



\_experience the commitment™



# Enterprise Content Management

## CGI's ECM GOALS

- \_ Plan strategies by carefully identifying goals and priorities
- \_ Substantially reduce an organization's operating costs
- \_ Optimize content creation processes
- \_ Meet regulatory requirements, ensure business continuity and reduce the risk of litigation
- \_ Manage content from the time of creation or aggregation

ECM is defined by the Association for Information and Image Management (AIIM) as "The technology used to Capture, Manage, Store, Preserve, and Deliver content and documents related to organizational processes."

## A COMMITMENT TO ENTERPRISE CONTENT MANAGEMENT

CGI is a full IT and managed services provider with focused industry expertise and innovative service models that help clients achieve their business goals. As an industry-focused organization, CGI recognizes that enterprise content management (ECM) helps organizations gain significant competitive advantage, while streamlining operations to provide a better customer and employee experience.

## IS ECM FOR YOU?

Are you aware of operational inefficiencies in your current business processes? Do you have an abundance of information, but no real strategy for effectively managing it? Are some of your business processes seemingly spinning out of control? Is your next generation customer demanding faster and more distributed information than ever before? "I GET it now" products like iTunes, Amazon and video on demand have altered the paradigm for succeeding in today's global market. Not to worry—an effective ECM strategy followed by a successful ECM rollout can help even in the most traditional business environments.

## WHAT IS ECM?

ECM is the process of converting offline information like paper, microfilm or microfiche to computer images and managing all unstructured electronic content, such as documents, web pages, emails or scanned images. Historically, CGI puts offline content at the fingertips of our clients and streamlines back-office operations from months to weeks or weeks to days. From placing 50 years of life insurance policy information online to scanning and capturing data on 40 million pages in a single year at the Virginia Department of Taxation, ECM is a core part of many of our clients' operating business models.

## CGI: A HISTORY OF SUCCESSFUL INNOVATION

CGI actively maintains one of the largest dedicated ECM practices among the major IT services firms and has been helping clients store, share and manage content for more than 25 years across a variety of vertical industries, including banking, government, health and insurance. Recognized in *Business Solutions Magazine* and the *Honolulu Star Bulletin* and the recipient of numerous innovation awards, CGI is a renowned leader in ECM. We also have in-depth experience with a range of ECM products and technologies, specifically the IBM FileNet suite.

## CGI's OFFERING AND APPROACH

As a leading provider of enterprise content and business process services for more than two decades, CGI has delivered hundreds of ECM initiatives and has strategic partnerships with leading ECM/BPM vendors such as IBM (Content Manager), IBM (FileNet P8), Open Text/Hummingbird, OpenText/Vignette Hyland, EMC/Documentum, Autonomy/Interwoven and Microsoft.

Our ECM expertise includes the following: content management, imaging, business process management, records management, web content management, COLD and email management. Through our local operating model, we adapt to each client's way of conducting business, serving as a true on-the-ground partner that can fully address client business needs. CGI offers the following core services:

- **ECM strategy:** We help organizations design an overall approach to ECM from software selection, to functional goals, to determining effective rollout schedules.
- **ECM core functionality:** CGI works with clients to implement a full range of best-in-class, out-of-the-box content management software packages to meet your business needs.
- **Implementation services:** We offer ECM customization services based on CGI and industry best practices tailored to ensure high client satisfaction for ECM projects.
- **ECM program services:** These services add value to CGI solutions such as Sovera® and Enterprise Originations® by applying CGI's world-class capabilities within a target market.

## DETAILED ECM SERVICES

### Consulting services:

- **ECM solution architecting and infrastructure planning:** Experienced architects determine the best architecture and implementation blueprint for your business.
- **Business process mapping:** Process and technology improvements are identified after a thorough review of your business processes.
- **Integration solutions:** Planning, design and implementation of custom storage and workflow ECM solutions that seamlessly integrate with enterprise applications such as ERP, CRM and business intelligence.
- **Enterprise Information Portal (EIP) solutions:** Integration of portal solutions such as BEA WebLogic and IBM WPS that simplify the user experience and improve productivity.

**Migration services:** Migration services for newer ECM software versions (e.g., migrating IBM FileNet Content Services to the P8 Content Manager Suite).

### Support services:

- **Software maintenance:** Second-line ECM software support.
- **On-site system administration support:** Part-time or full-time onsite system administration support.

**BPO services:** CGI offers IT management and business function outsourcing (e.g., call center, capture process) that greatly reduce the cost and complexity of running back office operations, enabling clients to focus on their core business.

## COMPANY PROFILE

At CGI, we're committed to the fundamentals that help all of our stakeholders succeed. Our 31,000 professionals in 125 offices worldwide provide end-to-end IT and business process services that facilitate the ongoing evolution of our clients' businesses.

- More than 35 years of long-term growth with 31,000 professionals in 125 offices
- 9/10 satisfaction score from more than 2,400 signed client assessments
- Rigorous project monitoring resulting in 95% on-time, on-budget delivery
- Committed to world-class service levels with over 98% exceeded or met
- Among the lowest attrition rates in the industry – with 90% of professionals owners

For more information on our ECM services, visit [www.cgi.com/ecm](http://www.cgi.com/ecm) or contact [info@cgi.com](mailto:info@cgi.com).