

Capgemini Press contact

Pallavi Choudhury

Tel : +91 80 4104 2084

Email : pallavi.choudhury@capgemini.com

Capgemini named a Leader in Gartner's Magic Quadrant in CRM and Customer Experience (CX) Implementation Services, Worldwide

Paris, December 12, 2016 – [Capgemini](#), a global leader in consulting, technology and outsourcing services, has been positioned as a Leader in Gartner's 2016 Magic Quadrant for CRM and Customer Experience Implementation Services worldwide.

Gartner analyzed 20 service providers which met the criteria of generating a minimum of \$200 million (in U.S. dollars) of CRM and CX implementation service revenue in 2015, provided both CRM and CX business strategy, consulting and technology design along with implementation services to large enterprises and operated in more than one major geographical region of the world. Services providers were assessed according to their ability to execute and completeness of vision.

Pierre-Yves Glever, Digital Customer Experience Practice Leader at Capgemini said: *"We are delighted to be recognized as a leader in Gartner's Magic Quadrant for our vision and execution in Customer Experience and CRM implementation services. Our experience and expertise is underpinned by a suite of proven tools, accelerators and methodologies which, paired with our highly adaptive process, ensure we can meet the specific digital customer experience needs of our clients. Our goal is to help companies better connect with their consumers by crafting the right connections across all the different components of their organization. By focusing the whole organization around the customer, this becomes the catalyst for business transformation"*.

According to Gartner, leaders in this Magic Quadrant bring a wide range of business and technical capabilities which include CX strategy, business transformation consulting, customer analytics, enterprise architecture and design, CRM technology expertise, industry-specific domain expertise, and business change management. They demonstrate strong comparative revenue growth, demonstrate the ability to scale across multiple geographic regions. They are delivering with high client satisfaction.

Capgemini's Digital Customer Experience practice solves whole problems through its connected capabilities - ranging from customer insights, experience design and technology to people and governance transformation. With offers including Seamless Customer Engagement, Commerce Management and All-Channel Experience; a team of over 9,000 professionals across more than 20 countries; and a deep partner ecosystem Capgemini is equipped to deliver a tailored experience to help reduce customer service costs and drive top line growth.

Gartner, Magic Quadrant for CRM and Customer Experience Implementation Services, Worldwide, 01 December 2016

About the Magic Quadrant

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, [the Collaborative Business Experience™](#), and draws on [Rightshore®](#), its worldwide delivery model.

Learn more about us at www.capgemini.com.

Rightshore® is a trademark belonging to Capgemini