

Press Contact:
Bhaswati Chakravorty
Tel.: +91 96500 60929
E-mail: bhaswati.chakravorty@capgemini.com

Capgemini launches Digitally-Enabled Industrialised Management Services Center in India to provide accelerated support to local enterprises

Mumbai, May 22 2017 - [Capgemini](#), a global leader in consulting, technology and outsourcing services, today announced the launch of its digitally-enabled Industrialised Management Services Center (iMSC) in Chennai to enable enterprises in India to take an ‘always on’ approach and be more ‘future proof’. The new iMSC combines industrialisation and innovation with business value creation to help enterprises align technology implementation to better support business goals and long term strategy.

With digital and disruptive forces impacting enterprises at unprecedented speeds, several imperatives are facing CIOs in India. These include the need for increased effectiveness in IT service delivery and pervasive cost reduction; superior service integration and experience; improved effectiveness of business processes and future proofing the IT landscape to win in markets. The new Chennai iMSC offers a collaborative approach that brings together Capgemini’s proven next-gen [Application Development & Maintenance \(ADM\) platform](#)¹, consulting frameworks and methodologies and digital Centres of Excellence (CoEs). In addition, an integrated partner ecosystem will drive process innovation and business transformation while delivering required delivery levels for Managed Services.

Talking on the launch, Kishor Chitale, Head – Local Business Services, India & Middle East, Capgemini said, *“We have been working closely in the domestic market with customers across industries in retail, manufacturing, automotive, and large conglomerates, among others. The newly launched iMSC is strategic to our India growth plans in digital. The centre brings together a wide range of Capgemini global services under a single umbrella to enhance the customer experience while helping them realise their digital transformation goals.”*

An end-to-end model additionally brings in automation levers including sector-insight rich Automation Bots to identify and terminate revenue leakage for clients and reduce the overall ADM workload. Further, superior industrialization and flexibility in staffing, pricing and delivery models will also reduce the cost of ownership of the customer’s application portfolio. The centre hosts real-time analytics and dashboards that promise to redefine customer experience.

¹ Capgemini’s next-generation Application Development and Maintenance (ADM) proposition is an industrialized approach for ADM that focuses on driving pervasive cost reduction and enabling business outcomes during the course of regular ADM engagements.

A second centre is planned in Bengaluru by the end of the year. The India iMSCs will work closely with Capgemini's global iMSCs to bring its international best practices in next-gen ADM and innovation to enterprises across industries in India.

About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 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.

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