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Capgemini recognized as a leading robotic process automation service provider for Financial Services Institutions

Intelligent automation has significant growth forecasted in the Asia-Pacific (excluding Japan) region

Paris, November 18, 2020 - [Capgemini](#) has been recognized as a leading Intelligent Automation¹ service provider for Financial Services Institutions (FSIs) in [IDC](#)'s recently released report titled "IDC Perspective: Six Capabilities from Leading RPA Service Providers That Advance Financial Services Institutions Toward Intelligent Automation."

"The Asia-Pacific region is a hotspot for digital trends. To thrive there as a leading firm, Financial Services Institutions view investment in digital as the way to increase business growth, enhance customer experience, and improve operational efficiencies," said Anirban Bose, CEO of Capgemini's Financial Services and Group Executive Board member. *"At Capgemini, we believe that true success is measured by the ability to navigate change while orchestrating new and innovative ways of working – in other words, by bringing people and technology together to drive business results. Recognition by IDC for our IPA abilities is testimony to our capabilities to deliver innovation in a region that prizes digital as the key to success."*

IDC recognized Capgemini for its skill in achieving scalable and sustainable results through: process identification and optimization; delivery at enterprise-wide scale; security, governance and post-deployment support as core tenets; intelligence powered by AI technologies and innovative tools; and availability of talent and strong ecosystem of support.

"By 2022, IDC Financial Insights expects that 75% of Tier 1 Asia/Pacific banks and insurance companies will deploy intelligent automation solutions at scale to achieve an exceptional business value and deliver a more real-time and contextual customer experience," said Sneha Kapoor, Research Manager, IDC Financial Insights. *"To meet this burgeoning demand for intelligent automation, Capgemini has transformed its go-to-market strategy and ensures that it understands the client's business and*

¹Intelligent Automation is used by the financial services industry to point to the intelligent digital workforce. IDC Financial Insights' Intelligent Digital Workforce comprises intelligent digital workers — essentially software robots that can perform both deterministic and nondeterministic tasks by continuously capturing, understanding, and analyzing both structured and unstructured data.



technology landscape to provide customized and targeted solutions and advisory focused on delivering sustainable ROI across the front-, middle-, and back-office operations. Capgemini has also made several meaningful investments in developing tools and frameworks with an aim to deliver an end-to-end intelligent automation to their clients.”

In the report, IDC highlighted that Capgemini provides a full life cycle of Intelligent Process Automation (IPA) projects including an ability to deliver desired business outcomes through innovative commercial models that are output-based. Other aspects of Capgemini’s IPA capabilities include development of an Automation Potential Heat Map; use of a cloud-ready, technology-neutral, plug-and-play platform to enable seamless end-to-end, IPA implementation as well as access to its Perform AI holistic portfolio of solutions.

The report, “[IDC Perspective: Six Capabilities from Leading RPA Service Providers That Advance Financial Services Institutions Toward Intelligent Automation](#),” is available on the IDC website.

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. A responsible and multicultural company of 265,000 people in nearly 50 countries, Capgemini’s purpose is to unleash human energy through technology for an inclusive and sustainable future. With Altran, the Group reported 2019 combined global revenues of €17 billion.

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