

Upgrading in the BPO market

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Expect More from BPO
IV Convención Anual ALES
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Capgemini is One of the World's Largest Consulting, Technology, and Outsourcing Firms

CAPGEMINI OVERVIEW

- Founded in **1967**
- **€ 10+ billion** revenue
- **almost 140,000** employees
- 2/3 of global **top 500** as clients
- More than **300 offices** in over 40 countries
- Listed on the **Paris Stock Exchange** (CAC 40)
- **Ranked #1** in client satisfaction by Forrester

OUR VISION:

The business value of technology comes from and through people

OUR MISSION:

With you, we create and deliver business and technology solutions that fit your needs and drive the results you want

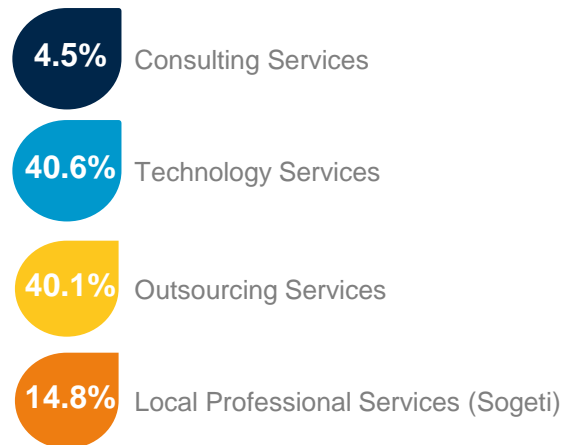


People matter, results count.

OUR SERVICES

Consulting	Transformation Consulting	Customer Relationship Management	Supply Chain Management	Finance Transformation
Technology	Architecture & Infrastructure Services	Package Implementation	Application Development & Integration	
Outsourcing	Business Process Outsourcing	Application Outsourcing	Infrastructure Outsourcing	
Local Professional	Local IT Services (Staff Augmentation)		Hardware and Network Management	

