



Experience the commitment®

# CGI's Global Infrastructure Services Bringing our best to your table



## CGI delivers

**'Best value'** global delivery, providing immediate access to resources through delivery centers across four continents.

Rigorous project monitoring, resulting in **95%** on-time, on-budget delivery.

**9/10** client satisfaction score on average over the past decade.

Among the lowest attrition rates in the industry - with **87%** of professionals as owners.

Committed to world-class service levels with more than **98%** exceeded or met.

Over **35** years of long-term growth with **69,000** professionals in over **400** offices.

CGI delivers all services in compliance with industry standards that include **ISO 9001, ISO 27001** and IT Infrastructure Library (ITIL®) guidelines.

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Global competition, changing regulations, exploding requirements for data storage, shifting customer demands, and limited resources - we know you've got a lot on your mind. You shouldn't have to worry about scaling your infrastructure or developing a cloud strategy all on your own. That's our job.

We invest in technology operations so that you can invest in your business. And, that's the reason why more than 300 CIOs across 40 countries rely on us for cost effective, innovative and secure infrastructure services.

Today, sourcing externally is no longer just seen as a cost cutting strategy - it's a key source of competitive advantage. We provide clients with industry best practices, processes and tools for access to world-class capabilities and quality delivery. We're proactive problem-solvers - customizing solutions to fit the needs of each client. And, CGI's best-value global delivery model, coupled with client proximity, ensures local accountability and superior service.

## Quality delivery

Transparency, predictability and control - essential disciplines for operating successfully in a dynamic environment. CGI's outcome-based delivery model and rigorous governance framework achieves results you can count on.

CGI's infrastructure solutions include committed service levels that are aligned to IT and business needs. Clients gain increased visibility through comprehensive and transparent reporting, providing a clear line-of-sight between requirements and program costs. CGI's transition approach ensures smooth migration, minimizing risk and any negative impact on core business functions. Our proactive change management approach, deep understanding of the industry, and strong ongoing project management expertise gives clients peace of mind so that they can concentrate on applying technology to transform and grow the business.

## Flexibility, strength and the expertise to bring it all together

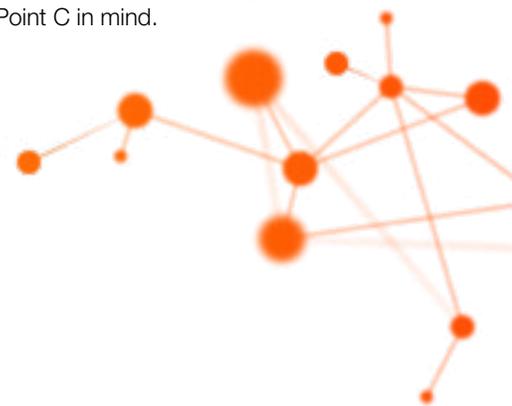
Your needs are unique. So, we give you the flexibility to buy IT services the way you want them. We consider your business goals, industry pressures, and time horizon, and we work with you to establish the right relationship. This might include the full outsourcing of your data centers and technical service desk, a smaller set of targeted solutions or an innovative cloud-based approach.

CGI's technology independence ensures clients receive the benefits of our objective, best-fit analysis and recommendations. And, years of experience have allowed us to commercialize our expertise, offering a full spectrum of creative, IP-based solutions to clients of all sizes. The strength of CGI's global delivery model balances client proximity, cost and risk to achieve an optimal solution.

