

\_experience the commitment™



## SysCare™ application management services

### THE SOLUTION AT WORK

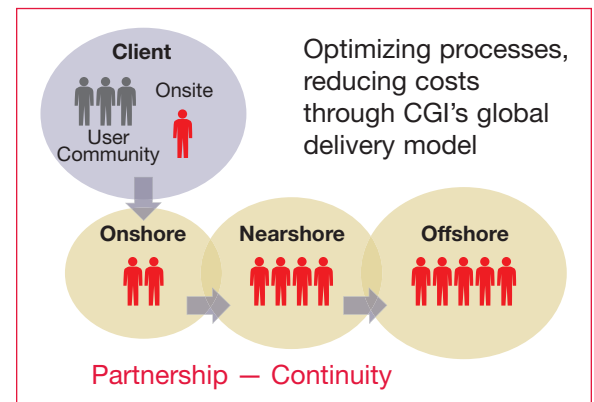
A large pharmaceutical company had a set of legacy applications that were managed by a retiring workforce. With a shortage of staff available or interested in learning and supporting these applications, the company faced a business continuity threat. The pharmaceutical firm turned to CGI for help in maintaining these applications and thus ensuring their viability. Through the CGI partnership, the company is realizing numerous benefits, including:

- \_ Cost reductions due to CGI's flexible global delivery model
- \_ Knowledge retention and transfer for critical legacy applications
- \_ A team rather than individual approach in supporting the applications' stability and longevity

### APPLICATION MANAGEMENT AND GLOBAL DELIVERY SERVICES TAILORED TO THE PHARMACEUTICAL INDUSTRY

The pharmaceutical industry is challenged to support a number of legacy and homegrown applications. With scarce resources available to knowledgeably support these applications, CGI offers a viable alternative through a flexible outsourcing model.

Through its SysCare offering, which combines application management services with CGI's global delivery model, CGI ensures the continuity and uninterrupted provision of pharmaceutical companies' operations. Through an ongoing application management agreement, CGI delivers best-in-class application maintenance, development and improvement services using a flexible global delivery approach—onsite, onshore, nearshore and offshore options—to best meet clients' requirements.



### Activities for a successful transition and steady-state

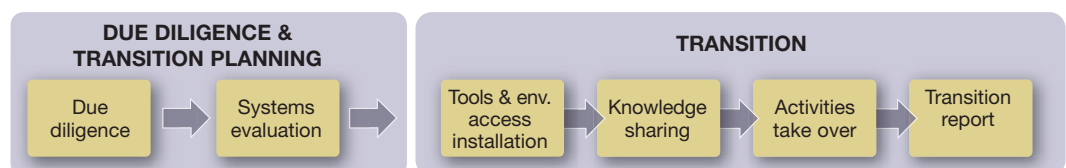
CGI follows a meticulous approach to plan, transition and maintain pharmaceutical clients' business applications. That approach typically includes the following:

#### Due diligence and transition planning

- \_ Due diligence and proof-of-concept activities
- \_ Systems evaluation
- \_ Collection of service level requirements

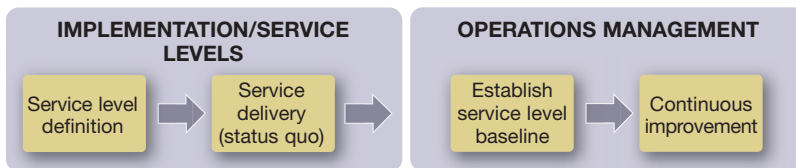
#### Transition

- \_ Installation of tools and access to the client's environment
- \_ Resource pairing and knowledge sharing
- \_ Take-over activities
- \_ Transition reporting



### Steady, operational state

- \_ Continuous maintenance and support activities
- \_ Service level agreement (SLA) baseline confirmation
- \_ Ongoing change management
- \_ Continuous improvement



### An accountable and quality-driven approach

As the transition activities described, CGI takes a careful approach to ensure the quality and success of our application management services. During the pre-transition period, we work side-by-side with our clients to define their service level requirements, which establish mutual expectations in the transition of pharmaceutical companies' applications to CGI's environment. After observing the system for a period of 3-6 months, we then work with clients to define their SLAs.

The result of this approach delivers numerous features and benefits designed to achieve business results.

#### Features

- \_ Provides business continuity for targeted systems
- \_ Implements a model to contain costs with evolving cost reduction
- \_ Relies on knowledge in a team rather than individuals
- \_ Creates high member loyalty to support systems
- \_ Allows management to focus on KPIs rather than hiring and retaining personnel
- \_ Relies on resources of highly qualified CGI professionals
- \_ Supports a multi-application environment
- \_ Uses a flexible delivery model for multi-platform systems (onsite, onshore, nearshore and offshore)

#### Benefits

- \_ Business continuity
- \_ Cost-neutral at implementation and cost reduction onward
- \_ Business simplification
- \_ Reduced risks via systems stability
- \_ Cost avoidance for training
- \_ Multi-client experience
- \_ Model flexibility
- \_ Supports growth in a multi-application environment
- \_ More strategic use of resources
- \_ Reduction or reallocation of personnel
- \_ Improved delivery quality via SLA governance

### COMPANY PROFILE

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ worldwide offices, giving us close proximity to our clients. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure that clients receive the combination of value and expertise they require.

CGI has developed and evolved a full portfolio of services—consulting, systems integration and the full management of IT and business functions—to improve clients' operations, helping them become more efficient and productive. CGI defines success by exceeding expectations and helping clients achieve results.