



# 2014 Q1 Revenues

Paris, April 29<sup>th</sup>, 2014

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Paul Hermelin

# Good start of the year, in line with expectations

## Growth

**€2.5B** revenue in Q1 2014, **+2.3%** organic growth YoY  
Strong performance in North America and fast growing economies

## Sales

Project & Consulting Book-to-Bill ratio at **1.05**  
Improved pipeline & win rate on mid-size and large deals fuelling continued acceleration in outsourcing

## Innovation

Rapid acceleration on our Top Line Initiatives, **+36%** bookings growth YoY

## Competitiveness

**50,000+** in India (+18% YoY)  
60,000 total offshore headcount out of **134,000+** total headcount

**Full year guidance confirmed**

# Major deals in Q1'14

## Large deals (>50M€ total contract value)

Oil & Gas



Public sector



MINISTÈRE  
DE L'ÉDUCATION NATIONALE,  
DE L'ENSEIGNEMENT SUPÉRIEUR  
ET DE LA RECHERCHE

Global manufacturing group, North America

Global Leader in Entertainment, North America

Aerospace

**BOMBARDIER**

## Innovative deals



Digital  
Transformation

Global leader of  
consumer products

Analytics



Digital  
Transformation

**CAIXA**

Mobility



Analytics

**HITACHI**  
Inspire the Next

Mobility



Analytics



# Positive market reaction on recent innovation launches



## Big Data and Analytics

- »» Huge growth in Big Data pipeline in Q1, opportunities across all sectors
- »» Generated over 100 new big data opportunities following global partnering announcements with leading partners

