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## Capgemini Selected as Main Partner for Neste's ICT Services

**Espoo, Paris, June 17, 2015 – [Capgemini](#), one of the world's foremost providers of consulting, technology and outsourcing services, and Neste, the world's leading producer of premium renewable fuels, have signed an agreement for the delivery of Neste's ICT services. The agreement replaces Neste's outsourcing agreement with the previous main ICT partner and a number of minor agreements with other providers. This is a multi-million Euros contract over a period of five years.**

With the new contract, Capgemini will deliver the majority of Neste's ICT services including Service Integration and Management (SIAM), Business Application Operations, ICT Production Platforms, End-User Productivity Services and End-User Support through Capgemini's Intelligent Service Centre™<sup>1</sup>.

*"Through this contract, Neste will move to modern, cost efficient ICT services, with the service production focusing on business needs even more than before,"* comments Tommi Tuovila, CIO of Neste. *"Capgemini's business centric solutions, such as the Intelligent Service Centre, and their strong culture of collaboration make them the right partner to support us on our way forward."*

Capgemini's Intelligent Service Centre will provide a centralized view of all helpdesk service requests by Neste's end users. Service metrics, linked to business processes, are set up based on this data. Analytics are then used to identify new ways of decreasing incidents, as well as improving processing times of the service requests.

*"We are delighted that Neste chose Capgemini as their new main ICT partner,"* says Petteri Uljas, CEO of Capgemini's Infrastructure Services in Northern Europe. *"This is the beginning of a new, longstanding relationship. We have extensive experience in harmonizing and integrating the complex ICT landscapes of our large multinational clients, and in providing on-demand capacity services that adapt to changes in operational environments. With our solutions, Neste is able to focus on its core business and is helped to maximize total cost of ownership savings, while the end-users benefit from an enhanced service experience."*

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<sup>1</sup> Intelligent Service Centre™ is a unique service that adds a business process focus to the capabilities of the Digital Service Centre, giving Capgemini clients the ability to use powerful, sophisticated analytics to drive continuous improvement of both the service desk operational model and the entire IT ecosystem.

### **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.

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