

Government services and experience

_experience the commitment™

As government becomes more connected and complex, being a public official just got tougher. CGI has supported government for more than three decades with our strong industry expertise, management know-how, and innovative technology and business solutions.

THE WORLD IS CHANGING

Our world is facing more complex and often unpredictable challenges. These challenges include rising security threats, increased healthcare costs and service demands, environmental concerns, a shortage of skilled labor and increased accountability, productivity and cost reduction objectives. Governments at all levels are challenged to overcome these unprecedented external and internal forces.

Being a public official is no easy task. To successfully adapt and react to these converging trends requires a significant shift in how governments envision, strategize and execute an effective response for reducing risk. It also requires working with a flexible, innovative, knowledgeable and skilled partner that knows how to make change work on time and on budget.

CGI HELPS GOVERNMENTS EFFECTIVELY RESPOND

With 30 years of experience in helping governments become more accountable, efficient, cost effective, secure and service oriented, CGI is a partner of choice. With industry know-how and a full breadth of technology and business process services and solutions, CGI has the experience and proven offerings governments need to evolve. We also take a unique approach to delivery, which includes providing clients with:

Global experience and resources balanced with local accountability

Government agencies across Canada, the U.S., Europe and Australia have partnered with CGI to leverage our worldwide experience. At the same time, they benefit from our local-proximity business model, which organizes operations around clients' communities and results in solutions that are adapted to clients' specific situations. These local and highly accountable offices also have optional access to high-quality, efficient and cost-effective offsite delivery centers, which can be used based on clients' requirements.

Quality processes that foster client satisfaction


Governments count on CGI's high-quality, flexible delivery approach to access best-in-class solutions that achieve results. Through our ISO 9001-certified quality system, including our Client Partnership Management Framework (CPMF), other CMMI Level 5 and 3 quality processes, and our Peritus application management methodology, we deliver solutions that not only meet the highest quality standards but are also specifically designed to meet clients' needs and ensure their satisfaction. Our strong commitment to quality and client satisfaction is reflected in our 2006 CPMF client survey process, which resulted in an average 8.8 out of 10 satisfaction ranking based on 1,900+ client interviews.

SUSTAINING CHANGE THROUGH CGI'S FULL-SERVICE OFFERING

Governments count on CGI's full-service offering to help them improve performance and better focus on their core missions. These offerings, which are delivered through one-time engagements or long-term managed services contracts, include:

Systems integration and consulting. CGI delivers the strategy development, planning, design and implementation of solutions that help governments evolve and integrate information and services. For Revenu Québec, for example, CGI produced the largest personal income tax system in North America, helping the ministry process returns more rapidly and accurately. In addition, for the U.S. Agency for International Development, CGI implemented a global financial system, allowing it to achieve full compliance with accountability requirements and to quickly relocate staff from dangerous locations.

Application management. Governments count on CGI to manage the day-to-day maintenance and improvement of their business applications using industry best practices and technologies. Since 2001, for instance, CGI has provided Alberta's Health and Wellness Department with application management services that have



enhanced the quality of care provided to the province's 3.5 million residents. CGI also developed and currently maintains Medicare.gov, which has enabled nearly 5 million people to enroll online in Medicare drug plans since 2005 and currently empowers more than 42 million beneficiaries and their caregivers to make informed medical decisions.

Technology management. CGI offers full IT infrastructure management services. Through a joint venture with Canada Post, for example, CGI manages all IS/IT services and systems for Innovapost, helping it more efficiently serve 31 million Canadians and 1 million+ organizations.

Business process services. Clients rely on CGI to manage their business processes and transactions. For example, CGI is the leading housing contract administrator for the U.S. Department of Housing & Urban Development, helping housing authorities across the country to become top performers within their first year of operation. CGI also processes more than USD \$1.8 billion in federal subsidies each year.