**Pivotal**™

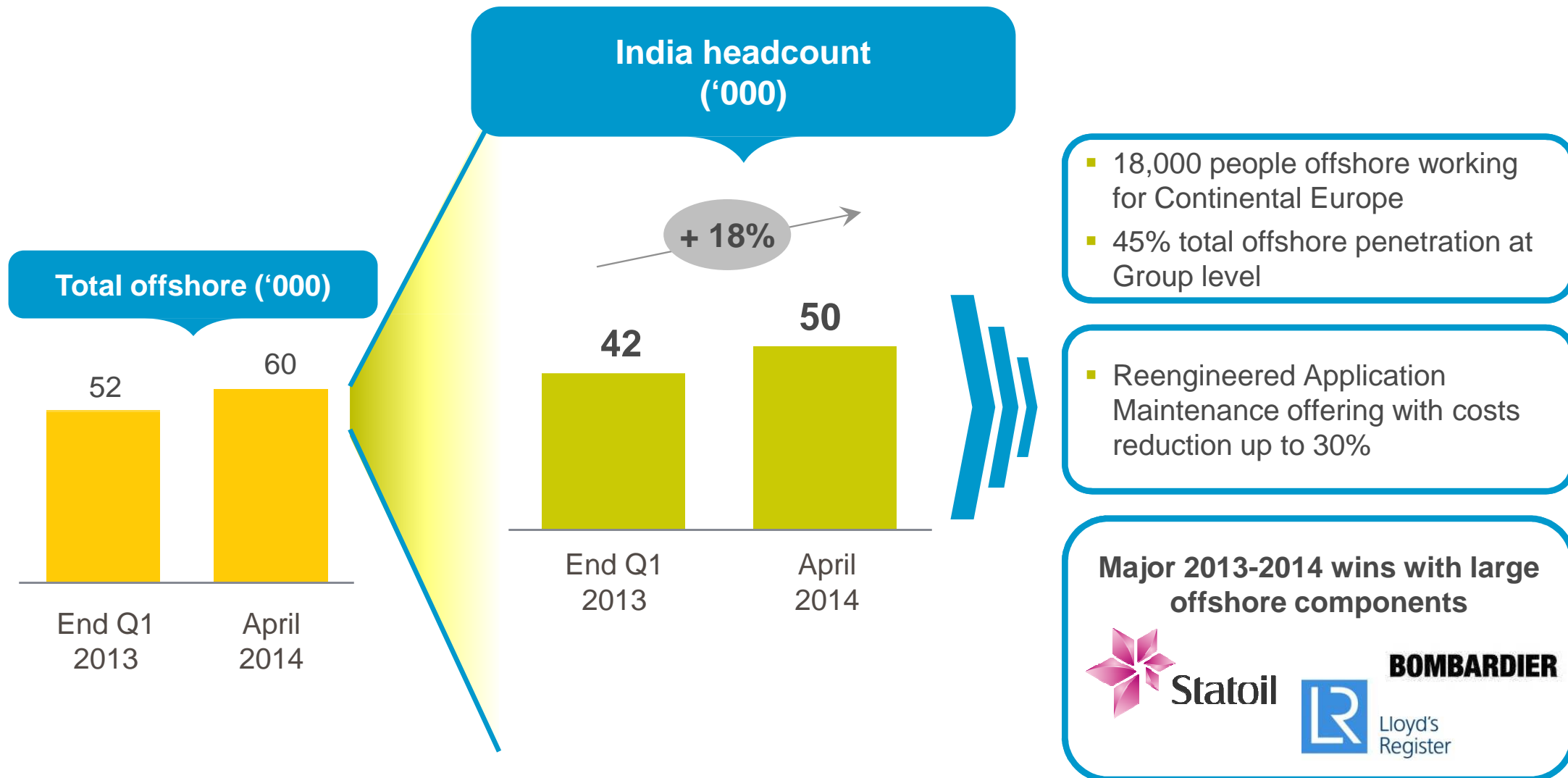
**cloudera**®  
Ask Bigger Questions



## Digital Customer Experience

- »» 60% increase in pipeline since launch in Feb. 2014, particularly Financial Services and Consumer products – Retail sectors
- »» 2,000 consultants fully mobilized
- »» Particular traction around high growth cloud technologies such as Hybris and Salesforce

