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Capgemini cited in 2018 Gartner Magic Quadrant for Contact Center as a Service, Western Europe report

Paris, November 9, 2018 – [Capgemini](#), today announced that Capgemini (Prosodie¹) has been positioned as a Leader by Gartner in its Magic Quadrant for Contact Center as a Service, Western Europe for the fourth consecutive year. It was one of eight vendors to be evaluated on the ability to execute and completeness of vision.

Gartner positioning vendors in the Leaders quadrant can best be described as “those suppliers with a strong multichannel product and service capability that have already amassed a large installed base of both large and small customers. Leaders also benefit from offering Pan-European solutions, as well as in-country operational support for local sales opportunities.”

“We are delighted to have been recognized as a Leader by Gartner for the fourth year running, which we believe is a testament to our combined strengths in technology and consulting along with a strong customer base.” said Erwan Le Duff, Head of Odigo. *“The key to business transformation is for organizations to scale up on the customer experience front and adapt to the rapidly evolving digital-led environment. Capgemini is committed to support its clients in this journey, powered by its Odigo™ platform, with its unique robotics and human capabilities well suited to provide best-in-class customer engagement services globally.”*

Capgemini’s [Odigo](#) solution is an established contact center as a service offering with strong usability, reliance and innovation capabilities, prerequisites for enhanced customer experience. It is efficient and equipped to deliver both local customization capabilities and global synergies, underpinned by a skilled and highly experienced team of more than 400 experts to provide effective business outcomes for clients worldwide.

Click here to access a complimentary copy of the full report: <https://www.capgemini.com/resources/named-a-leader-in-the-2018-magic-quadrant-for-contact-center-as-a-service-western-europe-provision/>

Gartner, Inc., Magic Quadrant for Contact Center as a Service, Western Europe, Simon Harrison, Steve Blood, Drew Kraus, Daniel O’Connell, 17 October 2018.

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About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients’ opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to

¹ Odigo is an offering sold by Capgemini (Prosodie) as part of customer service transformation projects



operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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