



Press contact:
Magda Bulska
Tel.: +44 (0)370 904 6339
Email: magda.bulska@capgemini.com

EDF Energy appoints Capgemini's Odigo to support its customer service operations

London – May 8, 2019 – [Capgemini](#) has today announced that it has signed a contract with [EDF Energy](#) to change its customer experience with a Contact-Center-as-a-Service (CCaaS) offering from [Odigo](#), Capgemini's cloud contact center solutions brand.

The project is part of a customer experience transformation initiative from EDF Energy, which looks to use innovative technology to optimize the service it delivers to its 3 million customers. Odigo will replace the existing on-premise contact center platform with a cloud-native solution, enabling the energy supplier to deliver a quicker, simpler and more effective service to customers, have greater autonomy over the ongoing maintenance of the solution, and access to a full suite of features for future innovation.

As part of the multi-year deal, the Odigo CCaaS system will deliver a range of services, including routing inbound/outbound interactions, real-time monitoring, workforce optimization and secure card payments.

Niels Roberts, Digital, Automation and Process Excellence Director, at EDF Energy, commented: *"Not only does Odigo have the tools and functionalities to help us deliver a great experience for our customers, but it also offers a flexible, cloud-based commercial model to allow us to continually adapt to our customers' needs. We are excited to work with Odigo over the coming years as part of our customer experience transformation journey."*

Erwan Le Duff, Managing Director of Odigo, commented: *"Building on Capgemini's long-standing relationship in the UK, we are delighted for Odigo now to be implemented at EDF Energy; together we will transform its contact center telephony and support the realization of its customer experience vision. In an age of instantaneous digital communication, effective customer touchpoints are critical to the success of an organization – we believe Odigo's CCaaS offering will give EDF Energy the tools to build strong customer relationships, both now and in the future."*

The contract is already underway and is expected to run until October 2022.

About Odigo

Odigo, a Capgemini brand formerly known as Prosodie-Capgemini, helps large organizations connect with individuals through world-class, cloud-based contact center solutions. Its cutting-edge, proprietary technologies enable a seamless, efficient, omnichannel experience for its customers and a satisfying, engaging experience for service agents. Odigo serves more than 400,000 agents and business users globally. With a 25-year history of industry firsts, Odigo has more than 200 clients around the world.

A global leader in consulting, technology services and digital transformation, the Capgemini Group 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 operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion. *People matter, results count.*

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