



## **SFR choose Capgemini and Sopra Group to put in place their new billing and multi-channel order management system**

**Paris, January 14 2008 – SFR, the second largest French mobile telecommunications operator, have just signed a contract for the installation of a new billing and multi-channel order management system for their clients with the grouping that consists of Capgemini, one of the world leaders in consulting, technology and outsourcing, and Sopra Group, a major player in consulting and IT Services in Europe. Named BIOS (Billing and Order Management System), this system represents the first phase of a two year long project, and opens a new chapter in the long term relationship between SFR and Capgemini, the project lead, and Sopra Group, co-contractor.**

This new system will allow SFR to carry out all customer relations dealings with more flexibility, regardless of the nature of their offer – ADSL, pre-pay, account or contract – or the means of distribution chosen – network, online shop or customer relations center.

Thanks to the BIOS solution, which depends on Oracle software, the operator's multi-channel order management system is combined with the catalogue of offers and is configurable. Therefore, client's demands concerning their eligibility for offers and options, and subscription changes, will be treated according to the offers they are subscribed to, thanks to a set of pre-defined rules and criteria.

The system equally aims to provide monitoring of client consumption and billing corresponding to the offer they have chosen. It also puts information on their usage at the client's disposal via the "Infoconso" function.

*"This new step shows that SFR is continuing to evolve its Information System to anticipate the developments in its business. This new system will allow us to improve our offer to each client segment and will facilitate the multi-channel management of contacts",* asserts Paul Corbel, SFR Chief Technical Officer.

*"This project shows our ability to accompany our big clients in their process of transformation. This new system will allow SFR to adapt to new issues, notably the convergence of offers."* said Philippe Roques, CEO Capgemini Telecom and Media Ltd.

*"Our strong involvement in the BIOS project will allow us to carry out a long term extensive collaboration with SFR, accompanying them in their alignment of the IT System with their convergence strategy,"* confirms Chsitrophe de Talpol, Director of the Sopra Group Telecoms Division.



### **About SFR**

With almost 18 million customers, SFR is the second largest mobile telecommunications operator in France. Operating its own GSM/GPRS and UMTS/HSDPA networks, SFR is able to provide a complete range of mobile telephony and multimedia services, as well as mobile data solutions to its personal, SOHO and business customers. SFR has become the operator of choice for new uses of mobile phones, having been the first operator to launch 3G and 3G+ services on the French market, and now boasts 3,5 million 3G/3G+ customers (September 2007). SFR benefits from a stable ownership structure, with two major shareholders, Vivendi (56%) and Vodafone (44%).

### **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 - and through a global delivery model called Rightshore<sup>®</sup>, which aims to offer the right resources in the right location at competitive cost. Present in 35 countries, Capgemini reported 2006 global revenues of EUR 7.7 billion and employs over 83,000 people worldwide.

More information is available at [www.capgemini.com](http://www.capgemini.com).

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