

Global Infrastructure Services, Solutions & Consulting

Bringing
our best...



...to your table



To our clients

Global competition, changing regulations, exploding requirements for data storage, shifting customer demands and limited resources – we know you've got a lot on your mind. You shouldn't have to worry about scaling your infrastructure or developing a cloud strategy all on your own. That's our job.

We invest in technology operations so that you can invest in your business. And, that's the reason why more than 180 CIOs rely on us for cost effective, innovative and secure infrastructure services, solutions and consulting.

Today, sourcing externally is no longer just seen as a cost cutting strategy – it's a key source of competitive advantage. We provide clients with industry best practices, processes and tools for access to world-class capabilities and quality delivery. Flexible solutions and contracting terms allow you to focus on the strategic alignment of IT to your core business needs. We're proactive problem-solvers – customizing solutions to fit the needs of each client, and CGI's best-value global delivery model, coupled with client proximity, ensures local accountability and superior service.

As you look to channel your resources to more strategic, high-value initiatives, we trust you'll turn to CGI for creative thinking and unmatched infrastructure, applications and business process outsourcing strategies.

Best regards,

Eva Maglis

President, Global Infrastructure Services,
Solutions & Consulting
CGI

1

Quality delivery

Transparency, predictability and control – essential disciplines for operating successfully in a dynamic environment. CGI's outcome-based delivery model and rigorous governance framework achieves results you can count on.

CGI's infrastructure solutions include committed service levels that are aligned to IT and business needs. Clients gain increased visibility through comprehensive and transparent reporting, providing a clear line-of-sight between requirements and program costs. CGI's transition approach ensures smooth migration, minimizing risk and any negative impact on core business functions. Our proactive change management approach, deep understanding of the industry and strong ongoing project management expertise gives clients peace of mind so that they can concentrate on applying technology to transform and grow the business.

2

Flexibility, strength and the expertise to bring it all together

Your needs are unique. So, we give you the flexibility to buy IT services the way you want them. We consider your business goals, industry pressures and time horizon, and we work with you to establish the right relationship. That might include the full outsourcing of your data centers and technical service desk, a smaller set of targeted solutions or an innovative cloud-based approach.

CGI's technology independence ensures clients receive the benefits of our objective, best-fit analysis and recommendations. And, CGI's years of experience have allowed us to commercialize our expertise, offering a full spectrum of creative, IP-based solutions to clients of all sizes. The strength of CGI's global delivery model balances client proximity, cost and risk to achieve an optimal solution.

Your outsourcing strategy doesn't need to go "all out." CGI's unique global delivery model offers on-site/on-shore, near-shore and off-shore sourcing options, providing clients with flexibility and choice in an ever-changing market. Want to keep your data in-country? No problem. Need to have your operation in a highly secure and redundant environment? You've got it. We understand requirements will shift; it's the nature of our business. We'll flex the delivery model to be responsive to your needs today and in the future. We do it all the time.

We're not invested in any one outcome, just the one that's right for you. Clients give CGI high marks, 9/10, for the way we work – in close collaboration, as trusted partners, committed to their success.



3 Integrating creativity into commodity

Some say infrastructure solutions have become a commodity, with little to be gained from innovation and minimal differences between vendors. We disagree. "Greening" operations, cloud computing, managed security services and leading edge service management are just a few of the areas where we're providing focused technology and industry and domain expertise to drive creativity, innovation and improve operations.

As creative, proactive problem-solvers, CGI professionals provide industry leadership through our global network of cost-effective, innovative and energy efficient infrastructure "green" services centers. CGI's cloud computing offerings enable the flexibility, speed, scalability and efficiency to deliver critical business solutions. Our thought leadership in service management has evolved into a fully integrated, ITIL-based solution that enables IT organizations to be highly responsive, quickly adapting to evolving market needs and effectively supporting business priorities.

Looking to the future, we take clients from Point A to Point B, while always keeping Point C in mind.



Global Infrastructure Services, Solutions & Consulting

Solutions

- Cloud Computing
- Virtual Desktop Integration
- Managed Security Services
- Telecom Expense Management
- Server Virtualization
- Enterprise Service Management

Consulting

- Infrastructure Planning
- Data Center Optimization and Consolidation
- Mainframe Consulting
- Business Continuity Planning
- Audit and Compliance
- IT Governance and Process Consulting

Infrastructure Services

- Data Center Facilities and Management
- Network Management
- Enterprise Storage Services
- Remote Infrastructure Management
- Technical Service Desk
- Desktop Management Services
- Printing and Document Management

CGI delivers “best value”
global delivery, providing
immediate access to resources
through delivery centers across
three continents



Rigorous project
monitoring resulting
in 95% on-time,
on-budget delivery

9/10 satisfaction score
from 2,500 signed client
assessments



Among the lowest
attrition rates in the
industry – with **87%**
of professionals as owners



Committed to world-class
service levels with over
98% exceeded or met



35+ years of long-term growth
with **31,000** professionals
in **125+** offices



At CGI, we're in the business of satisfying clients by helping them win and grow.

Since our founding in 1976, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has a strong base of 31,000 professionals operating in 125 offices worldwide, giving us the competitive advantage of close proximity to our clients.

Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the optimal combination of value and expertise required for their success. We define success by helping our clients achieve superior performance and gain competitive advantage.

We offer services to clients across the globe in the following areas:

- Infrastructure Services, Solutions & Consulting
- Application Management
- Systems Integration and Consulting
- Business Process Services

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Business
solutions
through
information
technology®

