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Capgemini selected by TIM for artificial intelligence projects

Brazilian Telecom operator will have access to Capgemini tailor-made AI solutions to accelerate its cognitive design services

Paris, December 12, 2019 - [Capgemini](#) has been chosen by telecommunications operator TIM Brasil, the Brazilian subsidiary of Telecom Italia, to foster artificial intelligence (AI) and RPA (Robotic Process Automation) innovation projects through a new contract focused on cognitive use case designs. Capgemini was selected for its deep expertise in telecom services and understanding of the business and culture of the Brazilian market, key attributes that enabled the creation of a fully tailored solution to meet TIM's needs.

"We are delighted to be TIM's partner on this AI journey on a project that we consider to be an important step towards digital transformation in Brazilian companies," said Giulio Salomone, Capgemini Vice President for Manufacturing and Telecommunications in Brazil. *"We understand that to succeed in AI projects, companies need to break paradigms and change their mindset in many ways. Cognitive technology is the first step towards digital transformation and the creation of tomorrow's businesses."*

According to the [Digital Transformation Review](#) from the [Capgemini Research Institute](#), less than a third of organizations apply AI and make data-driven decisions to improve their user experience or use it in their operations. Capgemini is creating a plan for the adoption of AI technologies, supporting the design and closing of business cases, in some of TIM's key business areas.

"We understand that some business concepts need to change. We then have to go beyond use cases for the adoption of AI at scale," explains Giulio, who emphasizes, *"Capgemini also believes that as well as the technology, any successful partnership is made through people."*

Capgemini's global team of AI professionals are dedicated to helping clients succeed in their AI projects by delivering solutions that evolve into business transformation from next-generation artificial intelligence applications.

About Capgemini

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 over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion. Visit us at www.capgemini.com. *People matter, results count.*