



\_experience the commitment™



## Managed IT and business process services

### HEALTHCARE EXPERIENCE

- Recognized provider of IT services to more than 35 healthcare systems and 200 hospitals and departments of health
- Industry leading solutions and ASP offerings used by more than 140,000 professionals
- One of the largest consulting, systems integration and outsourcing services providers in the Canadian healthcare industry, with a focused healthcare practice of 400+ professionals
- Recognized provider of EHR and shared services solutions that deliver immediate and measurable value
- Industry leader in managing non-core IT and back-office functions on behalf of hospitals to allow them to focus on what matters most—providing high quality care

The healthcare industry is rapidly transforming, using technology to better address issues of accountability, sustainability and access management. As a result, healthcare organizations are considering outsourcing as a means to effectively manage increasingly complex technology environments. No longer seen as an operational decision, outsourcing is viewed as a strategic approach to delivering on the promises of improving performance, lowering costs and enhancing the quality of care.

#### The CGI approach

CGI carefully analyzes our clients' needs and adapts our managed services, solutions and processes to create winning outsourcing partnerships that are customized to clients' strategic requirements. CGI promotes a business concept that keeps our clients' organizations in control of IT and business strategic functions. This ensures in-depth business alignment while leveraging CGI's extensive delivery capabilities. This concept enforces rigor and discipline from all stakeholders including administration, clinical leaders and CGI. Our clients reduce total IT and business process spending and effectively allocate capital investments.

#### Best-fit service delivery models

At CGI, we leverage our worldwide delivery capabilities and healthcare footprint to deliver the most effective solution to our healthcare clients. Certified application maintenance and development centres, combined with strategically located state-of-the-art data centres, offer clients the optimal combination of onsite and offsite service delivery. These options are combined in a manner that best fits our clients' budget requirements, political limitations and information security and privacy needs.

#### Adapting to your environment

CGI adapts its client facing processes to appear as a seamless extension to your organization. Keeping in mind that all resources need to act as one, we design our solutions to optimize efforts and system efficiency from a total cost of operation standpoint. The result is a combined team focused on efficient delivery, continuous improvement and cost savings.

## THE CGI APPROACH

### Industry expertise

CGI has specialized healthcare expertise as a result of the industry-leading work we have performed for our government and healthcare clients, including the governments of Alberta, British Columbia, Quebec and New Brunswick, as well as hospital organizations such as Sacre-Coeur Hospital and Hamilton Health Sciences.

### End-to-end services

From technology management, application maintenance and development, systems integration and consulting to the management of business functions, CGI has the capabilities that enable us to serve as clients' full-service provider in improving all facets of their operations.

### Quality

CGI engages in continuous improvement programs based on best-in-class industry practices. ISO 9001-certified management frameworks ensure that your objectives are clearly defined, that projects and operations are properly scoped and that resources are applied to meet objectives and ensure on-time delivery.

### Managed security services

To help clients keep pace with security best practices and threats, CGI offers managed security services (MSS) to ensure high-quality vigilance of your business and IT environment. CGI's MSS services are adapted to best meet clients' unique requirements. Features include:

- A modular approach of customizing CGI's offerings, which provides a baseline set of services from which optional service components can be added to best address clients' security requirements
- Highly skilled practitioners—with the appropriate secret and top-secret security clearances and certifications, such as GSEC, GCIA, GCIH, CISSP and ITIL—who represent virtually every area of security and have both private and public experience to expertly serve as an extension of your team
- Best-of-breed virtual SOC technology with worldwide capabilities used to monitor multiple clients remotely, while adhering to clients' specific regional privacy regulations
- A breadth of channel partners, representing the best developers of security services and products
- Industry accepted standards for processes and architecture, such as the SANS model for incident triage and reporting, and a focus on delivery excellence through CGI's ISO 9001-certified client management framework

## ABOUT CGI

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in our 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 clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve results.