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BPO: Nokia Siemens Networks Selects Capgemini for Global Order Management Services

Paris, September 22, 2010 – Capgemini, one of the world’s foremost providers of consulting, technology and outsourcing services, today announced that its subsidiary Capgemini Outsourcing Services SAS (“Capgemini”), has been awarded a long-term contract from Nokia Siemens Networks, a leading global enabler of communications services, to support the company’s global order management operations. This engagement leverages Capgemini’s in-depth knowledge of the telecommunications market and its industry-leading experience in supply chain business process outsourcing.

Capgemini will provide order management services to Nokia Siemens Networks, including preparation for delivery, customer order management, distribution and customer invoicing, while customer facing activities will remain with Nokia Siemens Networks. Capgemini will leverage its BPOpen™ technology platform and its Rightshore® network to harmonize and standardize the processes across Nokia Siemens Networks’ worldwide operations.

Under the terms of the agreement, close to 400 employees from Nokia Siemens Networks will be joining Capgemini BPO Supply Chain Services teams from several countries including Brazil, China, Finland, Germany and India. Additionally, more than 300 contractors to Nokia Siemens Networks will continue their work under Capgemini’s management.

“As clients face an increasingly global business environment, growing supply chain costs, and a larger ecosystem of partners and customers, a streamlined and sustainable supply chain will be key to growth”, said Hubert Giraud, Head of Capgemini BPO. “Capgemini’s collaborative and strategic approach to supply chain transformation, market knowledge and suite of enabling tools and technology will allow

leading global companies like Nokia Siemens Networks to optimize their supply chain operations and achieve true competitive advantage.”

“Capgemini’s excellent reputation and proven track record of maximizing efficiency in business processes, along with its global delivery model, were major factors in our decision to select them as our partner and future employer of our logistics experts. We believe that this relationship will considerably improve our order management and delivery performance through shorter lead times, better quality and increased efficiency, while Nokia Siemens Networks will focus more intensely on the customer facing aspects of order management“, said Johannes Giloth, global head of Supply Chain, Nokia Siemens Networks.

About Nokia Siemens Networks

Nokia Siemens Networks is a leading global enabler of telecommunications services. With its focus on innovation and sustainability, the company provides a complete portfolio of mobile, fixed and converged network technology, as well as professional services including consultancy and systems integration, deployment, maintenance and managed services. It is one of the largest telecommunications hardware, software and professional services companies in the world. Operating in 150 countries, its headquarters are in Espoo, Finland.
www.nokiasiemensnetworks.com

About Capgemini

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion (approximately USD \$11.6 billion) and employs 95,000 people worldwide.

More information is available at www.capgemini.com.

Capgemini’s expertise is recognized in **Business Process Outsourcing (BPO)** with a solution portfolio that spans Finance & Accounting, Customer Care & Intelligence, Procurement, Supply Chain Management, Assurance Management Human Resources and Knowledge Process Outsourcing services. As part of Capgemini’s Rightshore® delivery network, BPO professionals provide services to clients worldwide 24 hours a day, seven days a week, in 36 languages, from centers located in Australia, Brazil, Canada, Chile, China, Guatemala, India, Poland, Sweden and the United States.

For more information: <http://www.capgemini.com/services/outsourcing/bpo/>

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