FOCUSED IMPROVEMENT THROUGH CGI'S AREAS OF EXPERTISE

In addition to the benefits of CGI's full-service offering, governments have access to focused services and solutions in areas that help you make the most of the resources you have—and, as a result, improve productivity, cost management, service delivery, accountability and interoperability. These include:

Business intelligence and security tools. From identity and access management to data warehousing, we help governments make better use of data, helping them securely reach the right people at the right time. For example, CGI contributes to the Government of Canada's Secure Channel initiative to provide citizens and businesses with secure, private and high-speed access to all of its services on-line, and to provide an environment that enables departments to integrate common services.

Defense. CGI supports the military in its mission planning by providing command and control solutions developed using the latest technologies. CGI is a recognized supplier of these solutions to Canada's Department of National Defence.

Enterprise resource planning (ERP). From our leading AMS Advantage® and Momentum® solutions to extensive SAP and Oracle practices, CGI helps governments achieve cohesive operations. For example, CGI supports management systems for more than 100 U.S. federal agencies, including 40 through our U.S. federal shared services offering, allowing these agencies to improve mission results and reduce risks. Also through a long-standing relationship with Los Angeles County, CGI is helping the County realize enhanced efficiency, streamlined workflow and cost savings.

Environmental and regulatory agencies. Agencies partner with CGI to help streamline and standardize environmental regulatory compliance. Our solutions include TEMPO®, a back-office permitting, compliance and enforcement system, and RSP, our front-office Regulatory Services Portal that supports complex environmental transactions between government and industry.

Human services. CGI specializes in helping human services agencies better protect the children and families in their care. In the U.S., for example, CGI has more statewide automated child welfare information system (SACWIS) solutions in production than any other provider, helping increase caseworker efficiency and accountability with the latest case management tools. Among other clients, we have helped the states of Florida, Wisconsin and Washington.

Management consulting. CGI's business change services enable government to successfully undertake major transformation initiatives. We provide tools for developing and executing change strategies, as well as for effectively managing and sustaining lasting change. One example of our success in this area is our work with the Canada Customs and Revenue Agency. CGI led a Business Transformation Enablement Program for the agency, helping to redesign its compliance systems to optimize efficiencies.

Public sector healthcare. Government healthcare departments count on CGI to help them harness the power of technology to improve the quality of care, while at the same time managing costs and enhancing productivity. For instance, CGI has or is partnering with more than half of the Canadian provincial governments, as well as the federal government, to help them improve their operations, from transitioning to electronic health records to increasing efficiencies through the management of a myriad of IT applications.

Spend management. CGI helps federal, provincial, state and local governments identify, create and sustain savings across decentralized, complex organizations. In partnership with the Commonwealth of Virginia, for example, CGI developed and hosts eVA, the largest state e-procurement application, generating up to a 70 percent reduction in processing time from solicitation to award.

Tax, revenue and collections. Governments generate additional funds through CGI solutions that identify, manage and collect debt. For instance, we have helped five U.S. states collect more than \$1.5 billion in additional revenue without raising taxes. Additional revenue increases were also achieved by state revenue agencies in Virginia, Hawaii, California and Missouri through CGI business process and systems implementation engagements.

YOUR PARTNER OF CHOICE

A leading IT and business process services provider with approximately 25,500 professionals operating in 100+ offices worldwide, CGI is a major provider to federal, state, provincial, local and municipal governments.

We are honored to have worked with the following clients:

- Administrative Office of the U.S. Courts
- Alberta's Department of Health and Wellness
- British Columbia Ministry of Public Safety and Solicitor General
- Canada Post
- Centers for Medicare & Medicaid Services
- Centrelink, Australia
- Citizenship and Immigration Canada
- City and County of Honolulu, Hawaii
- City and County of Los Angeles
- City of Calgary
- City of Montréal
- City of New York
- Connected Cumbria Partnership, UK
- CSST / Québec Workers' Compensation Board
- Department of National Defence and Canadian Forces
- New Jersey Department of Environmental Protection
- New York State Education Department
- Ontario Ministry of Government Services
- Public Works and Government Services Canada (PWGSC)
- Revenu Québec
- Saskatchewan Justice
- Secure Channel
- Service New Brunswick
- U.S. Agency for International Development
- U.S. Department of Housing and Urban Development
- U.S. Environmental Protection Agency
- U.S. Internal Revenue Service
- Virginia Department of Taxation

