabilities, which are prerequisites for enhanced customer experience. The latest version of Odigo has been enhanced to meet the self service needs of both clients and agents globally. It is also highly scalable for thousands of agents and derives its strength from the innovative use of robots and intelligent automation.

Click here to access the full report: <http://www.gartner.com/reprints/capgemini?id=1-4JBQVQ&ct=171026&st=sb>

About Gartner Magic Quadrant

Gartner, Inc., Magic Quadrant for Contact Center as a Service, Western Europe, Steve Blood, Drew Kraus, Simon Harrison, Daniel O'Connell, 18 October 2017.

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¹ *Multichannel Solution for customer interactions in the cloud*



About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini 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. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

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