# 50,000 Indian colleagues fuelling our competitiveness



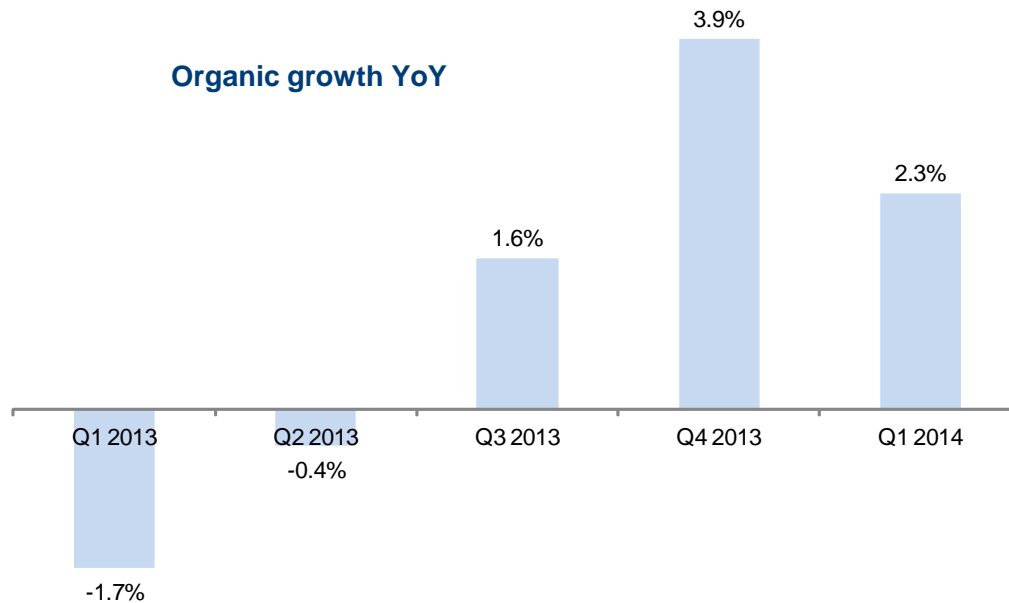


Aiman Ezzat



# Revenues Quarterly Evolution

Organic growth YoY



Revenue in M€

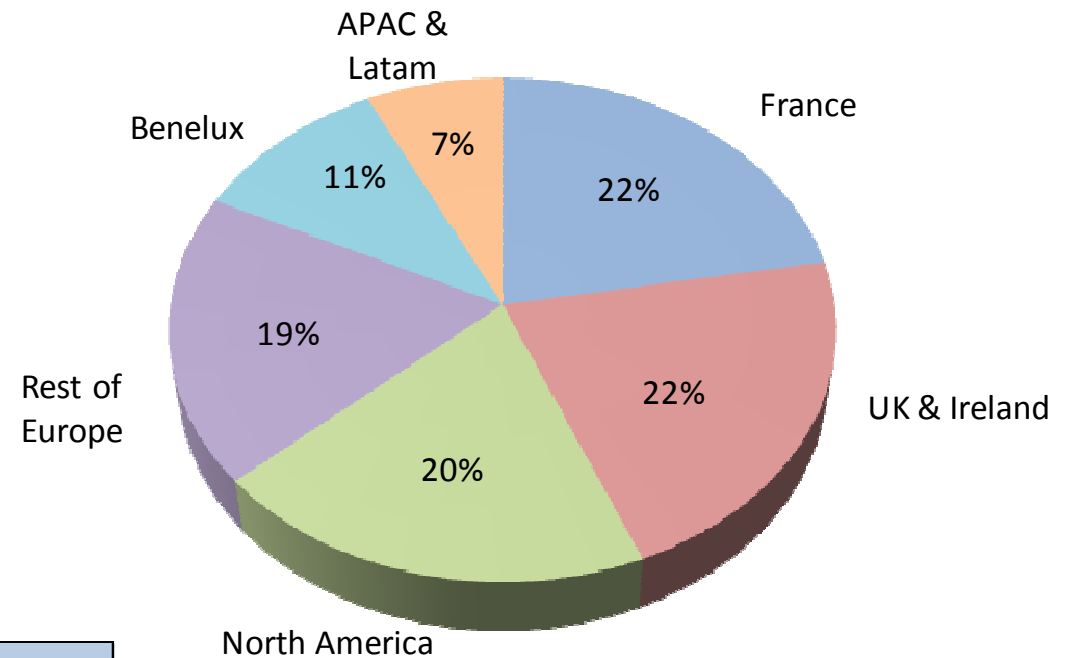
Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2014
2 499	2 534	2 451	2 607	2 503

	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2014
in M€ published	2 499	2 534	2 451	2 607	2 503

Sequential current growth	-3.6%	1.4%	-3.3%	6.4%	-4.0%
Sequential organic growth	-2.3%	1.5%	-2.2%	7.2%	-3.6%

