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Capgemini Wins Contract to Manage IT Support Services at EDF Energy in the UK

Innovative proposals were key to gaining new outsourcing contract

Paris, London, 2 March, 2011 – Capgemini UK plc, part of the Capgemini Group, one of the world's foremost providers of consulting, technology and outsourcing services, has won the bidding to supply leading UK energy company EDF Energy with a spectrum of IT support services under a new outsourcing agreement. The contract is for an initial three years with options for a further two years. The value of this partnership is around £100 million (approximately €120 million) over the period to end-2015.

Under the new contract Capgemini will provide service desk, procurement and managed desktop services, including support for email, instant messaging and file sharing, to 15,000 EDF Energy IT users, with some services being provided by specialist subcontractors working with Capgemini as prime contractor. A key focus of the new contract is to provide consistent and standardised high-quality services for all users across all business units in UK.

EDF Energy says that Capgemini was successful because of its convincing and innovative proposals to reduce the operating costs of desktop support while delivering an updated service with strong user focus and in line with the energy company's own continuous improvement plan. Other important factors were Capgemini's expertise in data security, its commitment to EDF Energy's sustainable IT programme and its proposals to reduce power consumption while maintaining and enhancing service levels.

Bob Barker, Head of Client Computing & Telecoms for EDF Energy, said: *'Capgemini demonstrated a clear understanding of our business needs and offered convincing proposals that will add value to our IT users and to our business. We are confident that working with them will maximise the return on our investment in desktop IT while minimising risk, and we look forward to an excellent relationship with them. Capgemini clearly have great strengths as a people company and we are sure that their teams will work effectively with ours.'*

He added that Capgemini's collaborative approach and commitment to flexibility were important in order to future-proof the company against developments involving additional services or user numbers, and in view of the EDF Energy investment programme in low-carbon generation including new nuclear and wind.

The award of the contract involves the transfer of a number of IT specialists from EDF Energy and its incumbent IT suppliers to Capgemini and its subcontractors under TUPE (Transfer of Undertakings, Protection of Employment) regulations. The majority of the Capgemini team working on the EDF Energy contract, will continue to be based in the UK.

Alison Gallagher, Capgemini's Client Director for EDF Energy, said: *'It is a privilege to be chosen to provide such a crucial service to one of the UK's largest and most forward-looking energy companies, and we look forward to working with EDF Energy on a long-term basis. We also warmly welcome those IT specialists from EDF Energy and its incumbent IT suppliers who are joining Capgemini as new employees as a consequence of this contract.'*

Capgemini has worked with EDF Energy for over ten years and its scope of work has grown considerably within that time.

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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 40 countries, Capgemini reported 2010 global revenues of EUR 8.7 billion and employs around 110,000 people worldwide.

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