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Capgemini strengthens Global Infrastructure Management

Senior team appointed to lead global outsourcing service line

Paris, July 21, 2009 – Capgemini, one of the world’s foremost providers of consulting, technology and outsourcing services, has strengthened its Global Infrastructure Management (GIM) service by appointing Richard Dicketts as Global Head of Infrastructure Management for Capgemini Outsourcing. Supported by Ron Handley, Gary Sullivan and Gavin Westwood, the new leadership team is charged with equipping Capgemini to respond to increasing global market demands for Infrastructure Outsourcing (IO). The move inside of Capgemini’s Outsourcing Services Strategic Business Unit, led by Paul Spence, is part of a strategic initiative to industrialize and leverage Capgemini’s IO capabilities globally to better serve customer needs.

IO, which provides optimized infrastructure solutions that underpin clients’ business functions and applications, represents just over 50 percent of Capgemini’s global outsourcing revenue, or approximately €1.5 billion per year. Driven by the current economic climate, IO is fast growing with many clients looking at infrastructure outsourcing services where they had not done so in the past. This next step in Capgemini’s IO industrialization strategy is expected to accelerate the move towards a large-scale, standardized delivery model while maintaining the flexibility to address client needs, including lowering operational costs and enabling process improvements.

“With our GIM practice, we address our clients’ infrastructure management requirements – even more in the actual economic situation - through solutions that benefit from Capgemini’s Rightshore® delivery approach – a large-scale, standardized delivery model, but with the flexibility of local customisation where required and respect for the unique needs of our clients’ complexities. We have what it takes to compete against the major global infrastructure players from a pricing and a quality point of view,” said Richard Dicketts, Global Head of Infrastructure Management, Capgemini.

Capgemini's Rightshore® approach utilizes talent based in a combination of locations around the world, who work together with clients as one team. The company's existing network of Rightshore® delivery centers offers a global model with multilingual support in 35 languages – critical to optimizing both cost and capabilities.

Biographies:

Richard Dicketts is the new Global Head of Infrastructure Management for Capgemini Outsourcing and a member of the Capgemini Outsourcing Leadership Team instead. He joined Ernst & Young in 1995 as a direct entry partner and was responsible for the IT consulting practice in the UK. From there, he established Ernst & Young's European outsourcing business and joined Capgemini during the E&Y acquisition in 2000 as head of global big deals. Richard has also held positions as head of Capgemini Italy, Global Sales Officer, Outsourcing and General Manager of the Schneider Business Unit.

Ron Handley is the new Global Head of Data Center Services (DCS). Ron joins Capgemini from a global business and technology services company and brings over 18 years of experience leading multi-client, global outsourcing delivery teams. He has held a variety of leadership roles in Infrastructure Management including Data Center Transformation Leader and Director of Infrastructure Services, where he spearheaded a strategic program in global data center transformation and lead infrastructure service delivery teams in both North America and Asia Pacific.

Gary Sullivan is the new Head of Infrastructure Outsourcing Strategy where his primary focus will be to define new market offers, and to identify emerging technologies and partner relationships which can help raise Capgemini's competitiveness in our market and ultimately our profitability. Gary began his career by joining Hoskyns in the UK in 1992 (Capgemini acquired Hoskyns in 1990) and has since performed various management roles including the management of IM delivery within a very large, multinational manufacturing organization, UK DCS Service Line Leader and has more recently acted as the DCS Global Service Line Leader.

Gavin Westwood is the Global Head of Desktop & Distributed Services (DDS) and Service Management for Capgemini Outsourcing. Gavin began his IT career in 1978 in Operations and has moved through a technical career path into management including positions at IBM, running his own software company and most recently, at BP as Global Head of Desktop Services and Service Management, where he won several awards including Manager of the Year, Best IT Project for European Data Centre Consolidation, and Best Innovation for the introduction of an enterprise wide configuration management database.

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™. The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and employs over 90,000 people worldwide.

More information is available at www.capgemini.com.

Capgemini Outsourcing Services (OS) draws on the expertise of more than 25,000 employees to manage, innovate and improve the IT systems and business processes of its clients. Capgemini OS offers a full spectrum of services including Applications Outsourcing, Infrastructure Outsourcing, Business Process Outsourcing and Transformational Outsourcing.

For more information: <http://www.capgemini.com/services/outsourcing/>

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