



Enterprise service management (ITSM)

In any managed services relationship, seamless service, proactive and responsive interaction, and quality delivery should be table-stakes. But sadly many providers fall short – even on these fundamental requirements.

At CGI, we take the business of service management seriously and offer a “best-fit” approach through our Enterprise Service Management solution. We are not a “one size fits all” provider; instead, we provide clients with tailored, end-to-end services that deliver top service to users, monitor all aspects of your infrastructure within one system and proactively identify areas for enhanced efficiency.

Leveraging our experience to maximize visibility, control and compliance

To serve customers and run operations, every business must rely on highly available systems delivering optimum performance. Each IT function – technical service desk, incident management, release management and system monitoring tools – must work together seamlessly to deliver this level of service.

Throughout our 35 years as a provider of IT infrastructure services, CGI's clients have benefited from our ability to deliver and monitor their IT services through a cohesive enterprise service management solution. In fact, we've been so successful at delivering this integrated approach within our own data centers and networks, that many of our clients are now using our innovative approach to manage their in-house operations.

To see the performance of your operation at a glance, our Enterprise Dashboard delivers summarized management information, providing visibility on quality metrics and financials. Our ESM tool integrates with other major third party systems so that clients have control over business policies and IT processes through our full featured workflow engine, which automates the approval and assignment of tasks. We can tailor the delivery model to your requirements from fully managed or partially managed at your site or ours.

An unsurpassed level of service for end users

Using standardized, mature ITIL®-based processes and workflows, CGI ensures consistent service quality. Yet, it is our unique approach to integrated incident, problem and knowledge management processes that differentiates CGI as a provider that consistently exceeds our clients' expectations. CGI's solution allows for reactive and proactive event and incident management. Load balancing and failover strategies complement CGI's ability to monitor thresholds and capacity to proactively manage system resources and availability.

As an enterprise service management provider, we work closely with each client to guarantee a strong, consistent operational framework. Three types of integrated teams support each client: specialized transformation teams deliver new services into production, our client partnership management team ensures the effective management of services and contracts, and our operations teams ensure availability of services and issue resolution.

For the end user, we create a seamless environment, enabled by both a live help desk and a robust self-service portal, to resolve issues in a timely manner – in line with service level agreements. In fact, CGI's track record of quality delivery is confirmed by our clients (9/10 satisfaction score from 2,500 signed client assessments) and service level agreement metrics (over 98% exceeded or met).

Achieve operational efficiencies and cost savings

Our client-facing framework utilizes a suite of fully-integrated IT service management tools. The Enterprise Dashboard is designed to track, monitor and report on system performance and service level achievements in a stand-alone mode or across IT service provider groups.



The framework ensures that IT services are delivered in a consistent and controlled manner and that lessons learned, corrective actions and service improvement initiatives are applied to gain efficiencies. Where possible, we deploy leading market technology that supports automation to help reduce transition, operations and ongoing maintenance costs.

Based on mature ITIL® processes, our ESM solution provides the visibility and control clients need to deliver consistent, high-quality service.

OUR SERVICES

CGI's innovative and integrated Enterprise Management Services offer our clients:

- A fully-integrated, web-based Service Portal for incident, ticket and request management that includes automated reporting of service level agreements, approval workflows and templates for execution workflows.
- An Enterprise Dashboard that provides management information in real-time with a wide variety of views and drill-down options.
- A robust monitoring system that provides an unsurpassed level of transparency by using the knowledge gained by our highly-skilled CGI team. We've captured the monitoring team's expertise in a unique, knowledge-based system that recognizes trouble tickets requiring immediate action versus those that are reviewed for long-term trending. Typical scripts used to resolve both common and complex troubles have been documented and programmed into the ESM solution. These scripts can be immediately executed – resolving issues quickly and without human intervention – before a trouble ticket is created. This integrated systems monitoring and issue resolution offering differentiates CGI as innovative provider in the Enterprise Service Management arena.

The CGI logo is displayed in a bold, red, sans-serif font. Above the logo, there is a decorative graphic consisting of a network of red dots of varying sizes connected by thin red lines, resembling a molecular or digital structure. This graphic extends across the top of the page.

At CGI, we are in the business of satisfying clients by helping them succeed.

Since our founding in 1976, we have operated upon the principles of sharing in clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has a strong base of professionals operating in more than 40 countries, giving us the competitive advantage of close proximity to our clients.

Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the optimal combination of value and expertise required for their success. We define success by helping our clients achieve superior performance and gain competitive advantage.

CGI offers a comprehensive portfolio of services including high-end business and IT consulting, systems integration, application development and maintenance, infrastructure management as well as a wide range of IP-based solutions.