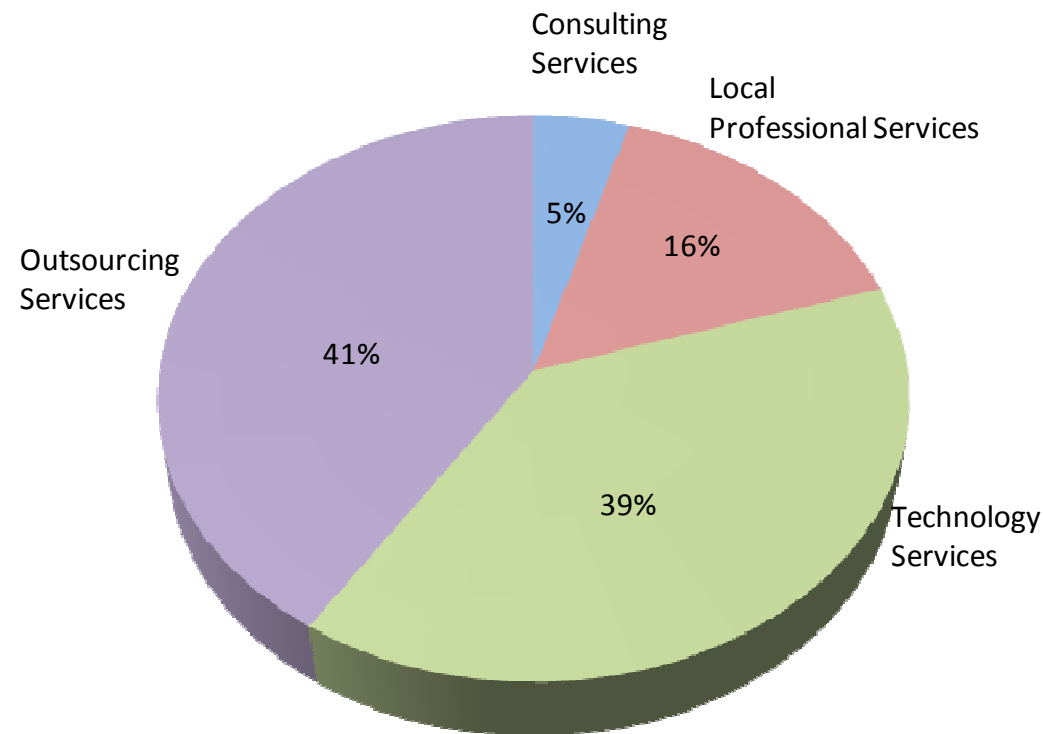
Year-on-Year current growth	-2.6%	-2.0%	-2.8%	0.6%	0.2%
Year-on-Year organic growth	-1.7%	-0.4%	1.6%	3.9%	2.3%

# Q1 2014 Revenues by Main Geography



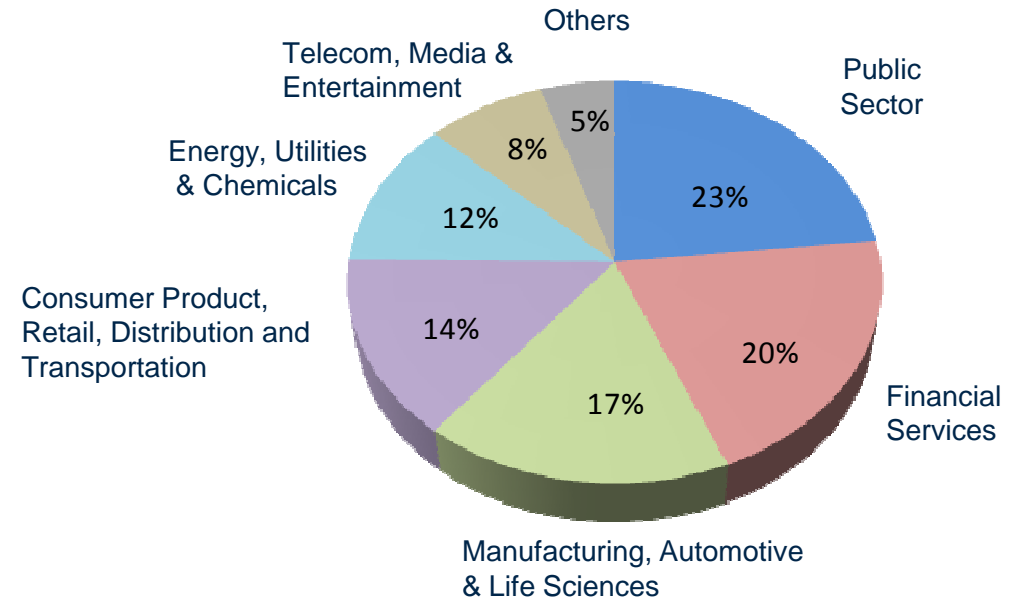
in M€	Year-on-Year			
	Current		Current	Organic
	Q1 2013	Q1 2014	Q1 14 / Q1 13	Q1 14 / Q1 13
North America	501	495	-1.2%	4.1%
UK & Ireland	510	539	5.7%	2.7%
France	551	556	1.0%	1.0%
Benelux	273	265	-2.9%	-2.9%
Rest of Europe	469	466	-1.0%	1.2%
APAC & Latam	195	182	-6.4%	11.7%
<b>Total</b>	<b>2 499</b>	<b>2 503</b>	<b>0.2%</b>	<b>2.3%</b>

