



“Capgemini provides excellent insurance thought leadership backed by its ability to advance up the value chain through its solutions.”

Ashish Jhajharia

Capgemini

Overview

Capgemini is headquartered in Paris, France and operates in 50 countries. It has more than 350,000 employees worldwide. In FY22 the company generated €22.0 billion in revenue, with Applications and Technology as its largest segment. Capgemini aspires to be a transformation partner for C-suite executives. It has restructured its go-to-market approach to focus on the KPIs and ambitions of each CXO in ITO across regions and segments. Its thought leadership-based solutions aid in achieving business results and resolving value chain bottlenecks. Capgemini helps its European insurance clients understand and navigate the challenges change brings, both for refining their strategies and redesigning their operations.

Strengths

Partner ecosystem strategy: Capgemini realizes that in the current market conditions, wherein cost efficiency, agility and adaptability are paramount, it needs a two-prong strategy focusing on verticalized cloud value propositions and joint solutions with hyperscaler partnerships. To tap the P&C and L&R space, the firm must engage in joint marketing with core insurance system partners (such as Guidewire, Duckcreek and Majesco) and strengthen leadership by partnering with low-code partners such as Mendix, Innoveo and OutSystems.

Capgemini Invent’s consultancy-led approach: This consulting arm of Capgemini focuses on delivering customized consulting products. Its portfolio addresses all aspects of the insurance value chain, focusing on CXO-level concerns.

Teams for innovation and market entry:

The Capgemini Financial Services business segment employs a chief innovation officer responsible for designing, developing and delivering innovation to customers. There are 16 Applied Innovation Exchange (AIE) laboratories worldwide, one in each major metropolis of every country.

Insurance thought leadership:

The Capgemini Research Institute (CRI) publishes several research papers and global reports, including the *World Insurance Report* and the *World InsurTech Report*, allowing the company to gain traction with CXO and strategic thinkers among European insurers.

Caution

Capgemini continues to rely significantly on its consulting expertise to win major insurance core system transformations and generate revenue. It should decrease the over-reliance to move swiftly into other rapidly emerging ITO sectors, where insurers expect it to acquire thought leadership expertise.