



The City of New York and CGI

A History of Success.
A Foundation for Rapid Results.





For more than 35 years, CGI has worked side-by-side with the City of New York to solve business problems.

As the City of New York seeks to further strengthen its financial position and deliver quality services more efficiently, it must move quickly to reduce costs and maximize its IT investments. CGI is the experienced partner to count on for real and rapid results.

No other technology services provider is better positioned to help the City leverage its current investments to save money, generate new funding streams, and make measurable progress now. We believe this so strongly that we are willing to help the City fund its investments in IT. At a time when funds are hard to come by, we consider it our mission to create new funding sources through the intelligent use of technology. We are ready to start immediately.

More than 250 local CGI professionals are dedicated to the City's success. They have thousands of years of collective experience with City operations, policies, practices, and systems. As New Yorkers, they apply their talents for the City both professionally and personally.

As the sixth largest independent business and technology firm in the world, CGI offers a unique and powerful combination of local experience, public sector expertise, and global capabilities to help the City accelerate its progress. We appreciate your business and look forward to continuing to accomplish great things together.

Best regards,



Michael J. Keating

Senior Vice President & City of New York Client Executive
CGI

Complex government organizations turn to CGI for effective IT solutions and creative financing options that enable transformation, especially in lean times. We know what it takes to navigate the demands of governing in the 21st century. We can mobilize resources quickly and are willing to invest to help make government better.



SOLVING PRESSING GOVERNMENT PROBLEMS

Since the earliest days of our partnership with the City, CGI has delivered innovative yet pragmatic solutions. Today we provide a full range of services to help more than 30 City agencies:

- Consolidate back office functions
- Generate new funding streams to help manage budget pressures
- Better manage spending, payments, collections, and claims
- Reduce costs while retaining or improving services
- Expand information access to a broader audience
- Optimize investment management to increase return on investment.

CGI is proud to continue our long-standing partnership to support many of the City's administrative, technology, enforcement, financial, health care, human services, public housing, revenue management and collection, and workforce development

programs. Our familiarity with these operations can accelerate the City's efforts to improve efficiency and citizen service.

VISION, VALUE, AND VELOCITY: ACCELERATING ROI FROM SHARED SERVICES

The City of New York had the vision to invest heavily in its technology platforms and shared services infrastructure at the Financial Information Services Agency (FISA), Department of Finance (DoF), and other departments and agencies. CGI can help the City maximize the value of these investments to further cut costs, streamline processes, and raise revenues without the risk and disruption of massive new system implementation efforts.

We can also help City agencies reduce their costs, resource consumption, and carbon footprints through our infrastructure optimization, data center consolidation, cloud computing, and application rationalization solutions. In addition, our advanced collection solutions and centralized debt management approach can generate needed revenue while deferring costs until revenue increases are achieved.

We can start now and are willing to help the City invest using our own balance sheet for financing.



ADVANCING EFFICIENCY AND SERVICE

CGI has helped numerous City agencies improve operational efficiency and citizen service, both directly and through the Department of Information Technology and Telecommunications. For example, we have supported:

- The City's Payroll Management System, to include all pensioners and dependents in the Pension Payroll Management System
- NYCServ, to provide 24/7, "online vs. stand-in-line" interactions via web-based payment processing
- The Human Resources Agency's (HRA's) Paperless Office System, to improve the public assistance application process for citizens and reduce errors and costs for HRA
- HRA case management systems, to enable collaboration, faster provider payment, and more accurate claiming
- Adjudication systems at DoF and NYC Transit, to help ensure that citizens can be heard in a fair manner.

AUTOMATING ZONING COMPLIANCE AND BUILDING INSPECTIONS

In addition, CGI has assisted the Department of Buildings with numerous strategic initiatives by providing analysis, project management, implementation, training, and outreach services. CGI recommended automation solutions to enhance zoning compliance enforcement and is supporting the Buildings Field Inspection Reporting and Scheduled Technologies (B-FIRST) project which will enable 45,000 electrical inspections to be conducted annually using handheld devices.

