

# CGI at a glance

## COMPANY PROFILE

### Key statistics

- Founded in 1976
- 2011 revenue: \$4.32 billion
- Backlog: \$13.1 billion
- Approximately 31,000 professionals
- More than 125 offices worldwide
- One of the largest independent IT and business process services companies
- NYSE: GIB — TSX: GIB.A

### Global end-to-end provider

- Consulting
- Systems integration
- Management of IT and business functions
- 100+ proprietary business solutions

### Focused industry expertise

- Government
- Financial services
- Manufacturing, retail and distribution
- Telecommunications and utilities
- Health

*Statistics verified as of March 31, 2012, and updated on a quarterly basis.*

*All dollar amounts are in Canadian dollars.*

At CGI, we're in the business of satisfying clients by helping them succeed. Since our founding in 1976, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. With a 9.1 out of 10 satisfaction ranking from 2,400 signed client assessments, CGI is committed to helping clients achieve superior performance and gain competitive advantage.

### Our approach

We understand it's how we deliver our services that make us a partner of choice. Our business approach puts clients and their results first.

- **Client-proximity model**—organizes operations around metro markets, allowing us to be deeply rooted within our clients' communities and accountable for project success
- **Industry expertise**—fuels our deep understanding of clients' realities to implement solutions that improve and transform their business environments
- **Unique global delivery options**—combines onsite responsiveness through our local offices with remote delivery capabilities through CGI's onshore, nearshore and offshore centers of excellence
- **Quality processes**—ISO 9001-certified operations ensure a high level of client, member and shareholder satisfaction; and CMMI Levels 3 and 5-compliant global delivery centers provide agile, high-quality delivery on time and on budget

### Our services

CGI has a comprehensive portfolio of services that enable us to serve as clients' full-service provider in improving all facets of their operations. Key service areas include:

- **Systems integration and consulting**—strategic plans, system architecture, system development and implementation of business and technology solutions
- **Application management**—day-to-day maintenance and improvement of clients' business applications
- **Infrastructure services**—comprehensive infrastructure management capabilities that adapt to clients' unique business requirements and service priorities
- **Business process services**—management of back-office business processes to streamline operations
- **Proprietary solutions**—deep portfolio of 100+ mission-critical solutions that reduce costs and create competitive advantage for our clients

## Our industry expertise

CGI offers its end-to-end services to a selected set of economic sectors covering 90% of the global IT spend. We have deep business and technical expertise in these areas, allowing us to fully understand our clients' realities and to have the know-how and solutions needed to advance their business goals. Our targeted industries include:

- **Government**—Supporting federal, state, provincial and local governments in the U.S., Canada, Europe and Australia, including 100+ federal agencies and nearly 200 state and local clients in the United States and 95 federal departments, agencies and crown corporations plus most provincial governments and territories in Canada
- **Financial services**—Helping leading financial institutions increase profitability by becoming customer-focused operations; clients include 23 of the top 25 banks in the Americas and 16 of the top 25 in Europe, plus leading global property and casualty and life insurers.
- **Manufacturing, retail and distribution**—Enhancing focus and agility of global leaders to lower costs and increase profitability among multiple manufacturing and distribution segments, and for 250+ retailers.
- **Telecommunications and utilities**—Helping deliver new revenue streams and improve productivity and customer service with solutions that support the world's leading telcos and through partnerships with 60+ utilities in North America and Europe.
- **Health**—Helping more than 1,000 healthcare facilities, including 250+ hospitals and departments of health, implement IT solutions for better care, better business and better outcomes; industry solutions used by 200,000 professionals.

## Our commitment

CGI's continuous growth is a testament to the confidence clients place in us and to the dedication of our professionals. At CGI, employees are called members because we feel a powerful sense of ownership and accountability. That's why an astounding 85% of us are CGI shareholders.

The result for our clients: We are the full-service provider with the global resources, industry expertise, stability and dedicated professionals needed to achieve results.

## REPRESENTATIVE CLIENTS

- Australian and New Zealand Bank (ANZ)
- Bell Canada
- Blue Cross Blue Shield
- BNP Paribas
- Bombardier
- Canada Post/Purolator
- Chicago Stock Exchange
- Cirque du Soleil
- Commonwealth of Virginia
- Daimler Financial Services
- DIRECTV
- Government of Canada
- Government of Québec
- Halifax Bank of Scotland
- Hydro-Québec
- Los Angeles County
- Michelin
- Microsoft
- National Bank of Canada
- Penn West
- Pfizer
- Rio Tinto Alcan
- Schroders
- Société Générale
- TD Bank Financial Group
- Telefónica O<sub>2</sub>
- Telstra
- U.S. Department of Defense
- U.S. Department of Health and Human Services
- U.S. Department of Homeland Security
- U.S. Department of State
- U.S. Environmental Protection Agency
- U.S. General Services Administration
- Vodafone
- Yellow Pages