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## **Capgemini recognized as a Leader in Gartner's Magic Quadrant for CRM and Customer Experience Implementation Services, Worldwide**

**Paris, January 19, 2018 – Capgemini today announced it has been positioned as a Leader by Gartner in its Magic Quadrant for Customer Experience (CX) and Customer Relationship Management (CRM), due to its above-average market growth and focus on solutions for large or complex projects.**

The Gartner Magic Quadrant evaluated 21 full-service providers for a broad range of services across a diverse range of CRM and CX needs. Capgemini was recognized for its strengths including breadth of competencies that integrate industry expertise, CX consulting, CRM technology and analytics capabilities, and for its close partnerships with major CRM software providers. The report also highlighted that "Capgemini is best in situations that require client-specific adaptation to solutions that need a combination of business and technology competencies."

Pierre-Yves Glever, Global Lead of Digital Customer Experience at Capgemini said: "We are proud to be recognized as a Leader in Customer Experience and CRM by Gartner. We believe this is a recognition of our continued efforts to better help our clients deliver value at speed for both their customers and their business. In this mission, we have further developed globally our capabilities and accelerators. We are delighted this is, again, acknowledged by Gartner."

Click here to access the full report: <https://www.capgemini.com/resources/capgemini-named-a-leader-in-magic-quadrant-for-customer-experience-crm-implementation-services/>

### **About Capgemini**

A global leader in consulting, technology services and digital transformation, Capgemini 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 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

Visit us at [www.capgemini.com](http://www.capgemini.com). *People matter, results count.*

### **About Gartner**

Gartner, Magic Quadrant for CRM and Customer Experience Implementation Services, Worldwide, *Patrick J. Sullivan, Ed Thompson*, 08 January 2018

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