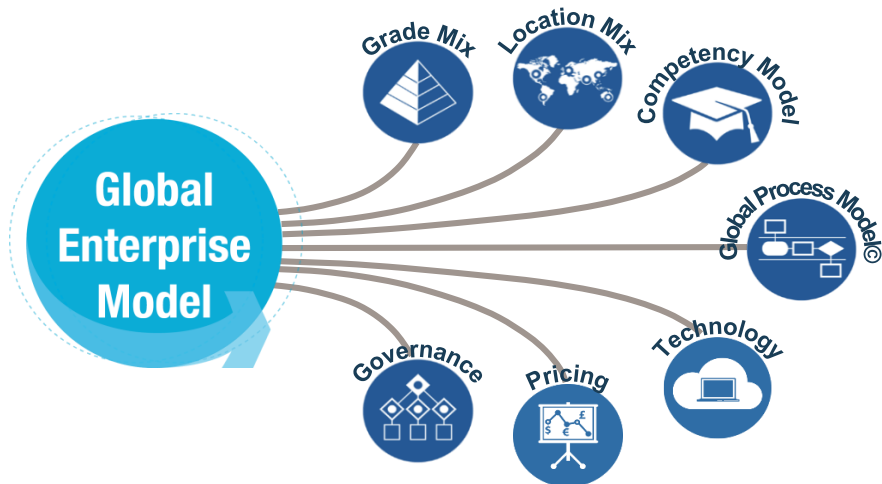
BUSINESS MIX



Capgemini BPO overview

CAPGEMINI BPO – KEY FACTS

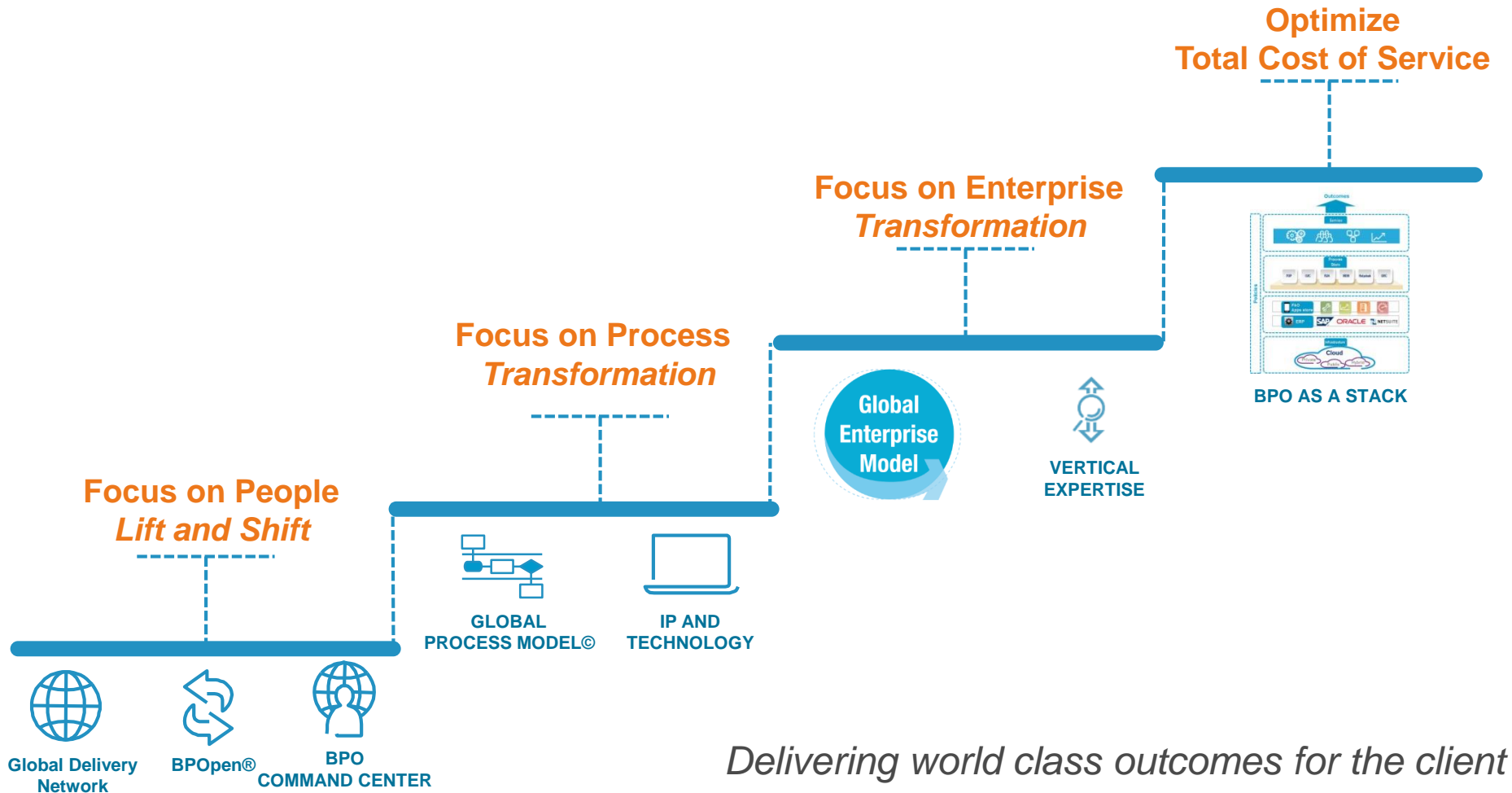
- **16,300+** employees in BPO
- **23** interconnected delivery centers
- **38** languages
- Over **230** BPO clients supported in 105 countries
- FAO, Supply Chain, Procurement, Analytics, HRO, Governance Risk and Compliance
- **Core Sectors:** Manufacturing; Financial Services; Utilities; Media & Entertainment, Consumer Products, Retail and Distribution



