



PRESS RELEASE

Cegedim Outsourcing and Vocalcom propose a secure and omnichannel customer relationship

Vélizy, le 2 février 2017

Cegedim Outsourcing, the Cegedim Group subsidiary specializing in IT infrastructure and Business Process Outsourcing (BPO), has announced a strategic partnership with Vocalcom, which publishes software for customer call centers and digital recording. This partnership will enable them to offer a comprehensive range of next-generation products and services to companies that want to transform and optimize their clients' digital interactions.

Cegedim Outsourcing and Vocalcom have formed a partnership to deploy and integrate solutions designed to improve client experiences for companies, especially ones that deal with sensitive information, including insurance companies, mutual insurers, banks and public sector entities. The deal will give companies access to a 100% made-in-France omnichannel offering that bundles advanced technology, integration services, and secure hosting that meets the highest standards for personal health data.

As the software integrator, Cegedim Outsourcing will play a key role in project execution and configuring the Vocalcom solution to meet clients' specific needs. Vocalcom gains a partner with recognized skill in end-to-end client relations project management in large organizations operating in strategic sectors, including Health, Insurance, Mutual Insurance, and Personal Protection.

Claude Garcès, CEO of Cegedim Outsourcing, states, "Vocalcom adds a tremendous amount of value for companies, who will be able to leverage the group's personalized, interactive contact solutions to integrate new digital channels and deploy them in-house or using the Cegedim Cloud. This partnership ensures our clients access to a proven, scalable offering that will improve the quality of their client relations in a highly secure environment."

Carlo Costanzia, CEO of Vocalcom, added, "This partnership with Cegedim Outsourcing is part of our strategic development. Our goal is, notably, to expand our coverage in markets with strong potential via our indirect network. To this end, Cegedim will help us strengthen our positions in the banking and insurance, mutual insurance, and personal protection sectors, by offering companies in those fields the highly secure cloud solutions they need to meet the challenge of digitalization."

About Cegedim Outsourcing:

Cegedim Outsourcing specializes in IT infrastructure and Business Process Outsourcing (BPO) in the field of Client Relations. Cegedim Outsourcing provides integration, facilities management and technical assistance services to companies of every size. The company's BPO division offers client relations outsourcing, digitalization, and back office management services.

Pour en savoir plus : www.cegedim-outsourcing.fr

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About Cegedim:

Founded in 1969, Cegedim is an innovative technology and services company in the field of digital data flow management for healthcare ecosystems and B2B, and a business software publisher for healthcare and insurance professionals. Cegedim employs more than 4,000 people in 11 countries and generated revenue of €441 million in 2016. Cegedim SA is listed in Paris (EURONEXT: CGM).

To learn more, please visit: www.cegedim.com

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