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Successful Go live for Capgemini's €43 million Business Process Outsourcing contract expansion with Algar

Paris, 26 November, 2014 – [Capgemini](http://www.capgemini.com), one of the world's foremost providers of consulting, technology and outsourcing services, has announced the successful go-live of its expanded contract with the Algar Group, one of the largest conglomerates in Brazil. As Algar's single BPO provider, the deal confirms Capgemini as a leading player for Finance and Accounting Business Process Outsourcing (BPO)¹ in Brazil.

The €43million contract is in addition to the €31million contract originally won with Algar back in 2011 for a duration of 13 years² – one of the longest BPO contracts in the industry. The updated contract expands the scope of Capgemini's work for Algar to include telecommunications and technology business units as well as its holding entities. Algar has consolidated its BPO providers, selecting Capgemini to deliver complete finance and accounting services including Record to Analyze (R2A), Procure to Pay (P2P), and Credit to Cash (C2C) as well as Human Resources Outsourcing (HRO).

Algar now leverages Capgemini's Global Enterprise Model³ to centralize all of its back office functions and drive transformation through BPO services that are delivered from Blumenau, Brazil and Bangalore, India. This approach has enabled the creation of a BPO platform for growth outside Brazil.

"We are delighted with Capgemini's progress and its consistent delivery and collaborative approach. Their skilled leaders, respect for client culture, and problem-solving focus in BPO have been second to none," said Maurício Lemos, Algar Corporate Solutions Center (CSC) Director. *"Capgemini has helped us to streamline costs and*

¹ Capgemini is regarded among the top three Finance and Accounting providers in the world by leading analysts. Capgemini was positioned as a leader by Gartner, Inc in the latest "Magic Quadrant for Finance and Accounting BPO" - Gartner Inc.: "Magic Quadrant for Finance and Accounting BPO," Cathy Tombohm, 28 May 2014

² This is the longest BPO contract Capgemini holds.

³ Capgemini's Global Enterprise Model (GEM) is a transformation methodology comprised of 7 levers including grade, location and competency mix, Global Process Model, technology, pricing and governance, all of which are calibrated according to each client's specific needs.

centralize our back-office operations. We look forward to continuing our work with Capgemini in supporting our growth strategy.”

[Christopher Stancombe](#), CEO of Business Process Outsourcing (BPO) and member of the Group Executive Committee at Capgemini commented “*We have developed a strong relationship with Algar working as one team to deliver world-class outcomes. Providing customized solutions and leveraging our unique Global Enterprise Model, we are proud to have been able to assist Algar in driving transformation across their global organization. We are delighted to be supporting Algar with their growth ambitions over the next ten years.*”

The Algar Group is a Brazilian conglomerate with 85 years history. It has 25,000 employees serving more than 2 million clients in 75 different locations in Brazil and also in Colombia, Argentina and Chile. Algar’s offerings cover the ITC, Services, Tourism and Agribusiness industries.

About Capgemini

With more than 140,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 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.

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