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## Capgemini, NiCE and Route 101 to meet evolving needs of UK citizens

*Advanced digital capabilities will improve customer experience, offering clearer information and greater choice*

Paris, June 03, 2026 – [HM Revenue & Customs \(HMRC\)](#) has signed a multi-year contract with [Capgemini](#), in collaboration with [NiCE \(Nasdaq: NICE\)](#) and [Route 101](#), to transform its customer experience operations and deliver at scale, advanced, digital services to UK taxpayers.

HMRC is one of the UK's largest customer service organisations, supporting millions of individuals and businesses each year. As part of its transformation, the department is moving to a more digital-first approach – expanding self-service options and using technologies such as AI to make it easier for customers to get the information and support they need.

Bringing together Capgemini's deep transformation and integration expertise with NiCE's market-leading CX AI platform and Route 101's specialist delivery strengths, will consolidate HMRC's legacy infrastructure and existing products into a unified, cloud native platform. The platform will deliver improved operations and efficiency gains to meet key outcomes including enhanced digital experiences, smarter automation, and more seamless customer interactions.

Capgemini will support implementation, system design, workflow integration, ongoing support, and continuous optimisation to enable greater adaptability.

HMRC will leverage NiCE CXone, an AI-powered customer experience platform, deployed on a purpose-built UK sovereign cloud, to orchestrate intelligent self-service, streamline complex citizen journeys, and empower contact center operations with real-time, AI-driven insights while supporting strict compliance with UK data security requirements.

The customer experience specialist Route 101 will play a key role in delivering the transformation, providing professional services to implement the NiCE CXone platform and NiCE Cognigy's AI capabilities. It will also provide critical telephony infrastructure through its communications provider Gamma to ensure the platform is resilient and scalable.

The CX AI solution will offer a number of diverse benefits to UK taxpayers including:

- An intuitive, reliable, and responsive service to get the support they need.
- Streamlined customer journeys, with reduced waiting times.
- Self-service capabilities and choice of channels most relevant for their needs, with seamless channel switching.
- Accurate and clear information specific to their requirements in all interactions.
- Personalised and consistent experiences that simplify compliance with HMRC's tax rules.

HMRC colleagues will be supported with improved tools and real-time information to help them handle customer queries more effectively. Advisers will have the knowledge they need at the right time, with AI helping to guide interactions and reduce errors, so queries can be resolved more quickly and improve the overall experience for customers. HMRC will continue to provide targeted support to these customers, including the digitally excluded, those in vulnerable circumstances or those with more complex enquiries.

Rob Walker, Managing Director, Capgemini in the UK, said: *"We are honoured to be selected by HMRC as their strategic partner for this critical transformation program. This new agreement reflects the strength of our long-standing commitment to HMRC innovation and our ability to deliver complex, large-scale, AI-powered transformation programs that create tangible value for citizens. In collaboration with HMRC, NiCE and Route 101, we are building a value partnership that goes beyond*

*technology delivery - one that is focused on long-term outcomes, innovation, and continuous improvement for millions of users across the UK.”*

Darren Rushworth, President, NiCE International, said: *“HMRC serves every taxpayer in the United Kingdom, and the scale and importance of its contact center operations demand a platform built for enterprise-grade performance, security, and AI-led innovation. CXone is uniquely positioned to deliver on that mandate, helping HMRC modernize service delivery and raise the bar for citizen experience. In partnership with Capgemini and Route 101, this engagement demonstrates the strength of our partner strategy, combining deep expertise and leading technology to deliver meaningful outcomes at national scale.”*

Fiona Virtue, Head of Public Sector, Route 101, said: *“At the heart of this program is a commitment to better serve the public. By combining technology with human insight, we’re helping HMRC create more seamless, accessible experiences that support people and businesses, and strengthen confidence in the services that underpin the UK economy.”*

### **Note to Editors**

#### **About NiCE**

**NiCE** (NASDAQ: NICE) is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE’s platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

Create a NiCE World [www.nice.com](http://www.nice.com)

#### **About Route 101**

Route 101 is a leading cloud systems integrator, providing hosted and true cloud telecommunications and contact center solutions. A supplier to worldwide organisations, Route 101 specializes in the implementation and support of true cloud transformation solutions, having built strong relationships with global vendors. Multi-award winning, Route 101 works tirelessly to deliver exceptional standards of support to its customers. The quality of the solutions offered, the strength of partner and customer relationships, and the emphasis on quality service means Route 101 continues to act as a disruptor within the contact center technology space.

Learn more by visiting [www.route101.com](http://www.route101.com)

#### **About Capgemini**

Capgemini is an AI-powered global business and technology transformation partner, delivering tangible business value. We imagine the future of organizations and make it real with AI, technology and people. With our strong heritage of nearly 60 years, we are a responsible and diverse group of over 420,000 team members in more than 50 countries. We deliver end-to-end services and solutions with our deep industry expertise and strong partner ecosystem, leveraging our capabilities across strategy, technology, design, engineering and business operations. The Group reported 2025 global revenues of €22.5 billion.

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