

# CGI at a glance

Experience  
the commitment  
At CGI, we're in the  
business of satisfying  
clients. For more  
than 30 years, we've  
operated upon the

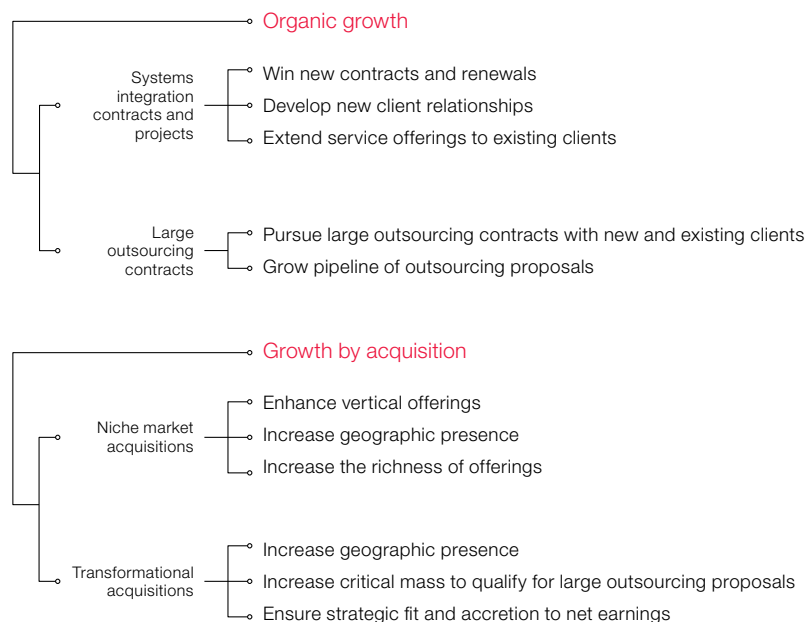
principles of sharing in clients' challenges and  
delivering quality services to address them.

As a leading IT and business process services  
provider, CGI has 25,500 professionals operating  
in 100+ offices worldwide, 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 combination of value  
and expertise they require. CGI defines success  
by exceeding clients' expectations and helping  
them achieve superior performance.

## Our build and buy profitable growth strategy

Organic growth (the build side) and acquisitions (the buy side) are an integral part of our business strategy and both have contributed to our growth over the years. In addition to operational breadth and depth, accretive acquisitions bring critical mass, which qualifies us for larger partnerships with local and global clients.



## Helping our clients win and grow

### Our approach

We understand it's how we deliver our services that makes us a partner of choice. Our business approach puts clients and their results first.

#### Client-proximity business

**model**—organizes operations around metro markets, allowing us to be deeply rooted within clients' business communities and accountable for project success

**Industry expertise**—fuels our deep understanding of clients' realities to implement solutions that transform their business environments

**Global delivery options**—combines onsite responsiveness through our local offices with the value of remote delivery through CGI's onshore, nearshore and offshore centers of excellence

**Quality processes**—ISO 9001:2000-certified operations ensure highly satisfied relationships with clients, members and shareholders; and CMMI Levels 3 and 5-compliant global delivery centers provide agile, high-quality delivery

### Our services

CGI has a comprehensive portfolio of services—including consulting, systems integration, the full management of IT and business functions, and 100+ proprietary solutions—that enable us to improve all facets of clients' operations. Key service areas include:

**Systems integration and consulting**—strategic plans, design and implementation of business and technology solutions that help solve clients' business challenges

**Application management**—day-to-day maintenance and improvement of clients' business applications, helping reduce costs and ensure faster delivery of new initiatives

**Technology management**—full infrastructure management capabilities that help clients adapt their unique business requirements and priorities

**Business process services**—management of back-office business processes to streamline operations and help reach new levels of effectiveness and productivity

### Our markets

CGI offers its end-to-end services to a selected set of economic sectors where we have deep business and technical expertise. This allows us to fully understand our clients' business realities and to have the know-how and solutions needed to advance their business goals. Our targeted industries include:

**Government and healthcare**—helping organizations improve the performance of mission-critical functions through the innovative use of information technology

**Financial services**—helping clients grow and increase profitability by adopting solutions that support integrated customer-focused operations

**Telecommunications and utilities**—helping providers deliver new revenue streams while improving productivity and customer service

**Retail and distribution**—establishing flexible and customer-centered operating models that help clients lower costs and increase profitability

**Manufacturing**—helping clients leverage information technology to better manage the entire product lifecycle