



_experience the commitment™



Application Maintenance Outsourcing

BENEFITS

- Reduce cost of application maintenance
- Bring applications to current versions
- Improve service levels
- Spend less time maintaining applications
- Focus IT staff on innovation
- Gain dedicated resources with proprietary knowledge
- Mitigate risk

OUTSOURCE YOUR APPLICATION MAINTENANCE. IN-SOURCE INNOVATION™

As businesses around the world are cutting costs, employees are being asked to do more with fewer resources – making them more dependent on their information technology systems than ever before. While at the same time, executive management wants IT to help streamline business processes and deliver innovative new solutions to reduce costs and improve competitiveness. As a result, businesses are tasked to find and evaluate new opportunities to meet current demands.

Challenged to find answers to these questions?

- Do you know how much you are spending to support your software applications?
- Are you really saving money by supporting your applications internally?
- Do you know the fully-burdened total cost of your internal support staff?
- Is your staff as responsive and proactive as it should be to your internal clients and external customers?
- Is dedicating internal resources to application support an “opportunity cost” that keeps you from developing innovative new solutions that can have a real impact on your institution?

CGI provides real answers

If your answers to the above questions are “no” or “maybe,” then you may be like many other institutions— you’d be better served by outsourcing your application maintenance to a third party specialist, like CGI. CGI can help you reduce support costs by as much as double digit percentages, and operational response times, service levels and other governance issues have been perfected to outperform non-specialist internal alternatives.

CGI's Application Maintenance Outsourcing Service

At CGI, we know that outsourcing your complex financial application is not quite so simple. You can't just turn it over to any outsourcer that will treat it as a commodity and not appreciate its mission-critical nature. Fortunately, we built your applications and have stayed with you over the years, so we understand how your applications have been customized and adapted to fit your special needs.

We've assembled the right combination of people, processes and technology to power the operation.

- **People:** Outsourcing your application maintenance to a team of dedicated CGI product specialists allows you to free up your IT talent to work on strategic initiatives that improve the bottom line while still meeting your service level commitments.
- **Processes:** Our AMO service combines standardized processes, tools and methodologies to reduce errors and increase speed to market while maintaining quality.
- **Technology:** Utilizing our AMO technology allows you to cost effectively bring your applications to the current versions and spend less time maintaining your applications.

Why CGI?

- **Experience.** We developed your financial application, so we know it inside/out. We can bring your code up to current release levels and help you more easily migrate to next generation applications, so your support dollars go to "enhancement," not just support.
- **Industry Expertise.** CGI is one of the world's largest and most cost-effective third party outsourcing partners in the world. Companies as diverse as Michelin, Manulife/John Hancock, Deutsche Bank, DIRECTV, Arrow Electronics, Vodafone and many others rely on CGI to manage their software applications.
- **Client focused.** CGI teams are dedicated to your business, developing an intimate knowledge of your established processes. We recently scored a 9.0 out of 10 satisfaction ranking from 2,000-plus client surveys* for outsourced applications maintenance.
- **Onshore and Offshore Outsourcing.** We offer cost-effective offshore and onshore outsourcing solutions, client-proximity, industry expertise, global delivery options, and quality processes. Our 25,000 professionals are in more than 100 offices serving 16 countries.

The time to act is now

CGI's application maintenance outsourcing offers existing customers complete outsourced application management to help you maintain, leverage, and advance your CGI credit solution applications. As a result, organizations can lower application maintenance costs, gain significant processing efficiencies, improve customer satisfaction, and enhance focus on core business activities.

COMPANY PROFILE

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 address them. As a leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ offices worldwide, giving us the competitive advantage of close proximity to our clients.

Through these offices, CGI offers local partnerships and a balanced blend of global delivery options—including onshore, nearshore and offshore expertise—to provide clients with the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve superior performance.

FOR MORE INFORMATION

- Contact banking.solutions@cgi.com
- Visit www.cgi.com/banking

*Source: CGI's ISO 9001:2000-certified client management process