

**Press contact:**

*Christel Lerouge*

*Tel.: +33 (0)1 47 54 50 76*

*E-mail: [christel.lerouge@capgemini.com](mailto:christel.lerouge@capgemini.com)*

*Hester Decouz*

*Tel: +44 (0)870 904 5758*

*Email: [hester.decouz@capgemini.com](mailto:hester.decouz@capgemini.com)*

**– NEWS ALERT –**

**Capgemini successfully completes BPO transition phase with Agrana**

**Paris, 28 June 2012 – Capgemini, one of the world’s foremost providers of consulting, technology and outsourcing services, has announced it has completed a successful transition phase with Agrana Group, providing Finance and Accounting (F&A) Business Process Outsourcing services. Under the terms of the seven-year agreement, Capgemini has already started working on transformation and processes harmonization using its Global Process Model<sup>©1</sup> and the Agrana Standard Process Model methodology to achieve standardisation, efficiency and process compliance. Capgemini’s aim is to help centralise Agrana’s F&A processes including Accounts Payable, Accounts Receivable and General Ledger. Services are being delivered in eight different European languages from Capgemini’s BPO center in Krakow, Poland. Agrana is a leading sugar company in Central and Eastern Europe, manufacturer of customer-specific starch products in Europe and supplier of bioethanol in Austria and Hungary, as well as a global producer of fruit preparations and of fruit juice concentrates.**

Agrana chose Capgemini to help them meet their challenges, including support to help minimize back office delay, drive process optimization and standardisation, improve transparency and process compliance. The transition part of the project has been rolled out since August 2010. During this period Capgemini has transformed and reorganized Agrana’s teams per process rather than per country, as per previous practice. Capgemini has also analyzed the differences and gaps in processes and has proposed several standardisation approaches and rules – some of which have already been implemented.

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<sup>1</sup> Capgemini’s Global Process Model (GPM) is a map that defines the best flow for each process and sub-process, backed by a comprehensive database of defined, world-class controls and measures representing global and industry best practice.

Walter Grausam, CFO and Management Board member, from Agrana said: *“We chose Capgemini because of their experience in driving process standardization and harmonization. We felt they had a good understanding of our needs and were a good cultural fit for us. Capgemini has unrivalled BPO expertise to help us innovate our F&A process in a collaborative manner and leverage our performance to provide better ROI.”*

Andrzej Hutniczak, VP, Engagement Executive for Business Process Outsourcing at Capgemini said *“We are delighted to have successfully completed the first phase of this significant contract with Agrana, which reaffirms our expertise in the Finance and Accounting Outsourcing (FAO) space. Our global delivery network, methodology and collaborative approach were major factors behind Agrana selecting us as their FAO partner. It demonstrates Agrana’s confidence in our process leadership and the ability to quickly deliver world class services.”*

### **About Capgemini**

With around 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 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.

Learn more about us at [www.capgemini.com](http://www.capgemini.com).

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Capgemini’s expertise is recognized in **Business Process Outsourcing (BPO)** with a solution portfolio that spans Finance & Accounting, Customer Care & Intelligence, Procurement, Assurance Management, Human Resources and Knowledge Process Outsourcing services. As part of Capgemini’s Rightshore® delivery network, BPO professionals provide services to clients worldwide 24 hours a day, seven days a week, in over 35 languages, from centers located in Australia, Brazil, Canada, Chile, China, Guatemala, India, Poland, and the United States.

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