



Expedite secure self-service with gBIZ framework

gBIZ

As part of CGI's government sector service and solutions capability, CGI's gBiz framework breaks through the barriers that prevent governments from the timely and cost-effective delivery of e-Government services and applications. gBiz ensures:

- Rapid implementation
- Maximum integration and minimum downtime of legacy systems and web sites
- A range of pre-configured services templates
- Cost-effectiveness
- Scalability
- Security

Ready solutions for tomorrow's government

Individual and corporate citizens expect to apply the convenience and speed of the Internet to their many government interactions. Until now, providing easy, secure self-service access has been a costly, time-consuming challenge for governments.

Combining leading e-business expertise with insight from more than 25 years of serving the public sector, CGI identified six distinct events or basic stages common to most government transactions. They are:

- Navigation
- Selling/Selecting
- Payment
- Fulfillment
- Posting
- Informing/Reporting.

Every government transaction does not need to go through each event/stage to be completed. Though independent, each event/stage must link together when necessary to complete transactions and ensure smooth functioning of the complex government process.

Like a series of gears transferring motion by engaging other gears, electronic transactions, stages and related programs, policies and procedures must work harmoniously together. gBIZ is a real-time solution that facilitates the smooth inter-connection necessary for the effective delivery of products and services to users.

The gBIZ architecture template is applied with a series of tools that offer user-friendly wizards for rapidly creating solutions such as public safety applications, municipal government applications and security applications.

gBIZ reduces the typical three to six months it takes to put a transaction on a government web site to six to twelve days. It can be installed without taking existing capabilities out of service and enhances your existing electronic service delivery. gBIZ is economical yet ensures due and vigilant regard to security, privacy and flexibility.

Additionally, CGI's government technology lab with its university and public partners is researching eDemocracy – the next wave of government evolution and transformation. eDemocracy extends the gBIZ platform to more directly touch and engage the citizen with their government.

Enjoy early wins with CGI's fast track capability

While the move to eGovernment will involve a sustained effort over several years, CGI's approach enables early wins in the transition to eGovernment and web-enabled services. The gBIZ framework provides a service catalog, payment facilities, method for reaching back into your legacy systems, and tools for integrating existing web-based transactions. Once the framework is in place it breaks through the barriers preventing governments from the timely delivery of otherwise expensive eGovernment service. By applying a range of tools to facilitate the creation of repeatable solutions, gBIZ avoids the cost-prohibitive creation of one-off online applications. gBIZ uses Microsoft and open standards technology in a context that sustains solutions so they are long-term investments.

Through this approach, prototyped web-enabled services are developed and implemented through a highly iterative, flexible, fast-track software development process—within days rather than weeks or months. Potential transactions are identified, business requirements gathered and specified, and segments of web-enabled functionality are developed and deployed in frequent, small releases of short duration. Impact assessment, feedback, validation and prioritization from the government organization and users are injected into the process throughout, ensuring that the functionality produced is aligned with service goals and customer satisfaction.

In this way, gBIZ facilitates the provision of useful applications, which can include:

- application processing
- citizen registration and administration
- citizen relationship management (CRM)
- content management
- discussion management
- facility and equipment reservation
- payment processing
- polling
- problem reporting
- product sales
- program registration
- service request management
- ticket sales
- usage communication

Corporate profile

Founded in 1976, CGI is a world-class leader in information technology (IT) and business process services. Through our focused industry expertise in financial services, government, healthcare, telecommunications, utilities, retail, distribution and manufacturing, we offer end-to-end services including systems integration, strategic consulting, business solutions and the full management of IT and business functions.

Backed by a rich heritage, global delivery capabilities and a strong financial position, CGI has a solid track record of on-time, on-budget delivery and high-value repeat performance. Rooted in quality and management processes, our goal is to fully meet client objectives, serving as an accountable, flexible and objective partner.

We approach every engagement with one objective in mind—to help clients win and grow.

Business solutions through information technology™



ISO 9001 Certified

For more information: www.cgi.com