

_experience the commitment



Business Management and Technical Services

CGI's Operator Services

Founded in 1976, CGI is one of the largest independent IT and business process services companies in the world. Through our focused industry expertise and end-to-end services—including systems integration, strategic consulting, business solutions and the full management of IT and business functions—CGI helps clients lower costs, improve efficiencies and enhance productivity.

CGI's Operator Services practice provides solutions to telecommunications companies seeking to contain costs or to implement new revenue opportunities. Providing a full range of products and services to clients within the United States, Canada, Europe and Australia, CGI combines deep telecommunications expertise with extensive operator services systems and operations knowledge to deliver the flexibility, depth and know-how needed to solve business problems in the most cost-effective manner possible.

For more information, contact Richard Thornton, Managing Consultant of Operator Services, at 514-335-7819 or richard.thornton@cgi.com.

www.cgi.com

Helping operator services and call centres improve their bottom line

Advances in technology and changes in customer habits have caused the telecommunications industry to place greater focus on managing costs and enhancing the prediction of revenues. Through our operator services and call centre expertise, CGI provides telecommunications firms with business management consulting and marketing services, including product testing, deployment and development, to help clients reduce costs and focus on revenue-generating opportunities.

Services and capabilities

From serving as an extension of clients' internal teams to developing and managing solutions on clients' behalf, CGI has the knowledge, expertise, software and tools that allow telecommunications firms to implement solutions that quickly and effectively solve their business problems. Services include:

- **Business management** — project management, business analysis, custom services testing strategies, deployment recommendations and strategies
- **System management** — operator services system designs from scheduling to call arrival and completion, using databases as required; technical and network workforce management and billing
- **Operator services development** — Nortel switch and VoltDelta API/SDK telco applications development; process development and reengineering to support regulatory/mandatory services
- **Database development** — INGRES, ORACLE, Mainframe, Nortel D1 and MS SQL server database development, implementing all features from real-time statistics to rating and yearly reports

CGI experts have extensive experience in analyzing and providing recommendations in the following areas:

- Workforce management
- Teleconferencing
- Database rating and routing query systems
- TOPS
- Interfaces between service order distribution and intercept service
- Management information systems
- Absence data tracking systems
- Time and charge delivery systems
- VoltDelta's SDK
- Database creation from extracting AMA information

Our technical and interface capabilities include:

- Server: SUN, IBM, COMPAQ, HP
- Web-based technology
- VoltDelta's OIA and MSA
- Telcordia for North American NPANXX data
- Operating system: UNIX, SOLARIS, MVS, Windows 2000/2003 Server, AIX, Windows XP
- QFMS
- DMS
- TOPS Switch
- AMA
- VoltDelta's MPXBASE