



_experience the commitment™



shared services provider

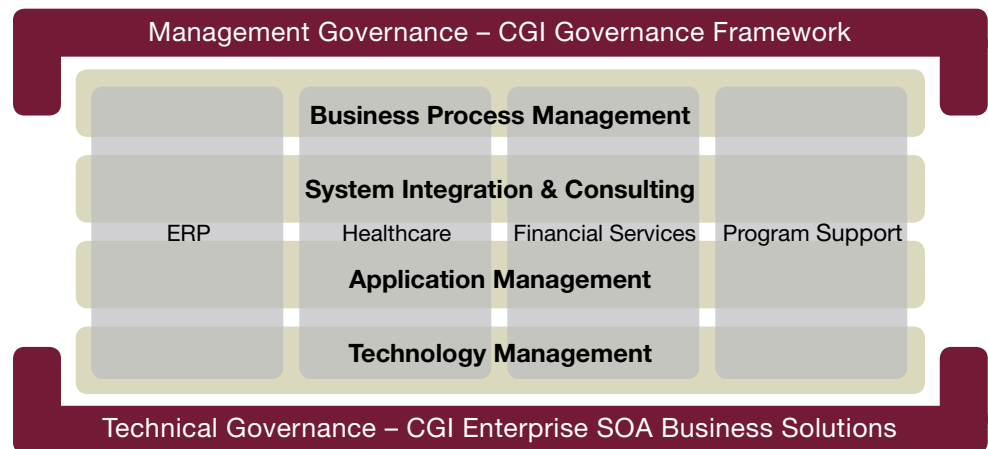
DELIVERING BUSINESS VALUE

A full-service IT and managed services provider with deep federal expertise and innovative service models, CGI helps our clients achieve their business goals. Through our established SSP capabilities, agencies have access to a partner that delivers services with

- **Flexibility:** multiple service options to meet specific agency business needs and budget constraints
- **Control:** regular reports detailing the status of service activity against specific performance metrics, keeping agencies in control of their systems and data
- **Accountability:** single accountable service provider for turnkey services
- **Quality:** all services delivered using ISO 9001-certified, CMMI Level 3 assessed, quality procedures grounded in proven industry standards
- **Results:** live, production shared services that supported clean financial audits and compliance with Federal security standards for more than 40 Federal agencies in FY 2006

BUSINESS MANAGEMENT SERVICES

Americans are relying on government as never before to kick-start the economy and create jobs. At the same time, federal agencies are challenged to optimize mission results and performance while balancing funding priorities, tight budgets, human capital shortages, and ever increasing mandates. Agencies can't afford to expend resources on anything that doesn't directly deliver real-world results. At CGI, we understand the transformation that must take place to create results-driven government. As a shared service provider (SSP) with deep expertise in U.S. Federal operations, CGI delivers the full spectrum of IT and business process shared services so federal agencies can focus on their mission and business goals.



CGI combines technology management, application management, system integration and consulting, and business process management to deliver turnkey shared services with accountable service level agreements. We enable agency enterprise management of multiple shared services through our governance framework and service-oriented architecture (SOA) foundation.

We apply more than 30 years of federal government experience and proven ISO 9001-certified, CMMI Level 3 assessed quality processes to successfully plan, design, implement, integrate, and manage highly effective and efficient Federal government environments. Our shared services help agencies improve performance on limited budgets, increase management bandwidth, and respond to the requirements of the President's Management Agenda and Line of Business (LoB) initiatives, while retaining security and control over their systems and data. Our proven solutions have enabled us to be a Financial Management LoB Shared Service Center (SSC) for more than 50 federal organizations making us the largest LoB provider.

As an SSP, CGI delivers the full spectrum of shared services across four main service areas:

- **Technology management:** Through a state-of-the-art data center facility, CGI delivers IT infrastructure hosted services for COTS and customized software solutions that support both program and administrative operations. Our technology management services include federal IT security management, acquisition and maintenance of hardware and infrastructure software, data center operations, help desk service delivery, and network management.
- **Application management:** CGI delivers ongoing management and maintenance of software in a steady state environment. This includes maintaining production and test/development environments, providing functional and technical support, managing issue prevention and resolution, executing minor and service release upgrades, and managing customer requests for service changes.
- **Systems integration and consulting:** Through this service, CGI delivers projects that enable agencies to improve their performance and transition their systems to a hosted service compliant with the LoB initiative. This includes projects to: automate business functions, such as acquisitions and budget formulation; improve management information by deploying data warehouses with dashboard and analytics; and achieve efficient data exchange across agency, LoB, and e-Gov systems via a service-oriented architecture.
- **Business process services:** CGI offers subject matter expertise and services to augment federal agency staff in the planning, execution and management of core business functions. By working with an experienced partner that combines industry expertise with strong business process capabilities, government agencies can lower costs, improve execution and focus on performance.

What makes us different?

- **Transformational outsourcing business model** that combines managed services, SI, and COTS to deliver strategic outcomes and budget predictability, enforced through service level agreements and quality assurance surveillance plans. This approach allows agencies to maintain control while leveraging shared services to increase their management bandwidth.
- **U.S.-based infrastructure and service centers** that drive consistent quality standards across clients while complying with federal security and procurement requirements. Backed by the resources and best practices of a 25,000 employee global organization, our U.S.-based operations reduce agencies' service costs, increase quality, and allow compliance with "buy American" requirements.
- **Governance framework** that aligns IT projects to business requirements and strategic plans; facilitates prioritization and change control; and retains operational efficiencies while modernizing. CGI's governance framework optimizes mission improvement from IT budgets, and improves customer satisfaction and buy-in.
- **Enterprise service-oriented architecture (SOA)** that orchestrates cross-domain process and data flows. Our Enterprise SOA approach emphasizes strategically applying SOA technology using our Federal domain expertise to improve enterprise management information and cross-domain internal controls across multiple Lines of Business.

CORPORATE PROFILE

At CGI, we're in the business of satisfying clients. For 30 years, we've operated based upon the principles of owning clients' problems and delivering quality services to solve them. We define success by exceeding expectations and helping clients achieve business results.

A leading IT and business process services provider, backed by the resources and best practices of a global organization that is almost 25,000 strong, we can count as federal clients: 16 of the 24 CFO Act agencies; 66 independent commissions; all 94 court districts in the Judiciary Branch; and 11 Legislative Branch organizations.

We've partnered with more than 100 federal agencies to deliver strategic ERP, health-care, and financial services solutions. As a leader in running back-office government operations, CGI offers practical support for operations of today's Federal agency, combined with strategic solutions to position agencies and organizations for their continuously evolving environment.

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