CAPGEMINI BPO RIGHTSHORE® NETWORK

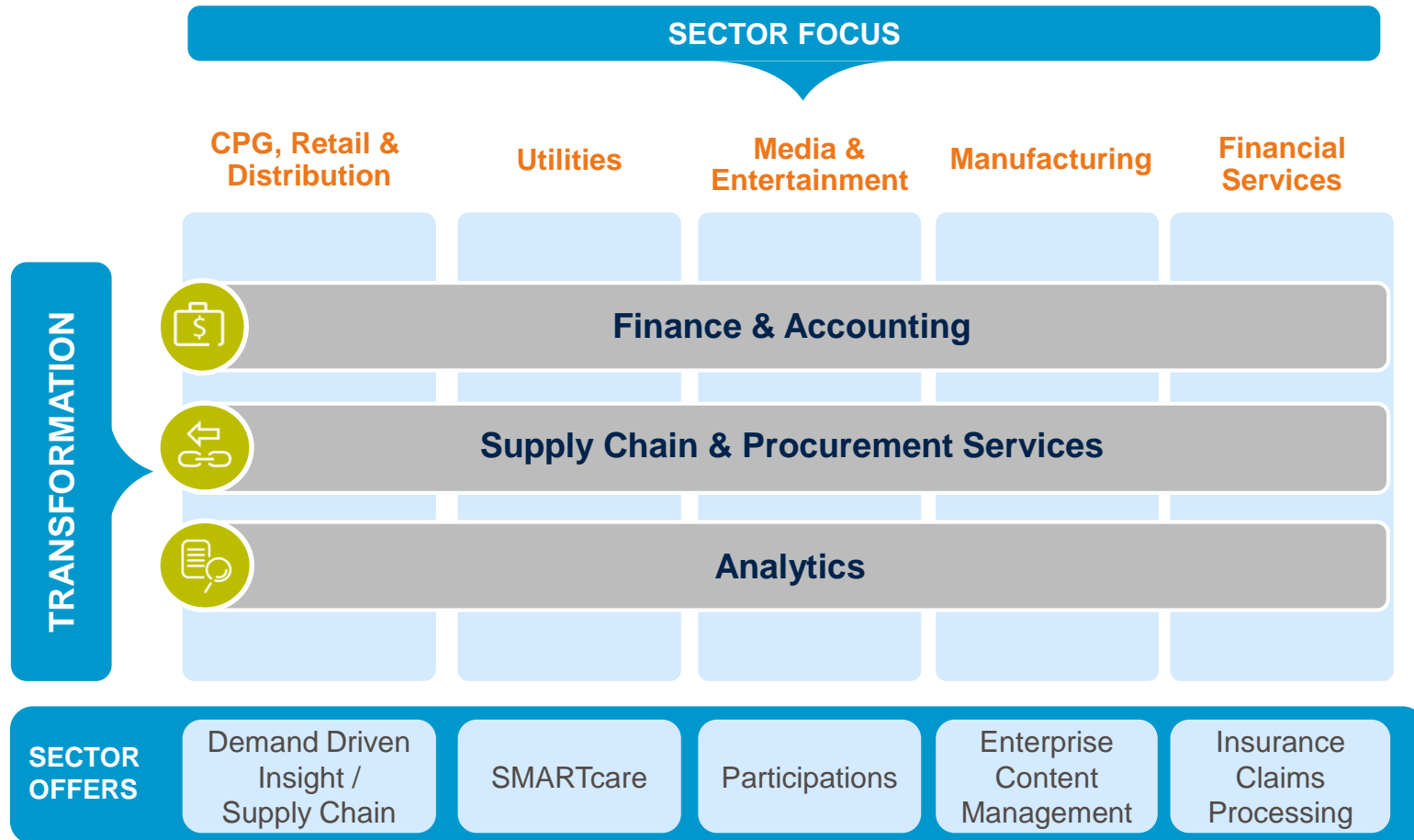


Evolution of BPO



Delivering world class outcomes for the client

Capgemini BPO Portfolio



Unifying Themes Across Our Services

World Class Outcomes

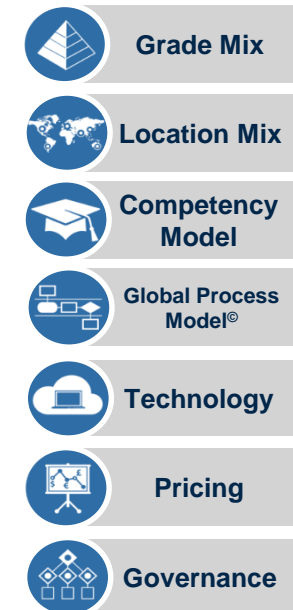
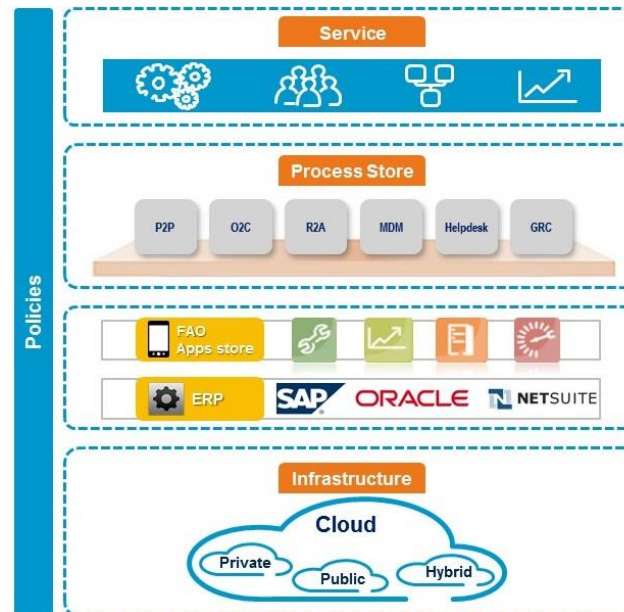
- Align Outcomes to Shareholder Value
- Increase Value of BPO
- Improved intimacy

