

\_experience the commitment



## Business Process Services

CUSTOMER CARE

FINANCIAL PROCESSING

ADMINISTRATIVE SERVICES

ENTERPRISE SERVICES

### CGI advantage

CGI's Business Process Services enable clients to:

- Quickly enter new markets
- Increase management efficiency and effectiveness
- Lower operational costs
- Access key skills and technologies
- Achieve higher service levels
- Improve customer satisfaction and loyalty
- Focus on core business activities

CGI's Business Process Services highlights include:

- Top quality assurance certifications
  - ISO 9001
  - SEI CMM Level 5
  - SAS 70
- 6 million policies processed annually
- 775,000 vehicle inspections completed annually
- 5,000+ oil and gas wells/units processed
- 140 million envelopes mailed annually
- Process nearly 18 million payroll payments per year
- Payment of \$250 million annually for a U.S. HUD agency

### The answer to demand overload

In today's challenging and competitive market place, companies are facing an ever-increasing demand on time and resources. While a company's leadership should be dividing their focus between strategic planning and day-to-day operations, the latter often consumes them. To better concentrate on their core business, companies are increasingly turning to external service providers to manage daily operations, such as IT support, payroll and billing. The benefits of this approach include increased management efficiency and effectiveness, lower costs, access to critical skills, innovation and higher service levels, all of which strengthen a company's overall competitiveness and bottom line.

Through our broad experience, multi-industry expertise and shared services model, we can perform these critical but non-core services less expensively and with higher service levels, allowing companies to focus on their core business.

#### What we offer

CGI delivers a comprehensive suite of outsourcing services to major corporations in various industries, including financial services, healthcare, government, telecommunications, energy and utilities, manufacturing, retail and distribution. Our Business Process Services include:

- **Administrative Services:** CGI's vertical solutions for insurance, government, oil and gas enhance operational productivity through a wide range of business functions and backoffice solutions that deliver sustainable process improvements and tangible bottomline benefits.
- **Enterprise Services:** CGI's solutions for corporate functions like payroll, HR/benefits management, accounts payables/receivables, asset accounting, purchasing and procurement, printing, mail operations and records management deliver immediate value through efficiencies and economies of scale using shared services environments as well as through continuous process improvements.

## What sets us apart

With more than 27 years of consulting and business experience in a wide range of industries, CGI has developed specialized knowledge and skills that enable us to identify and implement new ideas and technologies specifically suited to our clients' unique business requirements and processes, with the end goal of improving their financial performance. We have a strong reputation as an outsourcing partner who understands our clients' businesses and can offer multiple solutions customized to address our clients' specific needs. We are also a company committed to fostering a culture of partnership and flexibility in our client relationships.

CGI's experience and expertise is supported by our outstanding commitment to quality, which led us to become the first IT services company in North America to achieve ISO 9001 certification. We are also one of the few companies in the world to obtain a Level 5 assessment on the Software Engineering Institute's Capability Maturity Model. Every project we undertake is subjected to rigorous quality assurance standards and monitored through the use of business intelligence and performance metrics to ensure that both qualitative and quantitative objectives are achieved.

CGI has a solid track record of delivering outsourcing services that improve business performance, customer satisfaction and bottom-line results. Through our outsourcing services, your management can once again focus on what's really important — enhancing your overall business strategy. For more information on CGI's Business Process Services, please visit our Web site at [www.cgi.com](http://www.cgi.com).

## Corporate profile

CGI clients around the world gain the advantage of knowledgeable, dedicated partners working to develop and implement IT oriented solutions for business and technology challenges.

CGI is one of the largest independent information technology services firms in North America. CGI couples extensive industry sector expertise with a full range of services including strategic IT and management consulting, systems integration, and management of IT and business functions.