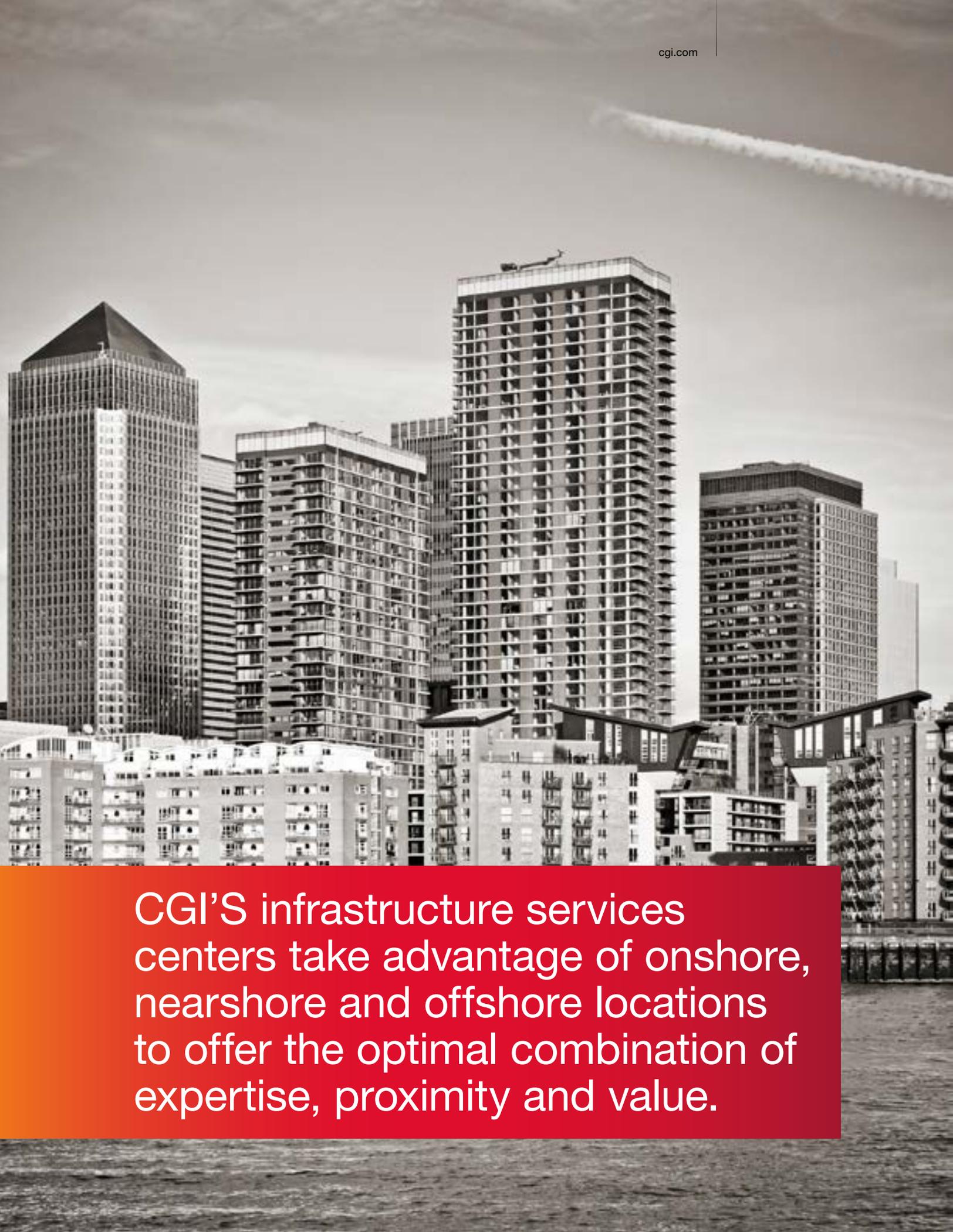
Your outsourcing strategy doesn't need to go 'all out'. CGI's unique global delivery model offers onsite, onshore, nearshore, and offshore sourcing options, providing clients with flexibility and choice in an ever-changing market. Want to keep your data in country? No problem. Need to have your operation in a highly secure and redundant environment? You've got it. We understand requirements will shift; it's the nature of our business. Our delivery model is designed to be flexible and responsive to your needs today and in the future. We're not invested in any one outcome, just the one that's right for you. Clients give CGI high marks, 9/10, for the way we work - in close collaboration, as trusted partners, committed to success.

## Integrating creativity into commodity

Some say infrastructure solutions have become a commodity, with little to be gained from innovation and minimal differences between vendors. We disagree. 'Greening' operations, cloud computing, managed security services, and leading-edge service management are just a few of the areas where we're providing focused technology and industry and domain expertise to drive creativity and innovation, and improve operations. As creative, proactive problem-solvers, CGI professionals provide industry leadership through our global network of cost-effective, innovative and energy-efficient infrastructure 'green' services centers. CGI's cloud computing offerings enable the flexibility, speed, scalability, and efficiency to deliver critical business solutions. Our thought leadership in service management has evolved into a fully integrated, ITIL®-based solution that enables IT organizations to be highly responsive, quickly adapting to evolving market needs and effectively supporting business priorities. Looking to the future, we take clients from Point A to Point B, while always keeping Point C in mind.







CGI'S infrastructure services centers take advantage of onshore, nearshore and offshore locations to offer the optimal combination of expertise, proximity and value.

## Our GIS centers are located in:

**AMERICAS:** Canada, U.S., Brazil

**EUROPE:** Finland, France, Germany, Netherlands, Norway, Portugal, Spain, Sweden, U.K.

**ASIA:** Australia

### Solutions

- Cloud computing
  - IaaS
  - Business productivity suite (Email, SharePoint, Lync)
  - Cloud readiness assessment
- Virtual workplaces
- Managed security services
- Server virtualization
- Enterprise service management
- Infrastructure planning and transformation
- Data center optimization and consolidation
- Mainframe consulting
- Business continuity planning
- Audit and compliance
- IT governance and process consulting
- Data center facilities and management
- Network management
- Enterprise storage services
- Remote infrastructure management
- Technical service desk
- End user computing services
- Printing and document management



## cgi.com

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

Founded in 1976, CGI is a global IT and business process services provider delivering high-quality business consulting, systems integration and outsourcing services. With 68,000 professionals in 40 countries, CGI has an industry-leading track record of on-time, on-budget projects, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

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.

We offer services to clients across the globe in the following areas:

- infrastructure services, solutions and consulting
- application management
- systems integration and consulting
- business process services.

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