

Capgemini and Thunderhead

Collaborative solutions that transform the way you communicate with your customers

The right customer communications solution can deliver a significant impact

Capgemini is a Gold Partner and one of just five strategic partnerships for Thunderhead

Your customers want consistent, clear and on-demand interaction and communications. But the rapid adoption of new devices such as smartphones and tablets as touch points or channels is fundamentally changing the customer engagement model between customers and their bank, insurance company or investment firm. Customers now expect communications to be delivered at their convenience—not yours.

Together, Capgemini and Thunderhead can help you respond to these changing demands. Capgemini's financial services expertise and extensive experience in enterprise content management (ECM), combined with Thunderhead's innovative, customer-centric and scalable platform, gives your financial institution the skills and confidence to be sure your initiatives deliver maximum impact across the customer and communication lifecycle.

True Multi-Channel Communications Delivery

Capgemini and Thunderhead can help migrate your communications from being exclusively designed to service your traditional, print-based channels to a truly integrated multi-channel strategy, regardless of whether your new channel is fax, email, regional offices, branch kiosks, internet or the latest smart phone. We'll help you provide your customers with the right information at the right time, using the channel of their choice.

Rapid Return on Investment

Banks, insurers and capital markets firms can realize a return on investment of less than 12 months by changing the economics of communicating with your customers and leveraging these lower cost and preferred channels. Our solutions can help reduce your costs while improving the quality of your services.



People matter, results count.

Reduced Risk

Capgemini has created a powerful set of accelerators to rapidly envision your path forward and begin execution with reduced risk and flexible resourcing models.

Capgemini's *Accelerate Now* pilot minimizes risk by rapidly assessing your templates, organization, and priorities while looking at key cost and timeline assumptions. The result is a cost effective and flexible roadmap for Thunderhead conversions which brings together the right people with the right skills in the right location to support your project. Capgemini's Rightshore® methodology combines best practices, specialized tools and a proven ability to scale.

Thunderhead Supports ...

Business Growth

Use communications to measurably drive retention and revenue growth.

Marketing

More personalized, high performance communications using the right channel and content according to your customer needs.

Sales

Increase sales through better targeting and tailoring of product offers and accelerating time to market.

Legal & Compliance

Reduce the time and cost of supporting regulatory change while ensuring compliance.

Information Technology

Enable consolidation of multiple systems on a single communications platform while putting control of communications back in the hands of business users, not IT, freeing up time and cost.

Customer Service

Seamlessly engage with customers across multiple touch points, using more accurate and relevant communications to reduce the volume of inbound calls and their associated cost.

Capgemini Delivers ...

Confidence

Capgemini brings deep experience in Thunderhead and enterprise content management.

Scale

As the largest systems integration partner for Thunderhead, Capgemini has over 1000 ECM market resources globally with more than 300 successful ECM projects delivered.

Skill

Largest number of Thunderhead resources certified globally with expertise and accelerators specialized for legacy conversions and implementations.

Specialization

Average over 5 years industry experience among ECM specialists integrated with market-leading industry practices within Capgemini's Financial Services global business unit.

Strategic Partnership

Partnership with Thunderhead for software, documentation, training and support.

For more information on Capgemini solutions using Thunderhead, visit us at www.capgemini.com/financialservices or contact us at financialservices@capgemini.com.

About Thunderhead

Thunderhead changes the way companies engage with their customers, enabling measurement and learning from every interaction to drive greater loyalty and profitability. Our innovative business user driven software, Thunderhead NOW, delivers new levels of personalization, context and compliance with true multi-channel capability—the right information, to the right person, at the right time, in the right format.

Founded in 2001, Thunderhead has insurance, retail banking, government and capital market customers on three continents. Thunderhead customers optimize their customer engagement—we help them make every communication count.



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies.

Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™.

The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients.

Present in 40 countries, Capgemini reported 2011 global revenues of EUR 9.7 billion and employs around 120,000 people worldwide.

Capgemini's Global Financial Services Business Unit brings deep industry experience, innovative service offerings and next generation global delivery to serve the financial services industry.

With a network of 21,000 professionals serving over 900 clients worldwide, Capgemini collaborates with leading banks, insurers and capital market companies to deliver business and IT solutions and thought leadership which create tangible value.

For more information please visit www.capgemini.com/financialservices

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