## CLIENTS FROM AROUND THE GLOBE

Rolls-Royce

A strategic outsourcing contract

March 2012

Capgemini won an outsourcing contract with Rolls-Royce Group, a world-leading provider of power systems and services for use on land, at sea and in the air. Signed by the Group's UK subsidiary, this places the Group right at the heart of Rolls-Royce's new strategy of moving from a single supplier to a number of specialized outsourcing vendors. Acting as a services integrator, the Group will coordinate and ensure the smooth running and central control of IT services provided to 40,000 users by a large number of vendors spread across 50 countries. The Group will also support several of Rolls-Royce's strategic applications.
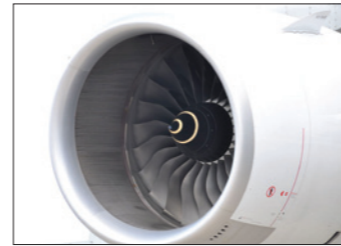
CNAM

Prosodie-Capgemini's solution for French state health insurer

March 2012

Prosodie-Capgemini won a major, six-year contract with the French state health insurance scheme, CNAM, to manage calls from individuals and health–care professionals. The solution, implemented on 4,500 desktops spread over 80 internal call centers, is based on Prosodie-Capgemini's interactive voice response platform and its Odigo cloud solution for call distribution.

ANZ Bank

A major testing services contract

June 2012

Australia and New Zealand Bank (ANZ) awarded Capgemini the five-year Managed Testing Services (MTS) contract following a rigorous evaluation and due diligence process. This landmark testing contract will leverage the Group's global testing and financial services expertise. The Group will be supporting around 800 technology applications and the delivery of more than 280 projects within ANZ. The deal involves the transfer to Capgemini of a 360-strong ANZ test services team from Australia and India, as well as the work of hundreds of subcontractors from over 40 suppliers. The win reinforces the Group's position as the global MTS leader.

www.capgemini.com:
Capgemini unveils its new "human" website

In line with its 100% digital brand strategy, Capgemini's website was entirely revamped. The new website has been designed as an interactive platform where clients and prospective customers, future recruits and young graduates, shareholders and investors, journalists and analysts, can engage in digital conversations. The Expert Connect section is where a dialogue with 100+ Capgemini experts takes place. The Group's in-house teams developed the website, where users will find a section dedicated to the Annual Report.

Zurich

Insurer Zurich selects Capgemini to implement Guidewire Software®

April 2012

Capgemini will be implementing Guidewire Software® ClaimCenter into a new claims handling platform for Zurich's UK general insurance division. The multi-annual contract aims to transform claims processing, reduce costs and improve the customer experience. The Group is the prime systems integrator and has responsibility for the end-to-end solution. This is the latest, and the largest, of more than 35 transformation programs that Capgemini is delivering using the Guidewire platform.

Caixa

Capgemini becomes the leading IT supplier to the Brazilian bank

June 2012

Caixa
40,000
service points,
53
million clients and
85,000
employees.

CPM Braxis (rebranded as Capgemini) announced that for the next 10 years it is to be the preferred IT supplier of Caixa Economica Federal. Caixa, founded in 1861 and based in Brasilia, is Brazil's fourth largest bank, and the largest publicly owned bank in Latin America. This agreement makes Capgemini the leading IT services provider to the financial sector in Brazil. At the same time, Caixa is buying a 22% stake in Capgemini in Brazil. The agreement, which is expected to generate revenues of more than €100 million a year, marks a milestone for the Group's expansion plans in Brazil and throughout Latin America.

NAV

Capgemini wins a major contract with the Norwegian Labor and Welfare Administration (NAV)

June 2012

The Group was awarded a €26 million six-year contract to manage and further develop the NAV's enterprise content management system, Arena. Used by 7,500 employees, Arena's aim is to ensure a smooth and functioning labor market by supporting the government's public employment agency and recruitment. Capgemini is using Lean project methodology to deliver the Application Lifecycle Services contract.

CPIC

A digital and multi-channel strategy for the Chinese insurance company

July 2012

In China, CPIC, one of the country's leading insurers, launched a customer-centric transformation program, implementing digital operating models and targeting multi-channels. This led to an increase in the number of policies held per customer and to new targets being reached as a result of innovative online initiatives. Capgemini Consulting put in place a team that combined local and international expertise.
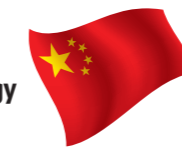
Bayer

A Radical Rightshore® win

July 2012

Capgemini signed a major contract with Bayer Business Services, the global competence center for IT and business services of Bayer. Headquartered in Germany, Bayer is a global group with a presence in the healthcare, nutrition and high-tech materials sector. Under the five-year contract, Capgemini will provide application development and infrastructure services to support Bayer's 120,000 IT users. Capgemini has taken over the operations of Bayer Business Services' India IT operations, whose 530 employees were welcomed to the fully functional facility in our Mumbai office within 11 weeks. Capgemini won the contract in the face of intense competition from Indian and global competitors because of its competitive offshore services provided from India through the Rightshore® delivery model.

