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- NEWS ALERT -

**Capgemini positioned in Leaders Quadrant
for Helpdesk Outsourcing, Europe**

Paris, 25 August 2011, 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 for Helpdesk Outsourcing, Europe, in the latest "Magic Quadrant for Helpdesk Outsourcing, Europe"¹.

Capgemini has been positioned based on "ability to execute" and "completeness of vision." Gartner defines its leaders quadrant as "Leaders are performing skillfully. They have a clear vision of the market's direction and are developing competencies to maintain their leadership position. They shape the market, rather than follow it."

Gavin Westwood, Global Head of Desktop and Distributed Services and Service Management, said: *"We are delighted with Gartner's recognition of our outsourcing strategy and specifically our focus on service desk services. We are continuing to reinforce our worldwide delivery presence with investment in new centers and leveraging emerging markets, such as in Asia Pacific and South America. Our aim is to support clients while reducing cost and optimizing service delivery. We use our global capabilities to drive integrated solutions, covering a broad set of services (from application, to business process and infrastructure) through a unified service. Our customer-centered service desks, underpinned by self-service strategy, are designed to increase the use of self-help and reduce cost per contact while improving end-user efficiency."*

¹ Gartner Inc.: "Magic Quadrant for Helpdesk Outsourcing, Europe," Gianluca Tramacere, Claudio Da Rold, Frank Ridder, 15 August 2011.

About the Magic Quadrant

The Magic Quadrant is copyrighted 2011 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

With around 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.

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