

Press contact:

Michele Moore

Tel.: +44 (0)7970 834872

Email: michele.moore@capgemini.com

Magda Bulska

Tel.: +44 (0)7891 156339

Email: magda.bulska@capgemini.com

House of Fraser shops for IT innovation with Capgemini

Paris, London, June 26 2017 – [Capgemini](#), a global leader in consulting, technology and outsourcing services, has today announced a new £15 million agreement with House of Fraser, the UK and Ireland’s premium department store. The three-year deal will place Capgemini at the heart of the retailer’s IT ecosystem, building on a seven-year relationship between both companies.

As part of the new contract, Capgemini will extend its current remit with House of Fraser in order to support the retailer’s ongoing IT simplification strategy. Capgemini will continue to provide IT infrastructure and application support, alongside additional new services designed to unlock further innovation across House of Fraser’s IT network.

These will include the delivery of Capgemini’s [Digital Service Desk](#), which provides employees with multi-channel mobile access to resolve IT issues quickly, and [next generation Application Development and Maintenance platform](#), a business process oriented, industrialized approach to service to drive efficiencies across the retailer’s applications estate. Capgemini will enable the cost-efficiency of these additional services through its [Automation Drive](#) tools and IP, and a program of continuous service improvements.

Julian Burnett CIO of House of Fraser, commented: *“We have a strong and long-standing relationship with Capgemini, but were really impressed with the way in which they were able to approach this opportunity with fresh eyes and demonstrate the flexibility to support our business now and in the future.”*

Tom Thicknesse, Head of Consumer Products and Retail at Capgemini in the UK, added: *“As one of our key retail clients, I am delighted House of Fraser continues to count Capgemini as a major partner. Capgemini’s retail pedigree, combined with our client centricity, will help House of Fraser expedite its business transformational journey over the next few years. We are looking forward to continue working together.”*

About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. 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.

Rightshore® is a trademark belonging to Capgemini