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Capgemini and inQuba Join Forces
to Deliver State-of-the-Art Customer Experience for Insurance

New York, NY and Santa Monica, CA – September 23, 2016 – Capgemini, a global leader in consulting, technology and outsourcing services, and inQuba, a global innovator in Customer Experience (CX) orchestration software, announced today the signing of a formal strategic partnership agreement with Capgemini's Global Financial Services Strategic Business Unit to jointly market, sell and deliver digital customer experience (DCX) solutions for the insurance industry. inQuba can be seamlessly integrated into Capgemini's Insurance Connect ecosystem[1] or purchased independently, thereby providing insurers with end to end enterprise customer experience orchestration, including voice-of-the-customer[2] analytics and customer engagement functionality.

For Capgemini, the inclusion of inQuba reinforces its focus on assisting carriers in delivering an 'all channel experience' for their increasingly tech-savvy policyholders. According to John Mullen, Global Head of Insurance, Capgemini: *"Insurers see opportunity for competitive advantage by providing a richer and more personalized self-service experience for agents and policyholders. The inclusion of the inQuba platform in Insurance Connect will provide an added ability for our clients to understand and act upon customer perceptions across all channels."*

Paul Cole, President, inQuba Americas, notes: *"As the insurance industry becomes more and more susceptible to digital disruption, opportunities will emerge for progressive carriers to move their focus from 'insurance protection to risk prevention,' paving the way for a more interactive and value added relationship with policyholders. inQuba and Capgemini are organized to provide services within the Insurance Connect framework. inQuba provides the detailed mapping and management of the policyholder, and broker journey enabled by advanced analytics. The inclusion of inQuba's CX[3] capability in Insurance Connect represents a first for the insurance industry."*

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[1] Subject to appropriate licensing agreements

[2] Voice-of-the-customer refers to an in-depth process of capturing a customer's experience, expectations, preferences, and aversions as related to their interactions and journeys within the specific enterprise.

[3] inQuba's CX capability refers to a platform that enables one to better Listen, Learn and Engage to help balance operational complexity with a customer's growing expectations.

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Capgemini's Insurance Connect is a comprehensive managed business service hosted by Capgemini on any cloud platform and is pre-configured for specific market segments. It offers a frictionless clearing house of leading insurance platforms to deliver end-to-end business capabilities combining the power of tailored and optimized packages like Guidewire InsuranceSuite™ with other commercial solutions and end-to-end services from Capgemini, including solution validation, implementation, deployment, maintenance, hosting and business process outsourcing.

The inQuba solution is focused on the policyholder and broker management layer of the architecture with its Software as a Service (SaaS) platform enabling carriers to run a more customer centric operation based on their ability to: LISTEN to policyholders (via event based surveys) across key moments of truth such as sales and claims administration, LEARN what drives customer perceived performance (via embedded analytics), SHARE that knowledge across the organization with world class data visualization/dashboards and case management and finally ENGAGE policyholders and close the loop with customizable communications, retention, up-sell and cross-sell templates.

About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Serving two-thirds of the world's largest financial services institutions, Capgemini's Financial Services Unit helps banks, capital markets firms, and insurers meet today's industry disruptions with innovative business and IT solutions which create tangible value. A team of 45,000 financial services professionals around the world collaborates across geographies, domains, and technologies to support its clients. Capgemini's Financial Services Unit brings award-winning industry expertise, leading market insights and over 25 years of global delivery excellence to client engagements.

Learn more about us at www.capgemini.com and www.capgemini.com/financialservices.

About inQuba

inQuba is a customer experience management and customer engagement SaaS provider established across four continents. inQuba offers Enterprise Customer Experience (CX), Social, Engagement, Campaigning and Service Desk on a single, integrated SaaS platform. The inQuba client base consists of multinational corporations from the financial services, insurance, retail, travel and telecommunications sectors. They include Goodyear, Virgin Mobile, Telkom South Africa, Nedbank, Wesbank, Liberty, National Interstate and Vitality Life, among others.

For more information on inQuba, please visit http://www.inquba.com or call: (888) 3in-Quba. You can contact Paul Cole directly at 617 584-3678 or at paul.cole@inquba.com.

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