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## **Capgemini positioned in the Winner's Circle by HfS Research Blueprint report on Supply Chain Management BPO**

Paris, 5 August 2014, [Capgemini](http://www.capgemini.com), one of the world's foremost providers of consulting, technology and outsourcing services, today announced that it has been positioned in the "Winner's Circle" in the HfS Blueprint Report: Supply Chain Management BPO.

As per the HfS Research Ltd. Report, Capgemini was rated by customers for end to end services and its operational excellence in the delivery of supply chain BPO services including order, inventory, manufacturing, transport, and master data management and sustainability. Capgemini was also recognized for its continuous process improvement particularly as a trusted partner for customers helping to drive their transformational journeys when confronted by external market challenges.

Christopher Stancombe, CEO for Business Process Outsourcing at Capgemini, said: *"We are delighted to be positioned in the Winner's Circle by HfS. We believe there is a clear need for organizations to take a transformational approach to their supply chain model in order to attain higher growth, profitability and customer loyalty. Capgemini has proven its prowess in offering world class BPO Supply Chain Management services which enable companies to enhance their supply chain management operations and strengthen their capabilities in this competitive business environment. We are committed to delivering consistent excellent performance across the supply chain for all our customers globally."*

As stated in the Blueprint Report, winners were recognized for: "strong consulting and analytics capabilities, presence of visibility or control tower platforms, great account management as validated by customers and strong customer references or customer champions who have shared their inspiring and transformational journey along with the contribution of the service providers." Criteria influencing service provider ratings included:

- Quality of Customer Relationships
- Vision for the End-to-End Process Lifecycle
- Integration of BPO and ITO
- Vision to Tailor Solution for Specific Industries
- Leveraging External Drivers

With over 14 global operation centers located in all the key regions across the world, Capgemini is a leading innovator within the Supply Chain Management domain. More than 8,500 Capgemini SCM experts are dedicated to driving transformation projects for clients, thereby contributing to redefining the Supply chain BPO landscape.

The comprehensive Blueprint study was conducted by HfS Research, the leading independent analyst authority and community for the global business services and outsourcing industry. Analysis was based on extensive interviews conducted in the second quarter of 2014 with more than 1,300 stakeholders including BPO enterprise buyers, service providers, sourcing advisors, and HfS analysts.

HfS Research Ltd.: "Blueprint 2014: Supply Chain Management BPO" Charles Sutherland, 11 July, 2014

#### **About Capgemini**

With almost 140,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. 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](http://www.capgemini.com).

*Rightshore® is a trademark belonging to Capgemini*

#### **About Capgemini BPO**

Capgemini's Business Process Outsourcing (BPO) collaborates with some of the world's largest, multinational corporations to transform their business processes in the areas of Finance & Accounting, Supply Chain Management, Procurement, and Human Resources, consistently delivering new levels of productivity and accelerating business outcomes. With its unique Global Enterprise Model (GEM)™, Capgemini engineers and delivers powerful analytics-driven BPO solutions using the right combination of best-in-class processes, industry leading technology and highly skilled resources along with appropriate pricing and governance models for each client's individual needs. As part of Capgemini's Rightshore® delivery network, a team of over 14,000 BPO professionals provide services to more than 100 clients in 37 languages from an integrated global network of delivery centers in Australia, Brazil, Canada, Chile, China, France, Guatemala, India, Poland, Sweden and the United States.

[www.capgemini.com/bpo](http://www.capgemini.com/bpo)

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