

BMC Software and Capgemini Help European Customers Reap Benefits of Cloud Computing

Global analyst firm IDC: "Increased business revenue from the IT innovation enabled by cloud could reach \$1.1 trillion a year by 2015 across the globe."¹

HOUSTON and PARIS, June 25, 2012 – To capitalize on the European demand for cloud, long-time allies BMC Software (NASDAQ: BMC) and Capgemini have significantly expanded their relationship to help European customers accelerate cloud adoption while also satisfying EU regulations concerning security, privacy and energy consumption.

- **Locally Hosted Clouds** -- Capgemini's outsourced infrastructure customers in Europe will now have the option to move from their existing IT service desk solution to a new BMC Remedy OnDemand solution, a highly standardized, subscription-based cloud service. This solution will help reduce key security and privacy concerns by leveraging locally hosted cloud environments.
- **Rapid Cost Savings** -- Capgemini and BMC will be able to quickly cut the overall cost of IT service management for more than 200 Capgemini outsourced infrastructure customers in Europe, as well as enable greater flexibility and innovation via Remedy OnDemand's differentiated mobile and social capabilities.
- **Shared Services Capabilities** -- Through a strong, joint go-to-market strategy, BMC will host Remedy OnDemand at one of Capgemini's European datacenters, and together, the companies will provide shared services capabilities to Capgemini customers via a joint center of excellence. BMC Global Services also will team with Capgemini to deliver ITSM (IT Service Management) and BSM (Business Service Management) services.

"BMC Remedy OnDemand speeds up our ability to roll out new IT services and resolve incidents while reducing the overall cost of service management deployments," said Steve Wanklin, Capgemini's senior vice president and head of global operations of Infrastructure

¹ Source: IDC White Paper sponsored by Microsoft, "Cloud Computing's Role in Job Creation," Doc #233532, March 2012.

Services. *“As a market leader in the Software-as-a-Service, we are proud that BMC has trusted us to be their infrastructure provider of choice for the European market. We feel that the combination of BMC technology and Capgemini services will enhance our leading position in service management and integration here in Europe.”*

Paul Avenant, BMC’s president for Enterprise Service Management, said: *“As one of our first Remedy customers, Capgemini has credentials in this area that are second to none. This elevated go-to-market partnership makes BMC the largest provider of cloud-based IT service management solutions in Europe, with Capgemini becoming the largest global partner for BMC Remedy OnDemand. We believe that this expanded partnership between two proven market leaders will enable our customers to dramatically reduce their IT operations costs, while fully meeting the regulatory requirements around security, privacy and energy consumption.”*

For more information about BMC and its Remedy OnDemand solution, please visit:

- [BMC Remedy OnDemand](#)
- Follow [BMC on Twitter](#)

Business Runs on IT. IT Runs on BMC Software.

Business runs better when IT runs at its best. That’s why more than 20,000 IT organizations in more than 120 countries rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry’s broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended December 31, 2011, BMC revenue was approximately \$2.2 billion. For more information, please visit www.bmc.com.

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About Capgemini

With around 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 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.

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