BPO as a Stack

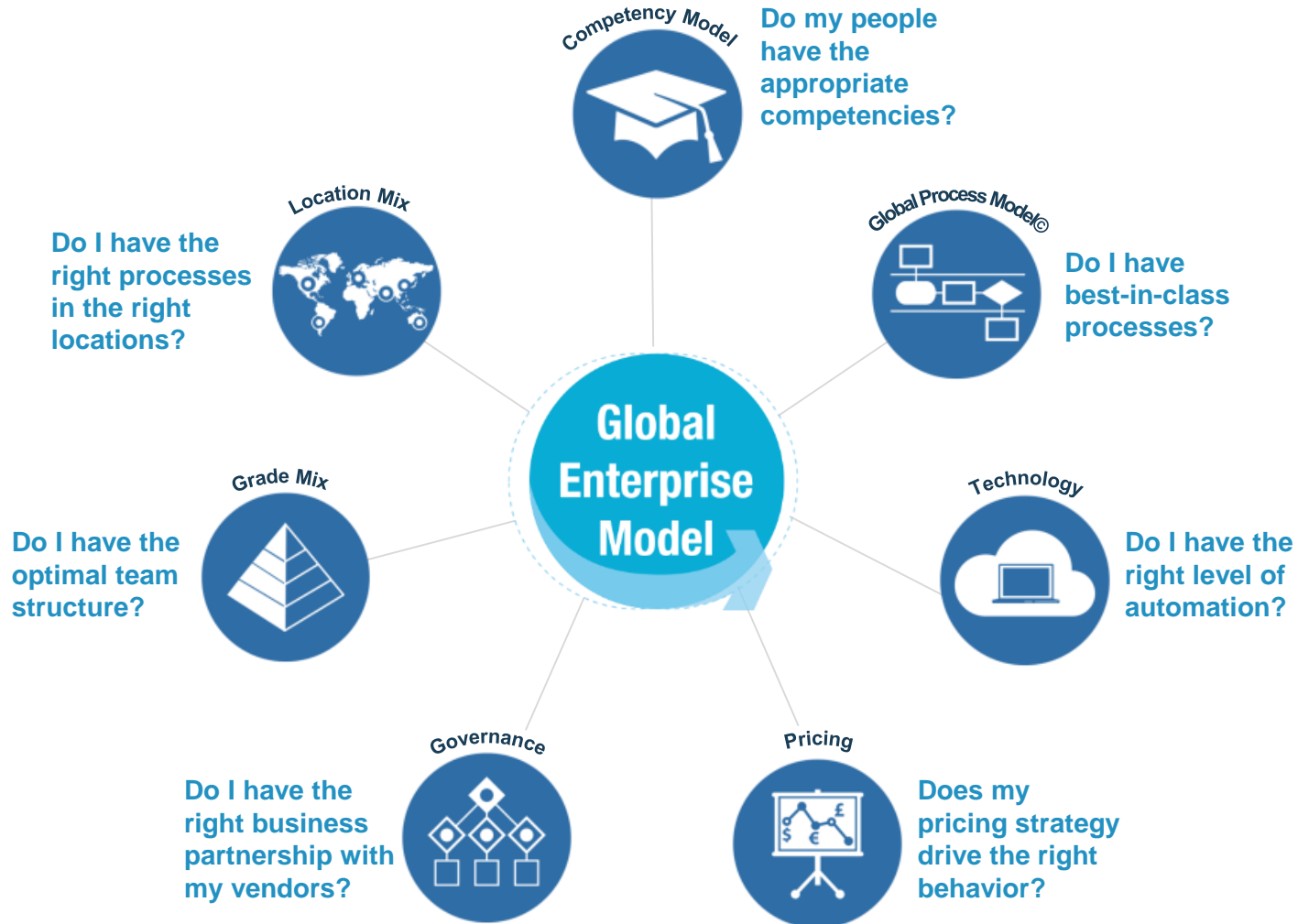
- Deliver best total cost of service
- Optimised Configuration
- Increase stickiness

