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Capgemini wins gold at the Quality Council of India's D.L. Shah Quality awards

Mumbai, November 28, 2017 – Capgemini today announced that it has won the Quality Council of India's (QCI) prestigious D.L. Shah Quality Award in the 'Gold' category. The award recognizes Capgemini's Business Services team for the successful automation of the critical Finance & Accounting (F&A) invoicing process for Capgemini's Group Finance function, resulting in increased efficiency and improved service delivery.

As well as providing business process services to more than 250 clients around the world, Capgemini's Business Services team provides a range of Finance & Accounting (F&A) services to the Capgemini Group. One example is invoice creation – a critical step that acts as upstream input for the entire order-to-cash (O2C) process to ensure revenue recognition.

With seamless billing and revenue flow being a prerequisite, Capgemini leveraged its Automation Drive approach to re-imagine the end-to-end invoice creation process. The target was to significantly increase efficiency and accuracy across the function by automating the resolution of simple queries and reducing rework.

Capgemini's ESOAR methodology (Eliminate, Standardize, Optimize, Automate, and Robotize) was deployed to holistically assess the invoice creation process and reduce manual intervention. Capgemini's Business Services F&A leveraged UiPath's Robotic Process Automation (RPA) solution to automate the invoice creation process, resulting in a 75% reduction in cycle time for invoice processing, standardization of input processes and formats, higher capacity to process peak volumes, and better utilization of resources.

C. K. Biswas, CEO, Quality Council of India said, *"The D.L. Shah Quality Award is an opportunity for organizations to showcase their best practices on quality excellence and share their success stories. Capgemini's unique methodology and technology platform has demonstrated high transformational capabilities driving process efficiency and competitiveness, and delivering quality through innovation and operational excellence."*

Atul Kulshreshtha, Vice President and Head of Capgemini's Business Services Unit, India said, *"This Gold award from the QCI is another testament to our capabilities in finance transformation. By leveraging the ESOAR framework and assisting Capgemini's Group finance function in maximizing revenue and margins, we are delivering best-in-class utilization of their existing technology platforms by eliminating non-value-added steps across the entire process chain."*

The QCI-D.L. Shah Quality Awards were launched in 2007 and are recognized across India to acknowledge the successful projects of an organization that have resulted in continuous improvement of processes, products and/or services, better/effective operations and increased customer/stakeholder satisfaction.

About Capgemini

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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 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

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