



Key Vendor Profile

Key Vendor Assessment

Capgemini

Report Abstract

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Contents of Full Report

1. Strategy
2. Background
3. Financial Summary
4. Organizational Structure
5. Target Markets
6. Key Offerings
7. Strengths & Challenges
8. Emphases and New Developments
9. Outlook

Who is this Vendor Assessment for?

NelsonHall's Key Vendor Assessment on Capgemini is a comprehensive assessment of Capgemini's offerings and capabilities, designed for:

- Marketing, sales, and business managers developing strategies to target service opportunities within the BPS/IT services markets
- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for IT services
- Consultants advising clients on vendor selection
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO/IT services sector.

Key Findings & Highlights

Capgemini's 2025 Ambitions

Aiman Ezzat succeeded Paul Hermelin as CEO in May 2020. Ezzat is a Capgemini veteran who has worked closely with Hermelin for many years, having been COO, CFO, head of the Financial Services SBU, and deputy director of Strategy. He continues Hermelin's stated ambition for Capgemini to be "a leader for leaders," thereby positioning more closely against Accenture.

Capgemini's 2025 Ambitions for accelerating growth and profitability include CC topline CAGR of 7%–9% through 2020–5 (including ~2 pts annually from M&A) with an adjusted EBIT margin of 14% by 2025 (representing around 40 bps annual improvement).

To achieve this, Capgemini is relying on:

- A unified go-to-market
- Offshore acceleration, growing its global delivery network headcount
- Service industrialization, using levers including accelerators and IP, upskilling, and the deployment of RPA and AI technologies
- The expansion of its portfolio management offering to digital and cloud, achieved organically and through acquisitions
- Internal and external innovation. The company wants to expand the frog and Cambridge Consultants units brought by Altran. It is also focusing on partnerships with the hyperscalers to create growth engines
- The "New Normal"
- ESG and Sustainability.

Scope of the Report

The report provides a comprehensive and objective analysis of Capgemini’s offerings, capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company’s customer base, including the company’s targeting strategy and examples of current contracts
- Analysis of the company’s offerings and key service components
- Analysis of the company’s delivery organization.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs. He also leads the VIP program that covers tier-one IT service vendors.

Dominique covers IT Services research in the areas of Software Testing/QA. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having recently examined digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com.

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