

Press Contact:

Ingrid Pinchot

Tel.: + 33 (0)1 47 54 50 71

E-mail: ingrid.pinchot@capgemini.com

Capgemini named a 'Leader' in Global Utilities Customer Operations in the latest IDC MarketScape report 2015

Paris, 7 May, 2015 – [Capgemini](#), one of the world's foremost providers of consulting, technology and outsourcing services, has been positioned as a leader in the latest IDC MarketScape: Global Professional Services Firms for Utilities Customer Operations 2015 Vendor Assessment (doc #EISC02X, April 2015).

Capgemini was among 15 global professional firms who were evaluated in the IDC MarketScape report. The report highlights that *"boasting extensive knowledge and expertise, Capgemini remains one of the leaders in the market for services to the utilities industry"*. Capgemini was also acknowledged for its *"focus on innovation and industrialization of comprehensive solutions for this market, covering the entire value chain with digital transformation among its key distinctive capabilities."*

"We are proud of being recognized as a leader by the IDC MarketScape for our extensive domain knowledge and capabilities in the Utilities sector," said Perry Stoneman, Global Head of Sectors and Utilities Global Sector Leader, Capgemini Group. *"Capgemini offers an integrated Digital Utilities Transformation portfolio for enriched customer experience and operational improvement helping utilities transform by leveraging digital technologies."*

"Utilities, both in competitive and regulated markets, need guidance and support to navigate the digital transformation journey, innovate their customer experience and improve operations performances," said Roberta Bigliani, global lead, IDC Energy Insights' Worldwide Utilities Smart Customer Operations advisory service. *"Capgemini is currently helping utilities transform with a comprehensive set of digital transformation solutions specifically designed around customer experience, cost-to-serve optimization, and new business models."*

Capgemini' Global Utilities Sector serves the top Utilities worldwide and draws on a network of more than 10,000 dedicated sector consultants. Capgemini has one of the largest professional networks dedicated to this industry segment and as a solid delivery model (Rightshore), where offshore industrialized provisioning capabilities are coupled with a globally deployable pool of key talents and onshore resources for delivery.

About IDC MarketScape

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in

which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors.

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.

Learn more about us at www.capgemini.com.

Rightshore® is a trademark belonging to Capgemini

###