# Q1 2014 Revenue Growth by Business



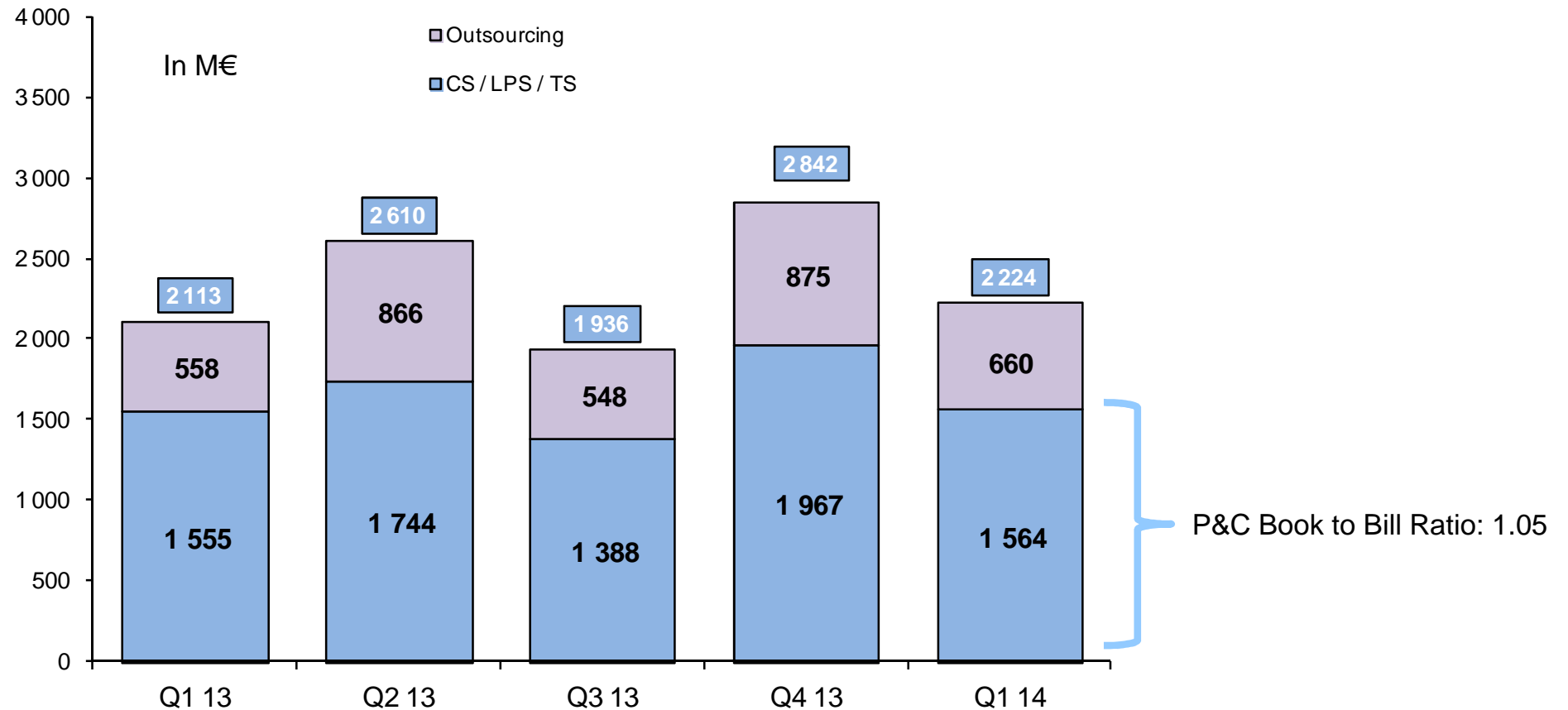
	Organic Year-on-Year
	Q1 14 / Q1 13
Consulting Services	-2.6%
Local Professional Services	-0.1%
Technology Services	2.5%
<b>CS / LPS / TS</b>	<b>1.4%</b>
Outsourcing Services	3.7%
<b>Total</b>	<b>2.3%</b>

