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Capgemini wins €42m five-year contract extension with International Paper

Business Process Outsourcing collaboration now extends to 19 years

Paris, 30 November 2011 – Capgemini, one of the world’s foremost providers of consulting, technology and outsourcing services, has announced that it has won a €42 million contract renewal with International Paper, a global paper and packaging company. The contract extension until 2018 covers the existing full scope of Finance and Accounting (F&A) services and will bring the total collaboration period to 19 years – one of the longest relationships in the BPO sector.

International Paper, a Fortune 500 company and a global leader in the paper and packaging industry, operates in more than 20 countries, employs over 60,000 people and serves customers worldwide. The company’s businesses include uncoated papers and industrial and consumer packaging with primary markets and manufacturing operations in North and Latin America, Europe, Russia, Asia and North Africa.

Capgemini’s relationship with International Paper began in 1999, when 40 Capgemini associates served the needs of International Paper’s European entities. In 2002, the contract extended to cover the United States and the account has grown ever since. Currently 480 Capgemini associates serve more than 240 locations, working out of Krakow in Poland, Nanhai in China and Guatemala City, providing full scope F&A services including Order to Cash, Procure to Pay, Record to Analyze and Treasury in seven languages, serving multiple customer locations across the globe.

Key to Capgemini’s success in winning the contract extension was its consistently high quality service delivery, its innovative and flexible solutions and its response to International Paper’s needs. Capgemini was viewed as an important driver of process improvement using its Global Process Model¹ and worked collaboratively with International Paper to achieve process standardization and higher operational performance.

¹ Capgemini’s Global Process Model 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.

Harry Wauters, Director Global Financial Shared Services Centers from International Paper: *“We were looking for a company with a robust F&A platform to support our objectives which could be flexible and scaled up and down according to our business needs. We chose to extend our relationship with Capgemini because of their outstanding collaborative approach, their added value beyond the agreed service scope and their strong focus on continuous improvement. They have demonstrated to us over numerous years their dedication to deliver innovative and adaptable solutions.”*

Hubert Giraud, CEO for Capgemini Business Process Outsourcing said: *“We are delighted to have won this landmark contract extension with International Paper, which is recognition of their trust in our collaboration, commitment and delivery of these important services. The Capgemini engagement team has demonstrated their exceptional capabilities to deliver industrialization and innovation. We look forward to extending this important strategic partnership to our mutual benefit.”*

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. Learn more about us at 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 Operations Management, Procurement, Supply Chain Management, Human Resources and services for banking & Insurance sector. 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 36 languages, from centers located in Australia, Brazil, Canada, Chile, China, Guatemala, India, Philippines, Poland, Sweden and the United States. Capgemini, is a recognized player in BPO in Poland, Latin America and Brazil, with more than 2,000 BPO professionals managing BPO processes in Latin America and 12.000 globally.

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