

Press contacts :
Prosodie-Capgemini
Mélanie Roetzinger
Tel. : 01 46 84 17 70
Email : mroetzinger@prosodie.com

Capgemini
Sam Connatty
Tel : 0870 904 3601
Email : sam.connatty@capgemini.com

Prosodie-Capgemini positioned as a Leader in the 2015 Magic Quadrant for Contact Center as a Service, Western Europe for its Odigo solution.

Boulogne-Billancourt, October 27, 2015 – Prosodie-Capgemini, specialist in multichannel Front Office applications, is positioned, for the first time, as a Leader in Gartner's 2015 Magic Quadrant for Contact Center as a Service (CCaaS), Western Europe based on completeness of vision and ability to execute.

This Magic Quadrant positions market players in four categories: leaders, visionaries, challengers and niche players.

According to Gartner, because the CCaaS market in Western Europe is still maturing, Leaders can best be described as suppliers with a strong multichannel product and service capability that have already amassed a large installed base of large and small customers. They also benefit from offering pan-European coverage for multi-country solutions, such as in-country operational support for local sales opportunities.

Nicolas Aidoud, CEO at Prosodie-Capgemini said: “We are very proud of Prosodie-Capgemini’s position in Gartner’s 2015 Magic Quadrant for Contact Center as a Service, Western Europe. We believe this position is the result of the new investments in research & development in our Odigo’s offer. The innovation associated with the flexibility of our economic model has impressed many companies worldwide. The speed of our international growth, with Capgemini Group, positions us as one of the leaders of the market.”

With Odigo¹, companies can put in place an innovative, seamless multichannel customer experience, in sync with new consumers’ behavior. Odigo is today deployed across 380,000 advisers and users within all industries across the world.

¹ Multichannel Solution for customer interactions in the cloud

Capgemini's Cloud Services program, Capgemini Cloud Choice, is enabled through collaboration with a broad ecosystem of cloud partners and comprises a range of services including: Business Cloud Assessment and Strategy, proof of concepts, migrating applications to the cloud, Platform as a Service, Infrastructure as a Service, Software as a Service, Business Process as a Service and Cybersecurity.

Gartner, Magic Quadrant for Contact Center as a Service, Western Europe, Steve Blood, Drew Kraus, Daniel O'Connell, 15 October 2015.

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 Prosodie-Capgemini

Subsidiary of Capgemini Group since July, 2011, Prosodie-Capgemini designs and hosts Front Office services. Developed from innovative proprietary technologies, Prosodie-Capgemini's solutions address every stage of the digital trail users. Proposed in cloud mode, these services provided in real-time, are based on a highly available and secure technical platform. Prosodie-Capgemini benefits from the international dimension of Capgemini to deploy its offers beside the other entities of the Group

More information: <http://www.prosodie.fr/>