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Building Society Nationwide awards five year contract to Capgemini in the UK

Paris, London, 20 October 2015 - [Capgemini](#), one of the world's foremost providers of consulting, technology and outsourcing services, has today announced a five year contract to provide IT infrastructure services to Nationwide. The deal will help the world's largest building society to drive improvements to user experience, increase its agility to meet growing customer demand and be the number one choice for financial services in the UK.

Capgemini will be collaborating with Nationwide to simplify and modernize its end user IT experience in response to fast evolving business requirements and increasing expectations from customers and employees. The contract will run until July 2020 with three core elements: Service Integration, Service Desk and End User Services.

In order to increase the effectiveness of the services provided to the business and users, Nationwide will be using [Capgemini's Intelligent Service Center](#) which applies insights from data and analytics to drive continuous improvements in business processes. In line with Nationwide's strategy to provide new and flexible ways of working to its employees [Capgemini's My Workspace](#) solution will, in the longer term, transform user experience through a single platform where they can access their data and services, via any device without compromising the security of the organization.

Capgemini will also supply scalable contract compliance and optimization services through its Business Process Outsourcing team for greater visibility and control of Nationwide's IT vendor ecosystem, aimed at cost savings, risk avoidance and better informed decision-making.

Debra Bailey, Chief Information Officer at Nationwide, said: *"In the age of always-on connectivity and mobile banking, customers expect 24-hour access and value added services from their financial institutions. To keep and attract new customers, we are creating a world class IT function that can better handle these changing*

demands. Capgemini's collaborative approach, core company values and financial services experience made them the clear choice to become one of our key IT providers. We look forward to working with them to deliver the best possible experience for our colleagues and customers."

Petteri Uljas, CEO Northern Europe, Infrastructure Services at Capgemini, says: *"We are delighted to be chosen by Nationwide to support their digital transformation over the next five years. Technology has re-defined financial services and customer expectations are increasing rapidly. With a strong cultural fit and ambitions to match our own, we are delighted to be working with such a prestigious organization as Nationwide in helping them remain number one for quality and service."*

About Capgemini

Now with 180,000 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, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. 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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