Global Enterprise Model Transformation

- Service as a product
- Repeatable outcomes
- Secure transformation & transition



Global Enterprise Model (GEM): Calibrated to the client's individual requirements



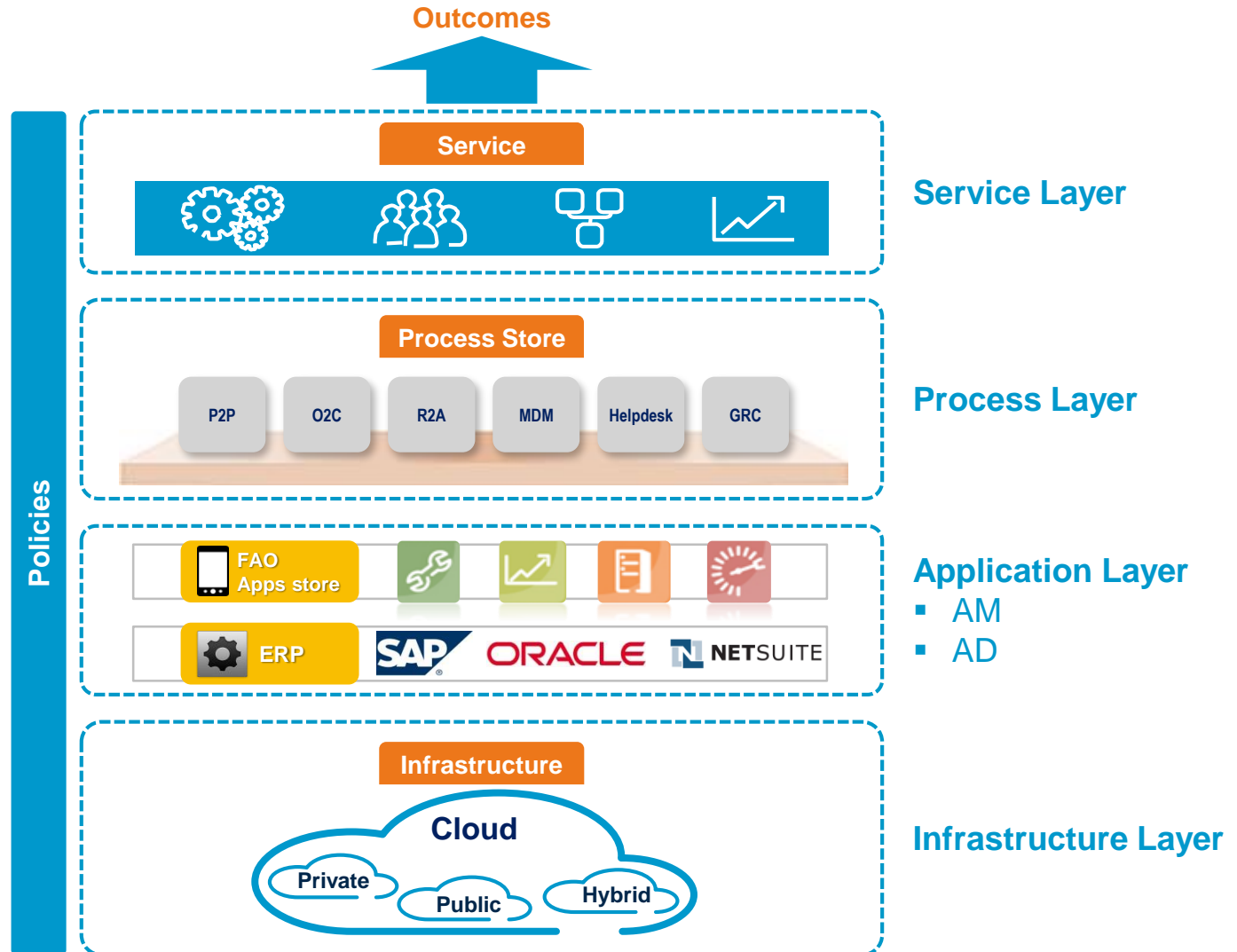
'FAO as a Stack' – achieving a step change

