

Driving agility, innovation and efficiency through Managed IT and Business Process Services

An accelerator for building
a digital organization

CGI



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CGI Voice of Our Clients

“Clients are placing a sharper focus on prioritizing investments and returns.

Given the heightened pressure on profitability, more clients indicate their willingness to outsource a portion of their IT landscape as a managed service over the next three years.”

George D. Schindler
CGI President and CEO



The 2023 CGI Voice of Our Clients shares findings from our in-depth interviews with 1,764 executives across the industries and geographies we serve.

These strategic conversations provide a unique view into how macro and industry trends affect business and IT priorities and investment plans. These findings show the “early days” of holistic transformation present in the gap between having a digital strategy and producing results.

Our research indicates that 92% of clients interviewed have a digitization strategy in place; however, there are still areas of disconnect between business operations and IT strategies:

not aligned to support the strategy

56%

not integrated to execute the strategy

61%

In a business climate marked by geopolitical and economic challenges, executives today seek a trusted partner to help increase business agility to provide them accelerators to advance their digital journey and drive shareholder value.

As organizations and economies continue to be impacted by geopolitical, climate and social change, CGI is helping clients re-examine their business value chains and ecosystems to accelerate technology and digitization by achieving both cost savings and revenue growth.

The top two priorities of our client business and IT executives focus on improving the customer and citizen experience and modernizing IT platforms. However, priorities continue to evolve as business leaders focus on the increased threat of cyber attacks and protecting their clients and citizens through cybersecurity, while IT leaders emphasize the importance of digitizing their business processes through increased automation.

This leads to an increase in the future use of managed services over the next three years:



