

19 December 2025

Capita secures £62m contract renewal with major European telecom provider, expanding nearshore delivery and AI-enabled transformation

19 December 2025: Capita plc (Capita™) today announces that its Contact Centre business within Capita Experience has secured a four-year contract renewal with a major European telecommunications provider, valued at £62 million, commencing in January 2026.

The renewed agreement reflects Capita's strategic focus on operational efficiency, and AI and digital transformation. Under the new terms, Capita will continue delivering customer services across different lines of business, including technical support, chat and messaging, and inbound sales.

The transformation includes:

- Enhancing delivery capabilities across multiple European locations.
- Implementing Central and AI-driven tools to improve performance across key metrics such as Average Handling Time, Net Promoter Score, and sales conversion.

Corinne Ripoché, CEO of Capita Experience, said: "This renewal marks a significant milestone in our partnership, which started in 2014. By expanding our nearshore footprint and embedding AI-powered performance tools, we're delivering a more agile, cost-effective and customer-centric service model. It's a clear demonstration of Capita's ability to evolve with our clients and support their strategic goals."

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Notes to editors:

There is no IFRS 15 transaction price (order book) for this agreement as it is a framework contract.

For more information, please contact:

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About Capita plc

Capita is a modern outsourcer, helping clients across the public and private sectors run complex business processes more efficiently, creating better consumer experiences. Operating across eight countries, Capita's 34,000 colleagues support primarily UK and European clients with people-based services underpinned by market-leading technology. We play an integral role in society - our work matters to the lives of the millions of people who rely on us every day. www.capita.com