BPO:

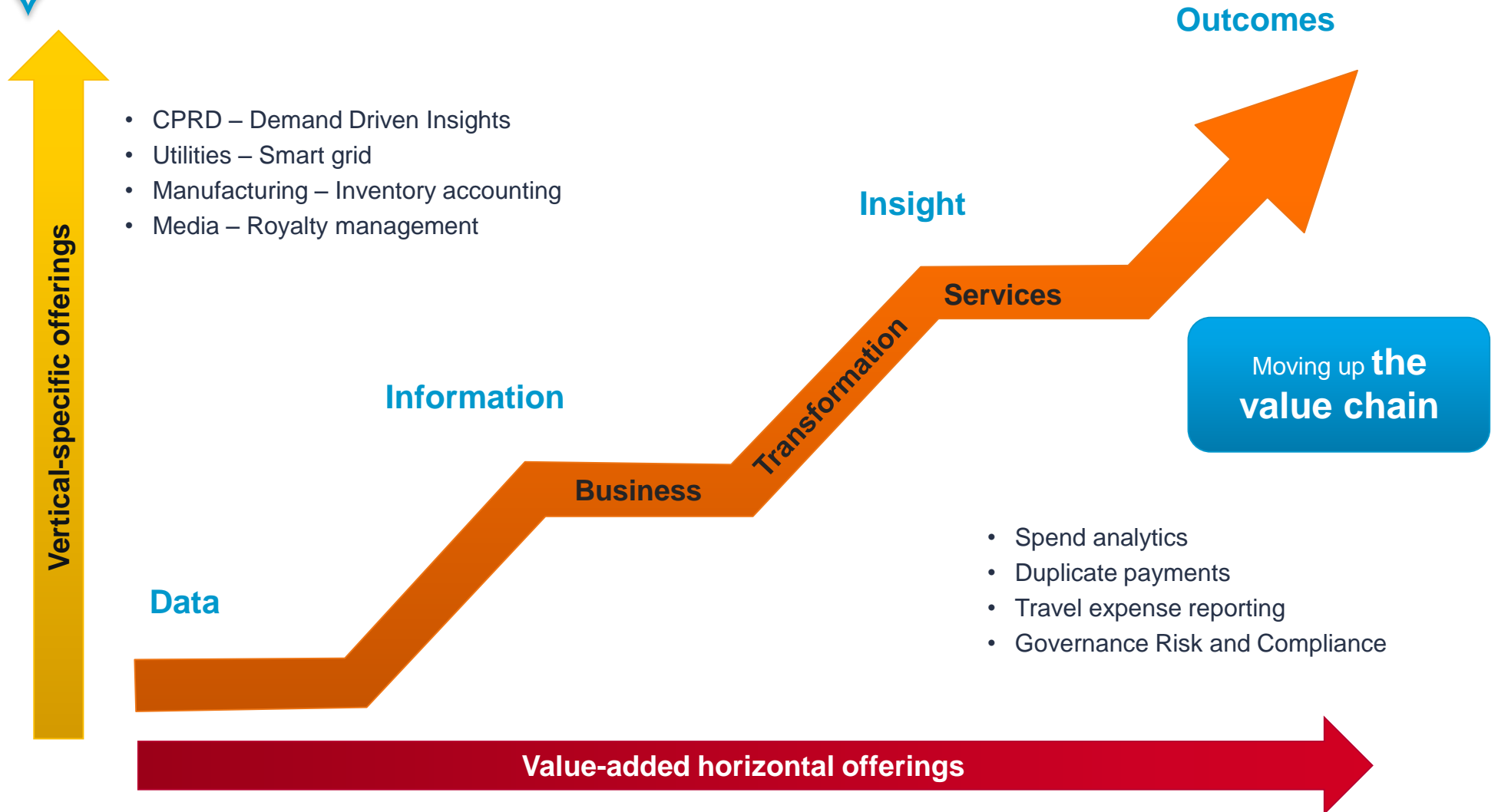
- Service
- Global Process Model® Process Store

Apps: Apps Store & ERPs

Infra: Cloud



Analytics Everywhere!



Expect More!

Examples of world-class outcomes achieved by Capgemini clients using GEM



All you need is GEM