



_experience the commitment



Pharmaceutical Industry Services

A partner of choice

A host of pharmaceutical organizations have relied on CGI's expertise and services to enhance their business and technology environments. Representative clients include:

- Abbott Laboratories
- Axcan Pharma
- Bayer
- Berlex
- Bristol-Myers Squibb Company
- Cook Pharmica
- McKesson Canada
- Merck Frosst Canada
- Novartis
- Pfizer
- ratiopharm
- sanofi-aventis
- Schering-Plough
- Wyeth

CGI is one of the largest independent IT and business process services firms in the world. CGI couples industry expertise with a full range of services—including business and IT consulting, systems integration, and the full management of IT and business functions—to achieve business results.

www.cgi.com

Optimizing operations to achieve sustainable growth

While it's true that R&D is the key to success, sustainable growth is achieved through operational excellence. To compete and win, pharmaceutical companies must find solutions that optimize processes and lower costs.

CGI provides an all-encompassing offering that includes the planning, design, implementation and management of highly effective pharmaceutical environments. We combine the following end-to-end services with global delivery capabilities to best meet clients' requirements.

- **Management consulting and systems integration**—process reengineering in areas such as health education, business continuity and IT planning; integration of ERP and CRM packages; FDA validation; SOX compliance
- **Application management/SBC (systems business continuity)**—day-to-day maintenance and improvement for large pharmaceutical organizations' business applications; outcomes include reduced operational costs and enhanced quality
- **Technology management**—full IT infrastructure management capabilities, allowing clients to delegate entire or partial responsibility for such functions as enterprise and end-user computing, user service desk and networking
- **Business process services**—full management of back-office business processes, including payroll, HR/benefits management, finance and administration, purchasing and procurement, printing, mail operations and records management

CGI also has focused pharmaceutical experience in the following specialized areas:

- **Business intelligence (BI)**—implementer of several sales and marketing and financial planning data warehousing projects
- **Customer relationship management (CRM)**—developer of sales force automation and activity management tools that increase marketing effectiveness
- **Electronic asset management (EAM)**—implementer and integrator of industry-leading Maximo systems to improve productivity and harmonize systems
- **Enterprise content management (ECM)**—integrator of scientific and medical documentation and developer of internal systems and portals
- **Enterprise resource planning (ERP)**—integrator of leading ERP systems, such as SAP and Oracle, to improve operational efficiencies and performance
- **Supply chain management (SCM)**—developer and implementer of integrated SCM solutions that achieve competitive advantage