

Media Contact:
Glen Nelson
Tel.: + 1 312 725 0325
E-mail: glen.nelson@capgemini.com

Capgemini Helps Domino's Streamline Online Ordering for Franchisees

Implementation of NetSuite SuiteCommerce improves equipment and supply ordering for Domino's franchisees

New York, May 5, 2015 – [Capgemini](#), one of the world's foremost providers of consulting, technology and outsourcing services, today announced that it has implemented a new equipment and supply online ordering system for Domino's Pizza (NYSE: DPZ) franchisees. The new system is built on the NetSuite SuiteCommerce platform and enables Domino's network of over 1,000 independent franchisees in North America to easily order equipment and supplies online. The cloud-based platform is integrated with Domino's franchisee support organization, bringing efficiency to the franchisee ordering process by streamlining operations for producing its made-to-order fresh pizzas and other items.

Capgemini helped Domino's replace its existing equipment and supply order management system with NetSuite SuiteCommerce. NetSuite Inc. (NYSE: N) is a provider of cloud-based financials/ERP and omnichannel commerce software suites. The new online system, which went live in December 2014, streamlines the equipment and supply ordering process for franchisees through self-service payment and shipment tracking.

Capgemini also integrated the system with Domino's North America enterprise resource planning and warehouse management systems. The integration is intended to aid operations and further enhance the ordering experience by providing Domino's customer service representatives with the data visibility they need to improve the accuracy and efficiency of phone orders, as well as their ability to assist with online inquiries. The system helps franchisees significantly reduce the time required to order supplies—from weeks to hours, or even minutes.

"As a leading global retailer in online transactions, we are well known for using innovative technologies to enhance our customer experience, but what we do for our franchisees is equally important," said Kevin Vasconi, Domino's Pizza executive vice president and CIO. *"With the help of Capgemini, we are significantly improving the efficiency, availability and functionality of our franchisee ordering system, ultimately providing an improved experience for our franchise partners and a platform for Domino's to drive future growth opportunities."*

Capgemini and Domino's have worked together to enable Domino's digital innovation goals across a number of areas. For example, Capgemini helped establish a commerce architecture strategy; defined a customer information strategy to generate actionable customer analytics across channels and enabled a common point of sale (POS) system globally to enable faster time to new markets.

"We are proud to be a longstanding provider for Domino's and are excited about our work together to further enhance their reputation as a digital leader in serving up technology innovations for franchisees and customers," said Ted Levine, global sector leader, consumer products & retail, Capgemini. *"Our extensive experience as a leading systems integrator and deep experience in the restaurant industry segment enables us to help Domino's improve operational effectiveness through technology."*

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 (more than \$13 billion USD). 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.

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