SUPPORTING CITYWIDE HEALTH AND HUMAN SERVICES CASE MANAGEMENT

CGI also worked with City Hall, met with six agencies, and conducted dozens of interviews to define requirements that helped lay the foundation for what is now known as Health and Human Services-Connect (HHS-Connect). HHS-Connect allows caseworkers from more than a dozen City agencies to share client data across agency system boundaries through a secure, role-based portal. Giving clients a unified view of services and allowing them to update data online enables caseworkers to spend less time on paper-work and more time assisting clients.



35 consecutive years of balanced budgets and 30 straight Certificates of Achievement

IMPROVING FINANCIAL MANAGEMENT

CGI's groundbreaking financial management system and shared services model established financial disciplines that have supported the City's 35 consecutive years of balanced budgets and 30 straight Certificates of Achievement for Excellence in Financial Reporting from the Government Financial Officers Association. The solution empowered the City with greater accuracy and visibility, improved control and compliance, reduced total cost of ownership, and increased productivity.

Today, CGI provides comprehensive support and maintenance for the City's financial system while providing enhancements to keep pace with change. For example, enhancements have improved the accuracy of vendor information, ensured correct application of labor charges for capital projects, and enabled the Department of Education's independent financial data to be immediately recorded within the citywide financial system.

A PARTNERSHIP SPANNING 35 YEARS

The City's strong financial position results from years of fiscal responsibility supported by one of the most sophisticated set of financial controls of any government, delivered by a partner committed to your success. When the City was on the financial brink in the 1970s, CGI (formerly American Management Systems) developed a centralized financial system to support the City's unique requirements. The system was the largest, most complex undertaking of its kind and served as the foundation for CGI's leading built-for-government enterprise resource planning solution, CGI Advantage™. CGI also helped establish and support the City's Financial Information Services Agency (FISA) to centrally and independently operate the financial system. FISA represented one of the first shared services organizations in the country.



COLLECTING AND PROCESSING BILLIONS IN PAYMENTS

Accurate and timely assessment, tracking, and processing of payments are fiscal imperatives that CGI has been proud to lead for many years. We have helped the City:

- **Process \$1.9 billion** in payments annually to NYCServ, the City's 24/7, one-stop payment system for property taxes, water bills, parking tickets, and more.
- **Collect more than \$600 million** annually in parking, transit, and other violations with the CGI-developed Summons Tracking and Accounts Receivables System (STARS). CGI has also processed more than \$10 million in annual transit violations payments for the Transit Adjudication Bureau. In addition, CGI's Computer Assisted Collections System (CACS) has managed collections exceeding \$20 million in FY09 for the Environmental Control Board and Taxi and Limousine Commission.
- **Increase assessed revenue by \$440 million** from audit and enforcement activities since FY02. CGI's Professional Audit Support System (PASS) and tax and revenue data warehouse tools helped DoF increase assessed revenue from \$460 million in FY02 to more than \$900 million in FY09, far exceeding original goals.

EXPERIENCE THE COMMITMENT

CGI's philosophy is to make a difference for our clients and the citizens they serve. We are "get-it-done" people who are both innovative and pragmatic in solving problems. Our on-time, on-budget track record spans nearly 300 government agencies and hundreds of leading corporations worldwide.

CGI is your low-risk, high-reward problem solver. We are creative and flexible in designing affordable solutions and are willing to share both risk and reward. We are also committed to economic development, job creation, and giving back to the communities in which we live and work.

Our long-standing partnership with the City is based on integrity, trust, and commitment to deliver. We hope the City of New York continues to experience this commitment for many years to come.

CGI AT A GLANCE

Founded in 1976, CGI is the sixth largest independent information technology and business process services firm in the world. CGI and its affiliated companies have approximately 72,000 professionals in more than 40 countries. With offices and global delivery centers in the Americas, Europe and Asia Pacific, CGI offers local partnerships and a balanced blend of delivery options—including onshore, nearshore and offshore expertise—to ensure clients receive the combination of value and expertise they require.

Our comprehensive portfolio of services includes high-end business and IT consulting, systems integration, application development and maintenance, and infrastructure management, as well as more than 100 IP-based solutions. CGI defines success as exceeding expectations and helping clients achieve superior performance.



7 Hanover Square
7th Floor
New York, NY 10004
Tel: +1 212-612-3600
www.cgi.com/nyc