# Q1 2014 Revenues by Sector



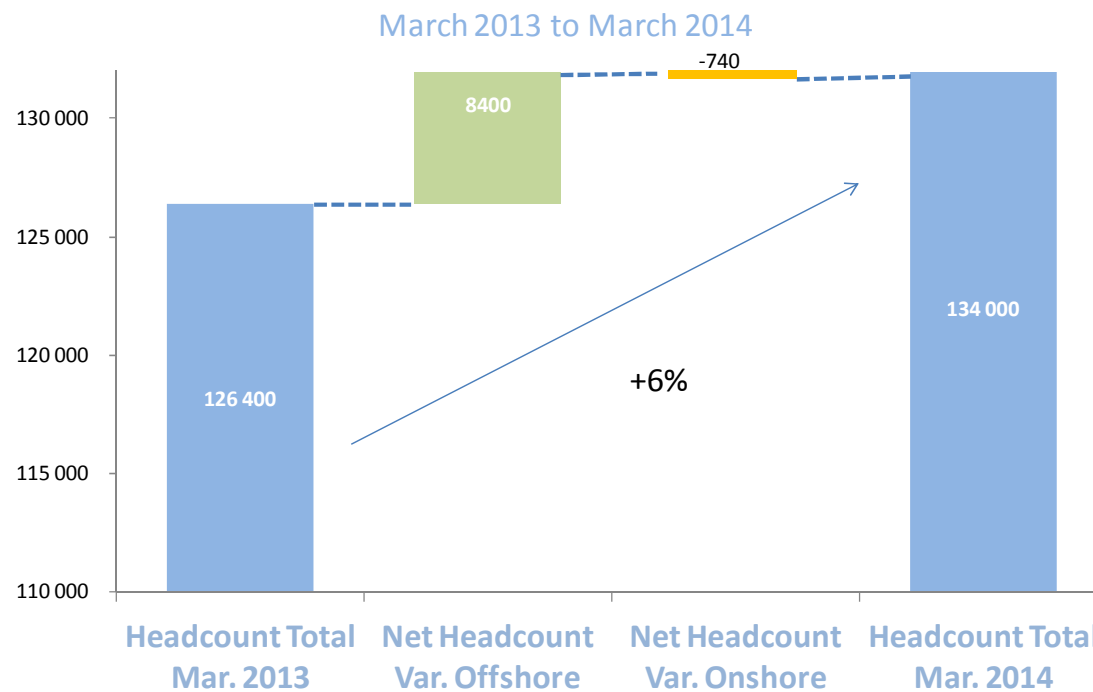
	Organic Year-on-Year
	Q1 14 / Q1 13
Financial Services	4.1%
Energy, Utilities & Chemicals	10.2%
Manufacturing, Automotive & Life Sciences	-0.8%
Consumer Product, Retail, Distribution and Transportation	5.3%
Public Sector	2.2%
Telecom, Media & Entertainment	-1.1%
<b>Total</b>	<b>2.3%</b>

