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Capgemini drives artificial intelligence into its Business Services solutions through global collaboration and 3-year contract with Celaton

Capgemini expands automation partner ecosystem to drive greater efficiencies in unstructured data processing

Paris, 3 February 2016 – [Capgemini](#), one of the world's foremost providers of consulting, technology and outsourcing services, has announced a new global collaboration with [Celaton](#), a specialist Artificial Intelligence (AI) company, to license and use its [inSTREAM, cognitive learning technology](#). The 3 year contract, signed between Capgemini and Celaton, will extend Capgemini's already strong automation capabilities, help to drive further efficiencies and add Artificial Intelligence to Capgemini's Business Services solution portfolio.

Celaton's inSTREAM software streamlines the handling of unstructured unpredictable (and structured) content such as correspondence, claims, complaints and invoices that organizations receive by email, social media, fax and paper. This minimizes the need for human intervention and ensures that only accurate, relevant and structured data enters business systems. Unique to inSTREAM is its ability to learn through the natural consequence of processing information and collaborating with people. Capgemini's extensive knowledge and experience in business process services will also enable Celaton to accelerate and improve inSTREAM's capabilities.

The cooperation will enable Capgemini to increase efficiency, shorten turnaround times and enhance quality in areas where incoming documents and queries need to be processed, improving overall customer satisfaction. At a time when more and more customers expect the use of AI and modern automation tools, the alliance will help Capgemini's Business Services advance their market leading use of automation and AI for its core business. Earlier this year, Capgemini introduced an [Autonomic Platform-as-a-Service \(PaaS\) offering](#) founded on best of breed technologies to deliver intelligent automation solutions on-demand for enterprises. The Autonomic PaaS aims to improve the predictability of organizations' operations across their infrastructure, applications and business processes. The Celaton agreement is a further commitment from Capgemini to develop advanced client solutions using intelligent automation, cognitive and AI technologies.

The addition of Celaton inSTREAM expands Capgemini's Business Services' extensive Software-as-a-Service (SaaS) portfolio with an artificial intelligence-based processing solution for incoming unstructured content –

which is driven by its global automation Centers of Excellence. It is an important element in ensuring the delivery of maximum value to its customers.

Lee Beardmore, VP and Capgemini's Business Services Chief Technology Officer said *"There is significant industry debate on how cognitive computing and artificial intelligence will impact the BPO market. We are taking our delivery from debate to global implementation and are proud to partner with Celaton as a leading vendor in the business process AI space. Building on the introduction of Capgemini's Autonomic Platform-as-a-Service, Celaton's technology extends the penetration of cognitive computing into our delivery of business process services."*

Andrew Anderson, CEO of Celaton said *"I am delighted that Celaton and Capgemini have committed to this global partnership. The transformational impact of AI has been proven with many organizations and yet this emerging technology is often greeted with scepticism. Capgemini's global reach and credibility will have an impact on the perception and adoption of AI and I'm very excited that Capgemini's customers will soon be able to realize its significant benefits."*

About Capgemini

With 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, [the Collaborative Business Experience™](#), and draws on [Rightshore®](#), its worldwide delivery model.

Learn more about us at www.capgemini.com.

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About Celaton

Celaton's Cognitive Learning Technology enables organisations to deliver better customer service, faster with fewer people. Based in the United Kingdom, Celaton was the first company to create and apply artificial intelligence to streamline labour intensive clerical tasks and decision making in the processing of unstructured unpredictable content that organisations and governments receive by email, post, paper, fax and social media streams every day.

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