

# CGI at a glance

**S**atisfying clients is our business. Through a consistent, disciplined and accountable delivery approach, CGI has achieved an industry-leading track record of on-time, on-budget projects. As a result, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

## OUR APPROACH

Clients tell us the way we deliver services is a primary reason they select CGI. These are the key characteristics that distinguish our approach.

- **People** – Our members are motivated, as owners, to build our company and best satisfy client needs.
- **Proximity** – Our members across 400 local offices are empowered with local decision making while bringing global capabilities.
- **Quality** – Consistent processes across our operations enable consistent outcomes that are measured and continuously improved.
- **Services** – Industry and technology expertise, end-to-end services and rich IP-based solutions deliver performance.
- **Creativity** – We drive innovation together with our clients to better support their business strategies.
- **Financial strength** – Thirty-seven years of disciplined performance and sustained growth facilitate long-term relationships and large-scale engagements.

## OUR SERVICES

CGI offers a full spectrum of services, solutions and industry know-how to accelerate clients' business transformation.

- **High-end business and IT consulting** – Expertise to help grow your business, drive revenue, improve efficiency and become more agile.
- **Systems integration services** – System architecture, system development and implementation of business and technology solutions.
- **Application development and management** – Design, development, implementation, maintenance and improvement of business applications.
- **Infrastructure services** – Comprehensive infrastructure management capabilities that adapt to business requirements and service priorities.



## COMPANY PROFILE

### KEY STATISTICS

- World's 5th largest independent IT and business process services company
- 68,000 professionals present in 40 countries
- 2013 revenue: C\$10.1 billion
- Estimated backlog: C\$18.7 billion
- NYSE: GIB — TSX: GIB.A

### GLOBAL END-TO-END PROVIDER

- High-end business and IT consulting
- Systems integration
- Management of IT and business functions
- 100+ IP-based business solutions

### FOCUSED INDUSTRY EXPERTISE

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

*Key statistics verified as of September 30, 2013. Statistics are updated on a quarterly basis.*

- **Business process services** – Management of back-office business processes to streamline operations.
- **IP-based solutions** – Portfolio of 100+ mission-critical solutions that reduce costs and create operational efficiencies.

## OUR INDUSTRIES

CGI offers its end-to-end services to a selected set of economic sectors covering 90% of global IT spend.

- **Financial services** – Helping financial institutions, including most major banks and top insurers, reduce cost, increase efficiency and improve customer service.
- **Government** – Supporting over 2,000 government organizations in reducing costs and improving the efficiency, quality and accountability of public services, all while increasing citizen engagement.
- **Health** – Helping more than 1,000 healthcare facilities, including 250 hospitals and departments of health, implement solutions for better care, better business and better outcomes.
- **Manufacturing** – Driving global competitiveness and profitability for global manufacturers in multiple sectors, including aerospace, automotive, and mining and metals, as well as high-tech electronics/semiconductors, pharmacy and food/beverage.
- **Oil and gas** – Helping our clients extract more value from every aspect of their supply chains, with our 2,000 professionals working in 24 locations around the globe.
- **Telecommunications and media** – Supporting the transformation of – and maintain 1,500 applications for – 6 of the 10 largest global telecom service providers.
- **Transport and logistics** — Delivering end-to-end IT transport and logistics services, from consulting to full IT outsourcing, along with specialized IT aviation, rail and postal services.
- **Utilities** — Partnering with 8 of the 10 largest utilities in Europe and delivering asset, resource and workforce management systems for 60 of the top utilities in North America.

## 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, we feel a powerful sense of ownership and accountability. That's why a majority 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

- ABN AMRO
- Air France/KLM
- Australia and New Zealand Bank (ANZ)
- AXA
- Bell Canada
- Blue Cross Blue Shield
- BNP Paribas
- Bombardier
- BT Group plc.
- Carrefour
- E.ON
- EDF
- EDP
- European Aeronautic Defence and Space Company
- GDF Suez
- Government of Canada
- ING
- New York City
- Pfizer
- PostNord
- Rio Tinto
- Shell
- Société Générale
- Southern California Edison
- State of California
- Statoil
- TD Bank Financial Group
- TeliaSonera
- U.S. Department of Defense
- U.S. Department of Health and Human Services
- U.S. Department of State
- U.S. Environmental Protection Agency
- Vodafone
- Volvo

For more information about CGI, visit [www.cgi.com](http://www.cgi.com) or email us at [info@cgi.com](mailto:info@cgi.com).