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## **Capgemini Strengthens BPO Focus in North America**

**Paris, France, June 21<sup>st</sup> 2007 – Capgemini, one of the world’s foremost providers of Consulting, Technology and Outsourcing services, is increasing its BPO activities in North America and introducing a new generation of Business Process Outsourcing services, which will combine business process outsourcing, sectorial expertise and Business Intelligence processes.**

As a recognized leader in business process outsourcing in Europe, particularly in the fields of finance and accountancy according to Gartner<sup>1</sup>, Capgemini is strengthening its presence in the North American BPO market, which currently represents 64 percent of the world market for outsourcing (US\$152 billion)<sup>2</sup>. Capgemini has also dedicated a North American team, lead by David Poole, Group Deputy BPO Director, to drive the project.

*“Our main aims are to increase awareness of Capgemini’s BPO solutions on the American market and to increase our market share beyond our traditional areas of expertise in the finance and accountancy sectors. We would like to be as dynamic and prominent in North America as we are in Europe,”* said David Poole.

Capgemini already counts Hydro One (Toronto, Canada) and TXU Corporation (Dallas, Texas), both energy services companies, among its key North American clients.

*“Outsourcing our financial and accountancy processes to Capgemini means that we can dedicate our time and resources to our core work which gives us a real advantage in terms of profit and competitiveness,”* said Beth Summer, Financial Services Director at Hydro One. *Even more importantly, Capgemini solutions have proved to be totally flexible, both in terms of time and budget, and so do not negatively impact on our day-to-day activities and our relations with our clients.”*

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<sup>1</sup> Source: “Gartner Dataquest Insight: *F&A BPO Competitive Landscape, Worldwide*”, 2006, Illustration 1. Cathy Tornbohm, 15 January 2007.

<sup>2</sup> Source: “Gartner Dataquest: *Outsourcing Worldwide Forecast Database*”, 27 October 2006.

Capgemini's BPO services are built on solid foundations:

- A position as world leader in Finance & Accounting (F&A) outsourced processes
- An extremely flexible operating structure based on technology such as BPOpen™, an integrated services platform designed around a Service-Oriented Architecture (SOA)
- An international network of experts ensuring delivery of the right service in the right place according to the needs of the client (the Rightshore™ production model)

To support its increased presence in North America, Capgemini will launch two new services focusing on:

- Supply chain outsourcing, including Operational Purchasing Centers (OPC) and management of outsourced categories and expenses;
- Specialized certification in monitoring conformity with the Sarbanes-Oxley Act.

Capgemini aims to lead the way in a new, third-generation of BPO services, combining Business Intelligence and deep expertise in the sector.

*“Capgemini is at the cutting edge of BPO development thanks both to what it can offer contractually and commercially, and the quality of its commercial relations which enable it to provide its clients with real business expertise and added value. Capgemini is the first BPO provider to integrate business expertise in its services, meaning that the Group can simultaneously confirm its position as a forerunner in the field and provide an answer to the emerging business needs of its clients. In the long-term, this should support the growth of the North American markets,”* explained Hubert Giraud, BPO Director for the Capgemini Group.

### **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, which it calls the Collaborative Business Experience. Capgemini reported 2006 global revenues of EUR 7.7 billion (approx. US\$10 billion) and employs more than 75,000 people worldwide. More information is available at [www.us.capgemini.com](http://www.us.capgemini.com)

<sup>1</sup> Source: “Gartner Dataquest: *Outsourcing Worldwide Forecast Database*”, October 27 2006.

<sup>2</sup> Source: “Gartner Dataquest Insight: *F&A BPO Competitive Landscape, Worldwide*”, 2006. Illustration 1. Cathy Tornbohm, January 15 2007.