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

Paris, February 18, 2019 – Capgemini has been positioned as a Leader by Gartner in its Magic Quadrant for CRM and Customer Experience Implementation Services, Worldwide due to its completeness of vision and ability to execute. The Gartner Magic Quadrant evaluated 18 full-service providers for a broad range of services across a variety of CRM and CX needs.

"*We are extremely pleased to be recognized again, by Gartner, as a Leader in CRM and Customer Experience Implementation Services, Worldwide,*" said Pierre-Yves Glever, Global Head for Digital Customer Experience at Capgemini. "*For Capgemini, a great customer experience means sustainable value for both, our clients and their customers. We are proud to be recognized in the report and believe it validates our ability to innovate for the business, along with our ability to consistently execute projects with quality and transparency. In doing this, we feel that we orchestrate Experience Design, Transformation Consulting, Architecture and Technology integration capabilities - in a strong collaborative mode with our clients.*"

Click here to access a complimentary copy of the full report.

Gartner, Magic Quadrant for CRM and Customer Experience Implementation Services, Worldwide, Patrick Sullivan, Ed Thompson, 07 February 2019

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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 over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.
Visit us at www.capgemini.com. *People matter, results count.*