Infrastructure
Services

58%



Applications
Services

62%



Business
Process Services

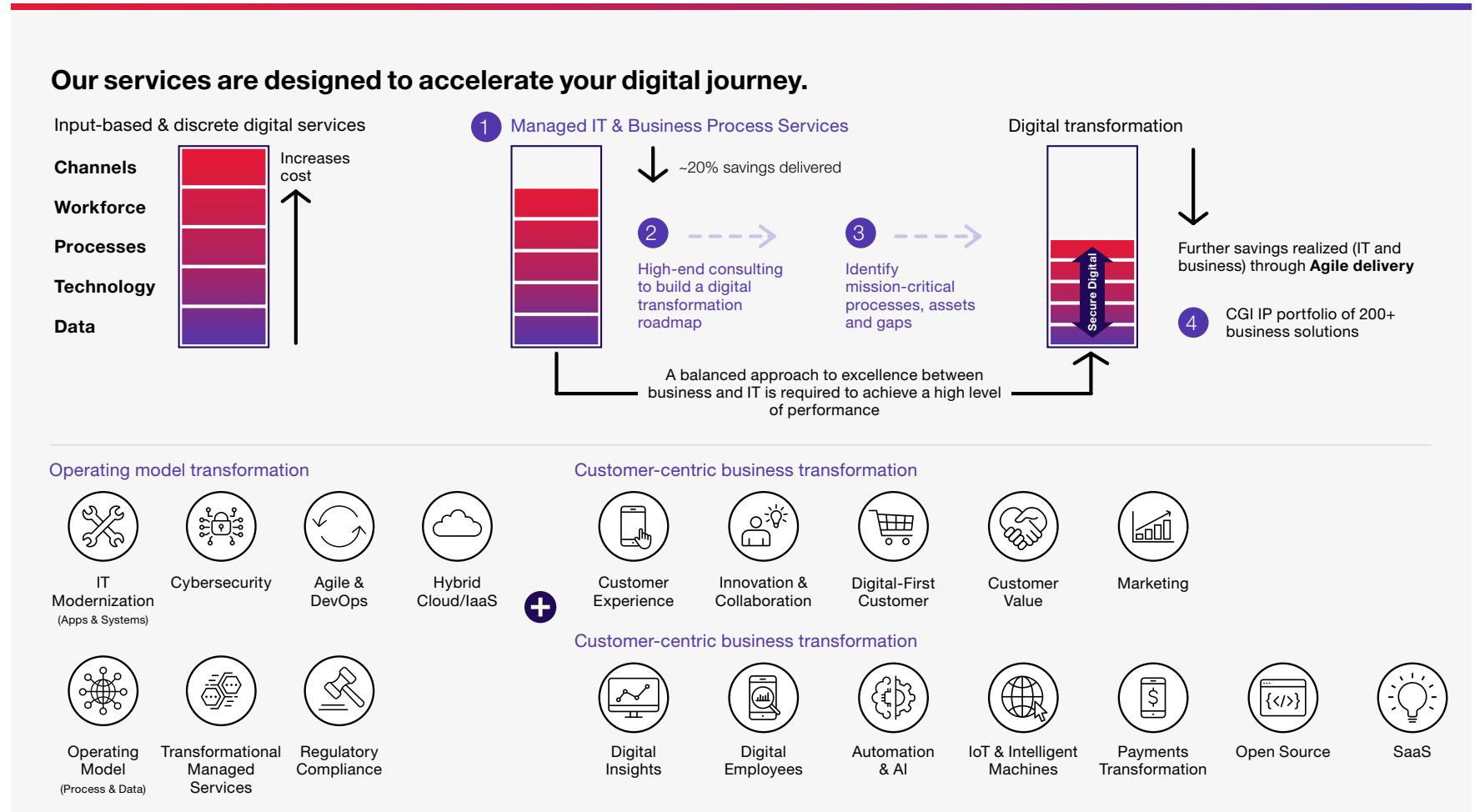
35%

CGI's Managed IT & Business Process Services facilitate the agility, innovation and efficiency needed to bridge both business and IT priorities to deliver maximum value to clients.



CGI's Managed IT & Business Process Services

Our services enable organizations to free-up capital through improved cost optimization, which allows for reinvestment into the creation of a digital transformation roadmap.



We focus on delivering outcomes, helping you to produce greater results from your digital strategy through a collaborative partnership model.

CGI's approach to delivering Managed IT & Business Process Services ensures alignment of the four IT stakeholders (client executives, lines of business, the IT Strategic function and the IT Execution function) by applying the following organizational principles:

- The organizational model implies clarity of decision rights and accountability to foster engagement of all positions and avoids work duplication throughout the IT value chain.
- Ensure common agendas and reporting at all levels through adherence to CGI's Managing for Excellence process.
- Standard operational IT processes are agreed upon across the client's business operations.
- Outcome-based metrics focusing on business value creation are established to measure performance from the perspective of each of the IT stakeholders to provide alignment.
- Visibility of results is provided to all management levels.
- Discretionary spend investments are managed at the senior executive level to ensure alignment with the business plan.

In all we do, our goal is to build trusted partnerships with a focus on business outcomes that help you meet the needs of your customers and citizens.



The features of CGI's Managed IT & Business Process Services

CGI Management Foundation

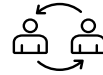


The CGI Management Foundation is **our repository of best-in-class IT knowledge and practices.**

It is structured around well-defined principles, processes, methods, tools, metrics and dashboards that provide a high performing and cost-effective IT delivery supply chain aligned with clients' business values and business plan.

Contained in the Management Foundation is an overview of the full spectrum of services CGI offers to help clients become digital enterprises, including strategic IT and business consulting, systems integration, intellectual property, application and infrastructure services, and business process solutions.

Client-business-centric IT governance



CGI's IT governance model provides clear delineation of accountabilities between the client's line of business, the IT Strategic function and the IT Execution function. It ensures seamless and effective integration of IT activities among the IT stakeholders.

The client remains in control of its IT strategic and investment directions and decisions.

IT governance provides clarity around decision rights, fosters the achievement of business value for our clients, and offers adaptable pre-defined processes for the management of IT services and effective reporting. It also avoids unnecessary or duplicated IT activities across IT stakeholders.

As a result, operational savings are delivered to the client, which helps fund the digital transformational roadmap.

IT services metrics aligned with business values



CGI's approach consists of **measuring the performance, quality and efficiency of IT services** linked to the client's business values to be achieved from IT. In doing so, the IT Future State services are tightly tied to business outcomes.

The associated measures, metrics and ratios are defined with the client at the beginning of the relationship.

Transformation roadmap



A comprehensive roadmap that **identifies the activities and investments required to migrate from the current IT state** to the targeted future IT state. In addition to the client-business-centric IT governance model and IT services metrics, the roadmap includes:

- CGI executive presence and engagement
- Dedicated transformation leadership team
- High level of transparency and communication
- Business process alignment with IT, IT organization development, and change management process
- Integrated "baked-in" security controls aligned with industry best practices

Innovation and continuous improvement

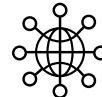


Innovation and continuous improvement **processes are embedded in the governance of the relationship** to drive recurring business value for both organizations. For example, under certain business parameters, a joint innovation program that is co-funded could be implemented.

CGI follows a practical and collaborative approach characterized by the following attributes:

- Client-centric with a focus on achieving client business goals
- Alignment of people, processes, technology and security towards our client's digital transformation plan
- Freeing up of capital through improved IT run costs, allowing re-investment into the digital transformation journey

Framework, processes and tools



CGI's Client Partnership Management Framework (CPMF) **includes proven processes and tools to deliver efficient, high quality and secure IT services**, including IT governance, service planning, service management and support, and technology and application service delivery processes.