Direct Line Group

Direct Line Group selects Capgemini for a major transformation program

December 2012

The Group won a five-year contract with Direct Line Group, the UK motor and home insurer. Following its separation from the Royal Bank of Scotland (RBS) Group, Direct Line Group is migrating its corporate and business applications to an independent platform. Capgemini will design, deliver and implement the new IT infrastructure, helping the company to transform its business operations and become more agile and flexible in the process.

SNCF

Sogeti helps French railways to run more TGV trains

December 2012

Capgemini's subsidiary Sogeti was chosen by French railways operator SNCF for its ambitious Concerto project to optimize the use of its high-speed (TGV) rolling stock. By 2018, SNCF's goal is to gain an extra hour of TGV traffic each day. Sogeti France's business and technical-architecture expertise will help SNCF to meet this strategic target.

United States

US Federal Government selects Capgemini

January 2013

The US Department of Homeland Security (DHS) awarded Capgemini Government Solutions LLC, a member of the Capgemini Group, a seven-year contract called "Eagle II" (Enterprise Acquisition Gateway for Leading Edge Solutions II). The Group will validate, verify and evaluate all applications used by the DHS. It will also ensure that all IT products and services meet the standards set by the US Federal Government. The aim is to enhance overall delivery quality, significantly reduce risk and facilitate more efficient use of government resources.

ESA

Management of a geo-positioning program for search and rescue

February 2013

Capgemini's Aerospace & Defence division will implement the ground segment of Galileo's new search and rescue system, funded by the European Commission. Galileo is Europe's satellite navigation system, equivalent to the US GPS. Its satellites will pick up signals from distress beacons, emitted by ships, aircraft or isolated individuals. Capgemini will provide the ESA with a comprehensive, pan-European, supervision and control network of communications between ground stations and the control center.

Unilever

Unilever chooses Capgemini as a global strategic supplier

December 2012

Unilever, one of the world's leading consumer goods companies, chose Capgemini as one of its global strategic suppliers under its "Partner to Win" program. In a further sign of commitment to the seven-year relationship between Unilever and the Group, the company also awarded Capgemini a five-year outsourcing contract. The contract, worth over €100 million, followed a comprehensive global tendering process. The Group will be providing finance & accounting services across more than 130 countries, helping Unilever to achieve process harmonization and increase productivity. Capgemini is also supplying Unilever with its new Business Analytics-as-a-Service offer.

OFFERS AND INNOVATIVE PARTNERSHIPS

Capgemini's and Sogeti's innovation are recognized

January 2012

Capgemini and its subsidiary Sogeti received the HP Award for Innovation in Europe, Middle East and Africa. The award recognizes several joint initiatives in applications lifecycle and testing by the Group, its subsidiary and partner.

Capgemini is EMC partner of the year

May 2012

Capgemini was named Partner of the Year by EMC, the global leader in cloud infrastructure technologies. The Group also expanded its strategic partnership with EMC for joint, go-to-business solutions in Brazil. Working collaboratively, and leveraging EMC's market leading solutions and expertise, it will deliver next-generation cloud solutions, particularly in banking and agribusiness.

An innovative offer for water management

February 2012

Capgemini launched a software-as-a-service platform which allows utilities to measure the entire water consumption cycle, from program planning, meter roll-out and operations through to maintenance. The real-time platform uses water metering systems deployed across networks, and is a pay-per-use solution. It is part of the Group's Smart Energy Services, which has built up considerable experience over the past decade working with more than 20 global utilities. Capgemini has been recognized by US analyst Gartner as a market leader in smart grids and metering.

A global mobility offer

March 2012

Smartphones, tablets and other applications have anchored mobile technologies in our daily lives, transforming how we work and interact. Capgemini and its subsidiary Sogeti jointly launched their new global offer, "Mobile Solutions." The Group's clients will have access to solutions to help them interact with their increasingly mobile customer base through new channels, thus increasing customer loyalty and enabling them to boost their sales. The offer will also support companies' employees by providing them with improved access to critical business applications and data, irrespective of their location. "Mobile Solutions" draws on a true ecosystem of the world's leading technology companies, particularly SAP and Microsoft, with whom Capgemini has built up solid partnerships. By developing this "one-stop-shop" for mobility solutions, and becoming an "orchestrator of company mobility" Capgemini and Sogeti are responding to a growing demand within businesses globally. In addition, a Center of Excellence for Mobile Applications in India is contributing to the development of state-of-the-art mobile applications.

