



_experience the commitment™



business process services

DELIVERING BUSINESS VALUE

- **Flexibility:** Agencies choose from multiple service options to meet their specific business needs and budget constraints.
- **Control:** Agencies receive regular reports detailing the status of service activity against specific performance metrics, keeping the agency in control of its systems and data.
- **Accountability:** Agencies receive one accountable service provider for turn-key services.
- **Quality:** All services are delivered using ISO 9001-certified quality procedures grounded in proven industry standards.
- **Results:** Agencies apply CGI Federal best practices captured from successfully implementing and supporting management system operations for more than 90 federal agencies.

ACHIEVING OPTIMAL BUSINESS PERFORMANCE

CGI Federal offers subject matter expertise and services to augment federal agency staff in the planning, execution and management of core business processes. These services go beyond transaction processing to include broader services that support analysis and information reporting crucial to government operations.

Quality assurance and client satisfaction

CGI Federal delivers its business process services using ISO 9001-certified process frameworks to provide clients with stable, high-quality operations. With an emphasis on monitoring client satisfaction and measuring CGI Federal performance against agency-determined service metrics, CGI Federal's business process services include:

- Producing management dashboards that report on ongoing business process activities, and that measure CGI Federal performance against the business process outputs and outcomes defined in the service level agreement
- Planning and executing an annual customer satisfaction appraisal program
- Managing agency requests for changes in the scope of business process services to keep all services aligned with the agency's strategic plan

CGI Federal applies this methodology across multiple business process service areas, including strategic consulting, business process management, and transaction processing support.

Strategic consulting

CGI Federal provides consulting services to help agency executives develop strategic plans and execute highly visible, strategic business processes. These services include:

- Supporting investment decisions, such as evaluating alternatives, developing business cases with costs, and preparing budget tables and supporting documentation
- Preparing strategic reports, such as quarterly financial statements, FACTS I & II, budget reports, internal reports, and performance management reports and dashboards
- Developing automated tools, such as performance management and funds control
- Reporting to meet internal managerial and external requirements
- Determining cost of processes and measures, such as developing cost methodology, cost accumulation, and costing performance measures

Business process management

CGI Federal provides business process management services to help government executives optimize their organization's policies and procedures to achieve performance excellence. These services include:

- _ Definition, standardization, and integration of best practice processes and workflows
- _ Development of policies and procedures
- _ Development of benchmark and performance measures
- _ Management of programs and projects
- _ Oversight of internal controls and system integrity
- _ Oversight and support for year-end closing, financial statement preparation, and annual audit
- _ Evaluation of business processes

Transaction processing support

CGI Federal provides transaction processing services to augment agency financial and accounting office staff in processing the agency's transaction volume. These services include:

- _ Financial operations support
- _ Vendor management
- _ Acquisitions operations support
- _ Human resources operations support
- _ Receivables and collections
- _ Case management
- _ Claims processing
- _ Payment processing (benefits)
- _ Procurement management
- _ Requisition and purchase order processing
- _ Grants reporting and reconciliation
- _ Managerial cost accounting
- _ Financial and operational reporting

Reduce costs and improve service delivery

With CGI Federal, government executives have access to highly skilled and motivated contractor staff with the requisite federal expertise and best practice processes to reduce costs and improve service delivery. Through CGI Federal's automated, event- and process-driven workflows and defined service standards, agencies can

- _ Free up agency experts for mission support
- _ Efficiently manage operations
- _ Retain control of strategic decision making
- _ Support high-volume processing and provide scalability for growth
- _ Optimize workflow and business processes
- _ Maximize the use of best practices
- _ Receive strong contractual commitments on improved service levels

CORPORATE PROFILE

CGI Federal is a full-service IT and managed services provider with deep federal expertise and innovative service models that help our clients achieve their business goals. For three decades, CGI Federal has partnered with a majority of federal agencies to help them plan, design, implement and manage highly effective and efficient federal government environments. Backed by the resources and best practices of a global organization 25,000 strong, our federal sector specialists are ready to bring this tradition of excellence to your agency.