CPMF provides an end-to-end set of IT supply chain delivery processes that combine client and CGI experiences, as well as leverage industry best practices (e.g., ITIL®, SEI-CMMI, COBIT, ISO 9001, ISO 27002) and tools, such as agile development, DevOps, automation and robotics.

Global delivery



CGI's global network of delivery centers provide **access to the right skills from the right location at the right time and for the right price.**

One of the distinct characteristics CGI's global delivery model offers is our consistent approach of conducting all IT activities requiring face-to-face interactions onsite with our client. This proximity approach ensures the client's requirements are fully covered and understood.

The model, through a set of work distribution levers, allows for continuous work adjustments providing a tailored solution that evolves with our client's business needs.

Managing for Excellence



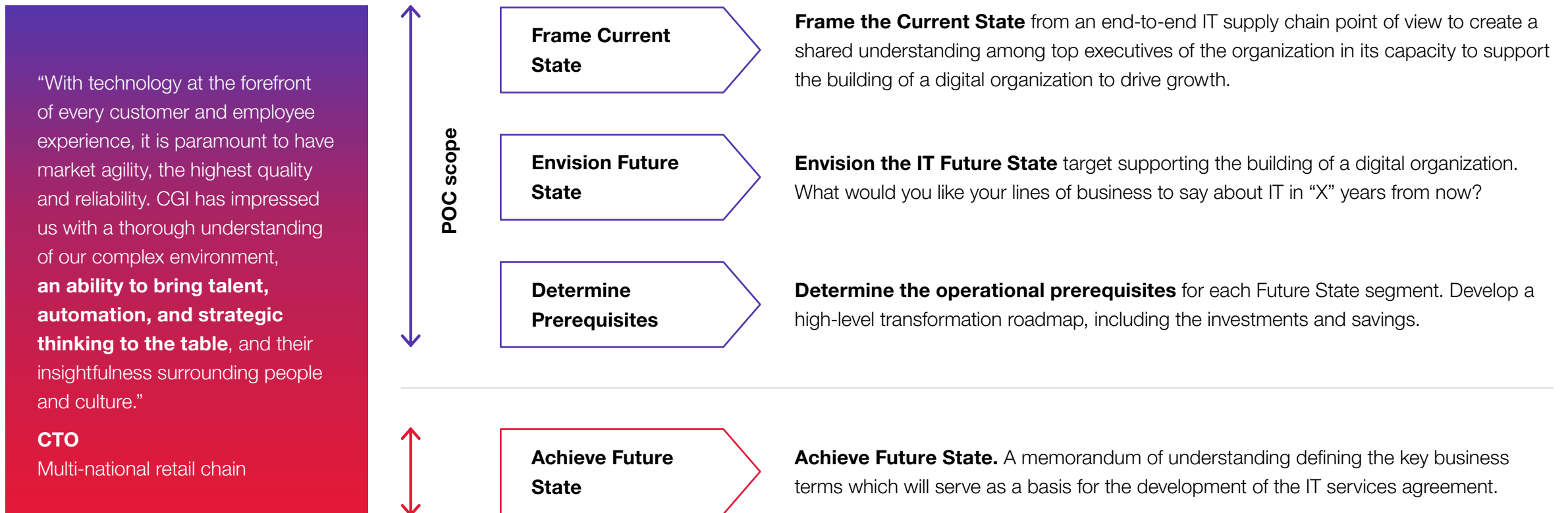
CGI's Managing for Excellence process **increases the visibility and transparency, as well as reinforces the accountability and ownership of IT services performance and results.**

To maintain equilibrium among the IT stakeholders, CGI's Managing for Excellence process:

- Encourages teamwork and sharing of best practices
- Facilitates quick decision-making
- Contributes to continuous improvement in performance
- Monitors the execution of the transformation roadmap

