

Press contact:
Tom Barton
Capgemini UK plc
Tel.: +44 (0)870 238 2491
Email: tom.barton@capgemini.co.uk

Capgemini Positioned in the Leaders Quadrant for CRM Service Providers, Europe, 2008

Evaluation Based on Completeness of Vision and Ability to Execute

London, May 20, 2008 - Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, today announced that it has been positioned by Gartner, Inc. in the leaders quadrant in the 'Magic Quadrant for CRM Service Providers, Europe, 2008'* report.

Patrick James, Vice President and Global Head of CRM for Capgemini, said: *'We consider our positioning in the leaders quadrant by Gartner as confirmation of our CRM strategy. This combines vision and thought leadership with the practical execution, programme management, channel management and IT skills that our clients need to execute a successful transformation in managing their customer relationships. These strengths, with our global delivery capabilities, enable our clients to transform the customer relationships and experience, and to make CRM investments that produce a direct contribution to bottom-line business results.'*

The 'Magic Quadrant for CRM Service Providers, Europe, 2008' identifies service providers that users should consider for pan-European projects. The relative positioning of vendors in this Magic Quadrant is based on factors Gartner determined as relevant to this market. Gartner says that "consulting and systems integration projects require a blend of skills in business, industry, technology, and project and programme management that must align with the client's objectives, institutional and business culture and employees." The Magic Quadrant, adds Gartner, should be used to understand the market and relative positioning of the best consultants and systems integrators for pan-European CRM projects.

Capgemini provides CRM services to all sectors across all major European markets, and has had particular success in the consumer goods sector in France, the manufacturing sector in Germany and the public sector in the UK. The company's client base includes leading national and multinational companies and organisations in virtually every sector of the global economy.

For over 10 years Capgemini has been recognized as a global leader in integrated CRM services and solutions. The company's CRM technology alliances include Oracle, SAP, and Microsoft. Extensive experience with these leading application providers equips Capgemini to deliver faster, better and more sustainable results.

Another key factor in Capgemini's success in CRM is its total commitment to collaboration with clients, which involves listening to their views, understanding their challenges, developing intimate knowledge of their business, working within their organisational culture and giving them freedom to achieve superior results.

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* Gartner 'Magic Quadrant for CRM Service Providers, Europe, 2008' by Ed Thompson and Matthew Goldman, 2008.

About the Magic Quadrant

The Magic Quadrant is copyrighted 2008 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

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.uk.capgemini.com.