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Capgemini positioned as a Leader in Gartner's Magic Quadrant for Contact

Center as a Service (CCaaS), Western Europe for Odigo platform¹

Paris, November 7, 2016 – Capgemini, a global leader in consulting, technology and outsourcing services, has been positioned, for the second successive year, as a Leader in Gartner's 2016 Magic Quadrant for Contact Center as a Service (CCaaS), in the Western Europe market².

"We are proud to be, for the second successive year, positioned as a Leader in this Magic Quadrant," said Erwan Le Duff, Head of Prosodie-Capgemini. "We believe this is a testimony to our investments in research and development on topics such as artificial intelligence or analytics and our international development policy. Beyond Europe, we are now have the ability to support our customers in North and South America, Brazil and Asia, our business successes confirms this growth strategy."

For organizations seeking support for customer service transformation projects, Capgemini's Odigo provides a suitable platform. Odigo supports both front office and back office multichannel communications, has a strong installed base of customers across Europe and platform benefits from Capgemini's recognition as a strong brand in the global system integration and professional services business.

With Odigo, companies can put in place an innovative, seamless multichannel customer experience, in sync with new consumer behavior and expectations. Odigo manages more than 3 billion interactions every year and is today deployed across 400,000 advisers and users across the world.

For this Magic Quadrant, Gartner evaluated 10 service providers.

* [Gartner Inc.: "Magic Quadrant for Contact Center as a Service, Western Europe" Steve Blood, Drew Kraus, Daniel O'Connell, 24 October 2016](#)

¹ Multichannel Solution for customer interactions in the cloud

² Gartner, Magic Quadrant for Contact Center as a Service, Western Europe, Steve Blood, Drew Kraus, Daniel O'Connell, 24 October 2016.



About the Magic Quadrant

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About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 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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