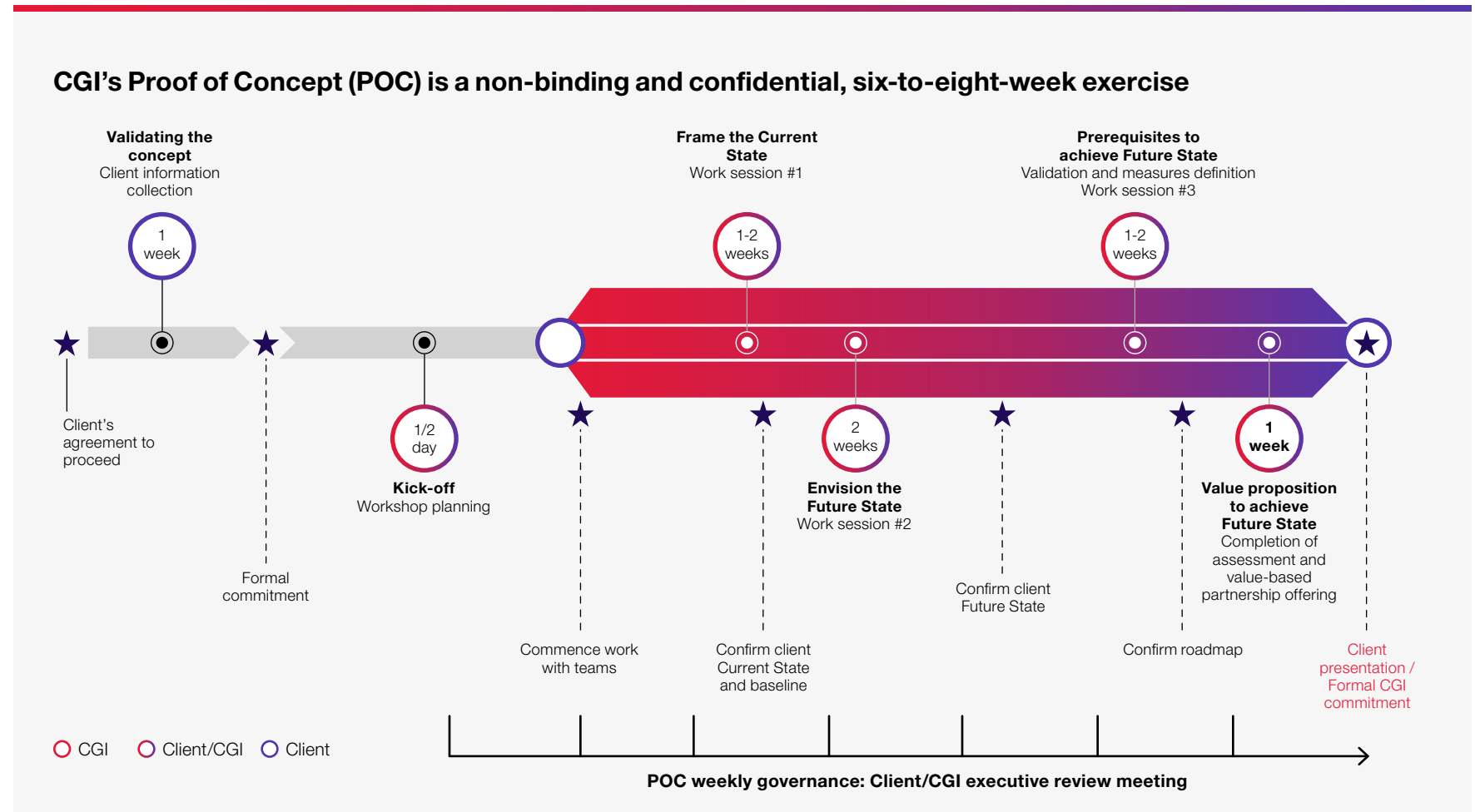
Let CGI demonstrate the business value of our Managed IT & Business Process Services

CGI's Managed IT & Business Process Services can be the accelerator in building your digital organization. It brings significant business value to your organization on day one. Let us demonstrate this business value by performing a **Proof of Concept (POC)**.



CGI's POC is a non-binding and confidential, six-to-eight-week exercise. Through this POC, the client and CGI:

- Engage two or three client and CGI senior representatives in a confidential business discussion
- Evaluate the client's IT organization and its alignment with the company's business value
- Discuss the client's Future State, transformation strategies and roadmap towards building a digital organization
- Present a value-based partnership offer and CGI's commitment to the client's executives, including continued savings and investments





Why choose CGI?

As organizations and economies continue to experience unprecedented change, CGI is helping clients re-examine their business value chains and ecosystems **to accelerate digitization and achieve both cost savings and revenue growth.**

- 1 Comprehensive transformation roadmap for your digital journey.
- 2 Significant savings available on day one and throughout the partnership term.
- 3 Cost predictability, transparency and control.
- 4 Innovation and continuous improvement processes embedded into governance.
- 5 Embedded security and data privacy controls aligned with industry best practices.
- 6 IT service metrics aligned with client business values using the CGI Managing for Excellence process.
- 7 Framework process and tools, including robotics and automation, that improve service, project and productivity delivery.
- 8 Best-fit global delivery model that leverages CGI's critical mass to achieve optimal effectiveness.
- 9 Access to IT professional resources along with knowledge protection value and stability.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

[cgi.com](https://www.cgi.com)

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