Big data marks a step-change in the quality of business decision making

June 2012

Capgemini wants to become the global leader in big data & analytics. The Group is investing heavily in big data & analytics and storage capacities, with the aim of developing the next generation of real-time analytics solutions and client offers. A global survey into the use of big data, *The Deciding Factor: Big data & decision making,* commissioned by Capgemini from the Economist Intelligence Unit (the research arm of The Economist media group), shows that the use of big data has improved businesses' performance by, on average, 26% and that the impact will escalate to 41% over the next three years.

> big data & analytics improves business performance by **26**%
>
> **41**% growth over the next three years
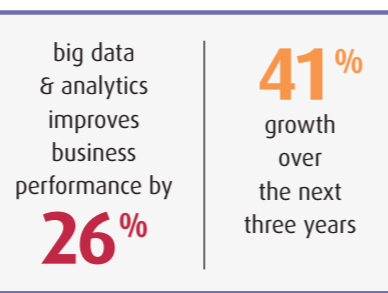
Analysts' Day focuses on major technology breakthroughs

June 2012

The Analysts' Day event organized by the Group at Les Fontaines, near Paris, brought together around 80 market and financial analysts. Chairman and CEO Paul Hermelin detailed his ambitions to transform Capgemini into a global player and take it to the top of the industry's Champions League by 2015. He outlined a three-pronged strategy for the Group based on PPI - Portfolio transformation, Pyramid management and Industrialization. Analysts particularly welcomed the acceleration of the portfolio transformation around four key technology trends: cloud, mobility, big data & analytics and social. They also appreciated Capgemini's progress in the area of proprietary solutions. By enabling pay-per-use invoicing, Capgemini is responding to clients' new needs.

Capgemini and its subsidiary Sogeti are singled out by Microsoft

June 2012

Capgemini received Microsoft's first-ever Services Partner of the Year Award. For its part, Sogeti won two Microsoft awards: Cloud Innovation Partner of the Year and Windows Azure Partner of the Year.

Capgemini Consulting's Digital Transformation study ranked among the Top 5 of the decade

September 2012

Capgemini Consulting's 2011 study, *Digital Transformation: A roadmap for billion-dollar organizations,* unveiled to the public the first findings from its joint research program with the Massachusetts Institute of Technology (MIT) Center for Digital Business. Capgemini Consulting and MIT published a second report in 2012. Source, a market analyst for the consulting industry, ranked the study among the Top 5 of the decade produced by consulting firms in 2012.

Cloud computing partnership with Salesforce.com

September 2012

Capgemini expanded its global partnership with leading cloud computing company Salesforce. The Group is working with Salesforce to help organizations unlock the benefits of cloud and transform themselves into social enterprises. The Group is already collaborating with Salesforce for a number of global clients, including Touring Club Schweiz, the largest motoring club in Switzerland. During Dreamforce 2012 in San Francisco, one of the largest global technology events, Salesforce awarded Capgemini its Partner Innovation Award for Marketing.

## "Simply. Business Cloud"— serving business

February 2012

Cloud is embedded in all aspects of business—information management, applications, as well as working processes and offer launches. As a cloud orchestrator, Capgemini is able to integrate cloud at the heart of its clients' strategies. We call this "Simply. Business Cloud." A global survey of 460 executives from top companies, carried out by Capgemini, also showed that cloud can no longer be viewed simply as an IT platform. Cloud is, above all, a driver of business performance, enabling pay-per-use, greater flexibility and rapid implementation.

Capgemini and Sogeti launch the "PointZERO® Vision"

October 2012

Capgemini and Sogeti published the first book in the PointZERO® series. This offers a new vision for the development and maintenance of business applications, and redefines testing. It describes how testing of the future will be an integral part of the whole applications lifecycle. The PointZERO® vision involves the implementation of best practices from the beginning of a project—the point zero. Throughout the software development lifecycle, defects can be identified and sometimes even anticipated, leading to shorter development cycles and, as a result, lower costs.
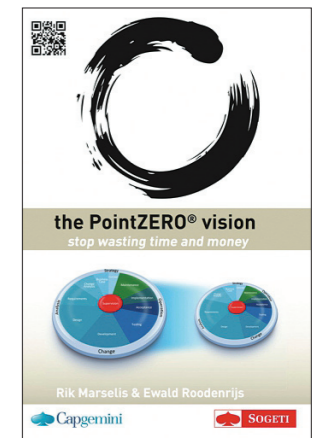
Sogeti reinforces its position as a leader in cybersecurity

November 2012

In the digital age, increased use of remote access to information systems, cloud computing, use at work of personal computer equipment ("bring your own device") and generalized connection of production equipment to the corporate information system, all make systems more vulnerable to cyber attacks. With many years' experience in the field of cybersecurity, Capgemini's subsidiary Sogeti has developed a comprehensive range of services designed to meet the security needs of companies and government administrations. Sogeti is joint sponsor with Thales Communications & Security of a chair in cyber defense and cybersecurity at France's Saint-Cyr Coëtquidan military college.