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Capgemini Announces Instinct 2.0 – Enhancement to Desktop Outsourcing Offering

The service bridges the gap between the disparate needs of organizations and end-users offering mass deployment, high performance and Vista readiness

Paris, March 17, 2008 – Capgemini, one of the world’s foremost providers of consulting, technology and outsourcing services, today announces a major enhancement to its InstincT desktop outsourcing service. The new service, Instinct 2.0 builds on Capgemini’s approach to desktop and distributed services that provide the management of the complete asset lifecycle from procurement, installation, deployment and management through to disposal. Instinct 2.0 provides organizations with the ability to standardize their desktop environment but, also accommodates the means to customize as required by each end user.

Currently supporting over 1 Million desktops worldwide, the Instinct desktop outsourcing service delivers pre-integrated world-class technology from Microsoft, Cisco and Intel. Innovative technology combined with Capgemini services expertise that helps organizations increase employee productivity and improve business continuity.

Examples of new capabilities available with Capgemini’s Instinct service include on-demand delivery and software self service, new choices for messaging and collaboration, application virtualization, advanced PC power management, and handheld device support, among others.

“Instinct 2.0 provides the means to prepare for future technology change,” said David Fitzpatrick, Vice President, Desktop Delivery Services, Capgemini. *“It significantly improves total cost of ownership, quickens end user access to services and speeds time to value. Instinct 2.0 is the latest in a series of innovations around end user computing. Capgemini intends to continue to lead its competitors with further releases during 2008.”*

Mass Deployment

Instinct 2.0 includes several new features to lower enterprise risk and cost by expediting the mass deployment of customized images. For example, a standardized operating environment and homogenous architecture enable a one-to-many approach to reduce complexity and the time needed for design and deployment. As a result, it is now possible to

deploy over ten thousand desktops per night. Clients can choose from pre-built service and infrastructure components, self-help services and other components to shorten implementation time, ensure a seamless transition, customize for end users and reduce cost.

High Performance and Availability

Capgemini employs a 24 by 7 global network of management control centers using state of the art monitoring tools staffed with highly trained personnel to constantly monitor and manage the performance and availability of all client traffic. Combined with a standardized environment and adherence to leading IT standards, Capgemini provides high levels of performance and availability with robust service level agreements.

“We selected Capgemini from over 20 rival bidders to partner with us on our planned business and IT transformations,” said Fraser Nairn, Head of IT at Dwr Cymru Welsh Water. *“Moving to Capgemini’s Instinct desktop solution will give us the high performance and availability we require as a platform to support wider changes, while their Rightshore® delivery approach will give Dwr Cymru Welsh Water access to global resources for maximum cost-effectiveness. We were particularly impressed with their evident ability to work closely with us as an integrated team and by their credentials which included enthusiastic references from utility companies in the UK and elsewhere.”*

Vista Readiness

When ready, clients can take advantage of Instinct 2.0 support for Microsoft’s Vista operating system and the enhanced ease of use and productivity features available within it. The use of Capgemini transition services and up to date skill sets lower transition risk and speed time to deployment.

Instinct 2.0 clients will also have access to innovative technologies from Intel, Microsoft and Cisco. The use of Intel® Core2™ processor technology and Centrino Mobile Technology, both with the security and manageability features of Intel® vPro™ technology with Microsoft Vista power management features, for example, can lower energy cost by improving performance per watt by 26% to 40% over previous generation PC’s. Unified communications technologies from Microsoft and Cisco place control into the hands of users, allowing them to select the most convenient or appropriate means of communicating with colleagues, customers or business partners.

“We know that providing mass deployment, high performance and availability and vista readiness are deciding factors in choosing to outsource desktop services and these will lower desktop cost,” said Fitzpatrick. *“With Instinct 2.0, that choice has been made much easier.”*



More information on Capgemini's enhanced Desktop Outsourcing Service Instinct 2.0 is available at www.capgemini.com/instinct_2.0

About Capgemini

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 - and through a global delivery model called Rightshore[®], which aims to offer the right resources in the right location at competitive cost. Present in 36 countries, Capgemini reported 2007 global revenues of EUR 8.7 billion and employs over 83,000 people worldwide.

More information is available at www.capgemini.com.

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