

Capgemini Press contact:

Cortney Lusignan

Weber Shandwick

Tel: +1 212-445-8192

E-mail:

clusignan@webershandwick.com

News Alert

Capgemini Receives Pegasystems' Partner Excellence Award for Customer Centricity

Key Partner Recognizes Capgemini as Top Company Demonstrating Excellence at Increasing Customers' Agility and Competitive Edge

Paris, Chicago – January 24, 2012 – The Financial Services Global Business Unit of Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, today announced it received the Customer Centricity Award, a Partner Excellence Award from [Pegasystems Inc.](#) (NASDAQ: [PEGA](#)), the leader in [Business Process Management](#) (BPM) and software for customer centricity.

“This award recognizes the collaborative efforts between Pegasystems and Capgemini to support the implementation of a customer service center solution that brings together a deep understanding of customer requirements, with core banking process expertise and leading edge technology to drive sustainable benefits for a Tier 1 bank and its customers.” said Anirban Bose, Vice President and North America banking business unit head, Capgemini Financial Services *“We are confident that by leveraging our joint global delivery capabilities and Capgemini’s banking center of excellence other banks will be able to leverage assets from these customer centric initiatives this year.”*

Capgemini was recognized by the Pegasystems' Partner Excellence Award in Customer Centricity as a result of its work in helping organizations identify cost-effective ways to improve their overall customer experience through comprehensive technology implementations and support services.

"The partners that we have recognized with this year's Excellence Awards have achieved outstanding results by providing our customers with innovative solutions that have enabled them to transform their



business processes to drive loyalty and identify and implement additional revenue opportunities,” said John Barone, Vice President of global strategic alliances at Pegasystems. “We congratulate all of this year’s awards recipients, as they have demonstrated excellence in their Pega projects over the past year.”

About Capgemini

With more than 115,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2010 global revenues of EUR 8.7 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.

More information is available at www.us.capgemini.com

About Capgemini’s Financial Services Global Business Unit

Capgemini’s Financial Services Global Business Unit brings deep industry experience, innovative service offerings and next generation global delivery to serve the financial services industry. With a network of 17,000 professionals serving over 900 clients worldwide, Capgemini collaborates with leading banks, insurers and capital market companies to deliver business and IT solutions and thought leadership which create tangible value.

More information is available at www.capgemini.com/financialservices.

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