



...experience the commitment™



# Application Service Provider

## BENEFITS

### Focus on Core Capabilities

It's critical that a company focus its management time and talent on core business functions that differentiate the company.

### Flexibility

Companies who opt to outsource their processes can be based anywhere in the world with numerous office locations, allowing appropriate persons to access corporate information wherever, whenever.

### Scalability

Growing companies have the comfort of knowing that increasing or decreasing the size of their back-office staff, as well as their IT capacity, is no longer their problem.

### Cost Reduction

The economies of scale achieved in CGI's BPO centers provide you with a reduced and more predictable cost model than what could have been achieved internally.

## THE MOST COST EFFECTIVE IT SOLUTION

To help our clients implement an IT strategy that supports growth, enhances productivity and provides optimum cost-efficiency, CGI offers application service provider (ASP) solutions to fit your company's exact needs based on a low monthly user fee. By accessing CGI solutions over the Internet, you eliminate the expense of continually investing in costly computer infrastructures and streamline the time-consuming process of managing software installations, upgrades and maintenance. Regardless of who processes and manages the data, the information resides securely within one integrated system – providing accurate, timely results right at your fingertips, while keeping IT costs to a minimum.

CGI ASP centers utilize enterprise servers to provide operational support for our customers' outsourced IT functions, as well as CGI's internal administrative, development and support activities. A company-wide network ties multiple systems together and provides communications to other computer networks, customers, and the computer diagnostic tools.

## Features

### Physical Safeguards

There are electronic card swipe locks on entrances to the ASP centers and only approved information technology employees have access. In addition, there is 24-hour video monitoring of all data centers, inside and out.

### Equipment Rooms

These house the computers, telephone switch, voice mail system and data communications equipment. UPS units and diesel generators provide power and backup power to all equipment. The equipment rooms are outfitted with fire protection systems.

### System Performance

CGI runs system performance monitoring tools on the data center computers that constantly monitor and help determine any potential problems. These tools are under the supervision of the data center manager, and adjustments are made continuously to ensure proper capacities and performance is maintained at all times.

## Features

### Software Safeguards

Administrative software and data are secured by full backups each week and differential backups each weekday evening. Backups are kept in the ASP centers in fireproof safes until they are transported to off-site media storage facilities, daily. The second weekly backup of the month is kept for at least 13 months.

### Central Facilities Disaster Recovery Plan

An incident at the central computing/networking facilities may set this plan into action. An incident may be of the magnitude that the facilities are not usable and alternate site plans are required. In this case, the alternate site portions of this plan will be implemented. Additionally, CGI's multiple ASP centers can back each other up.

### Version Upgrades

New version releases and periodic PTFs for operating and application software systems will be implemented yearly for ASP customers utilizing CGI's base system packages.

### System Availability

CGI ASP centers provide for 99% system availability to all customers during normal business hours.

### User Profile Administration Services

CGI administers customers' user IDs and passwords and sets up new user profiles as necessary. An annual validation on each customer's user community will be run for security and control purposes.

### Sarbanes-Oxley Section 404 Compliance

CGI provides our clients the necessary assurances that proper controls and processes are in place, in reference to Sarbanes Oxley Section 404. Organizations that successfully complete a SAS 70 audit have been through an in-depth audit of their control activities, including prescribed levels of data security and redundancy, as well as personnel controls. CGI maintains our SAS 70 Level II Certification through an Independent Accounting Firm.

### Help Desk

Help Desk facilities and processes are well established. Trouble Ticket system, phone support system, test procedures, tier two trouble escalation procedures, applications experts, application developers, system administrators, communications specialists, performance assessment and reporting mechanisms, and experienced management are currently supporting CGI ASP Clients.

### Insurance Considerations

All servers are covered under maintenance contracts. All major hardware is covered under CGI's standard property and casualty insurance.

For more information about CGI's Application Service Provider solution, please contact your sales representative or CGI's Sales Department at 972-788-0400.

## CORPORATE PROFILE

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in our clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has approximately 26,000 professionals operating in 100+ offices worldwide, giving us the competitive advantage of close proximity to our clients.

Through these offices, CGI offers local partnerships and a balanced blend of global delivery options—including onshore, nearshore and offshore expertise—to ensure clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve superior performance.