# Bookings Evolution



At Q1 2014 rate

# Headcount Evolution



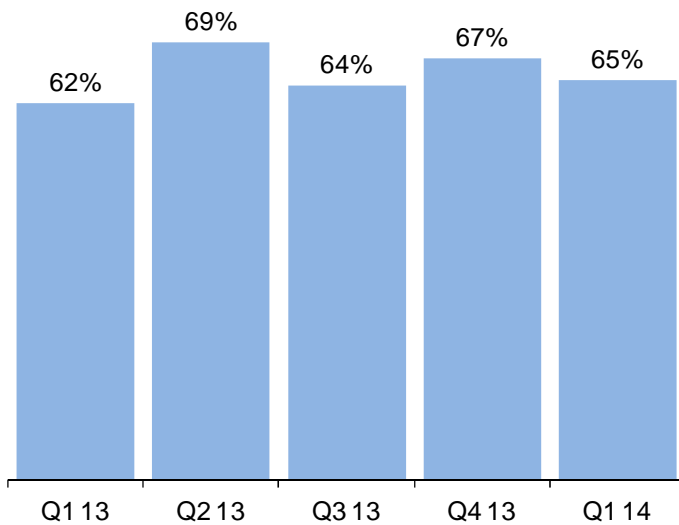
Offshore Headcount: 60 400  
+16% Year-on-Year

Attrition YTD	Mar. 13	Mar. 14	Year-on-Year variation
Consulting Services	15.4%	21.9%	6.5pt
Local Professional Services	14.9%	13.2%	-1.7pt
Technology Services	16.2%	15.2%	-1.0pt
Outsourcing Services	15.2%	15.7%	0.5pt
<b>Total</b>	<b>15.5%</b>	<b>15.1%</b>	<b>-0.4pt</b>

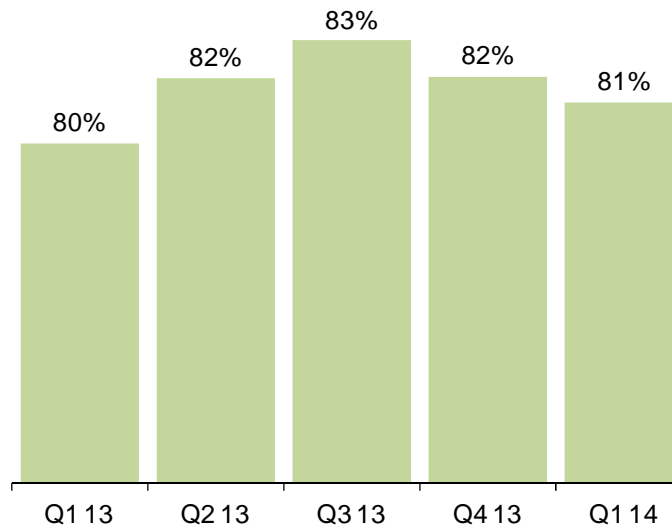


# Utilization Rates

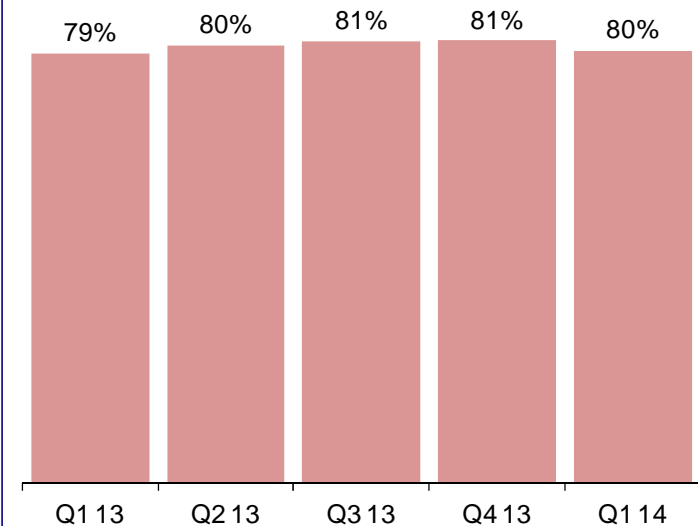
**Consulting Services**



**Local Professional Services**



**Technology Services**





People matter, results count.