

Tough
times
demand
smart
solutions

Financial services

14

2008
Annual
Report

CGI Group Inc.

30%
of 2008
revenue

\$1.1
billion

Partner to leading financial institutions, including...

- 24 of the top 25 banks in the Americas and 17 of the top 25 in Europe
- 6 of the top 10 global property and casualty (P&C) insurers and 25+ life insurers

www.cgi.com/insurance
www.cgi.com/banking

Financial services firms are under enormous pressure due to the global financial crisis. Tough economic conditions are forcing consumers and companies to rein in spending. Yet despite cost-cutting pressures, bottom-line growth must be attained. Those banks, insurers and other financial institutions that succeed will adopt solutions that maximize growth while containing costs. CGI helps innovative firms solve their challenges and invest in their future.

Client's challenge

Establish a strong brand and rapid growth in the North American insurance market

CGI's solution

Manage the entire back-office operation to enable rapid expansion and rollout of lines of business

"We've been extremely impressed with CGI's expertise, professionalism and service delivery. CGI's team is strong from both a business and technical perspective and has approached our relationship as true partners. We are confident that as we grow, CGI will support our commitment to provide superior service to our agents and policyholders."

RICARDO A. ESPINO
President,
Universal Insurance Holdings
of North America

Universal Insurance Holdings of North America

(UIHNA) sought to establish and quickly expand its U.S. footprint. Its parent company, Universal Group Inc., Puerto Rico's principal supplier of leading insurance and financing products, knew that it needed an experienced and well-positioned partner to help achieve its growth objectives.

UIHNA turned to CGI to provide full business process outsourcing (BPO) services. In 2004, the UIHNA-CGI team quickly established a Florida-based processing center. CGI's existing data centers and software applications were put into use, providing the necessary systems, processes and procedures to rapidly stand-up the new operation. From this location, CGI now provides all back-end services, from customer and agency inquiry calls to policy processing and claims.

The BPO arrangement with CGI has allowed UIHNA to focus on its core business and rapid growth strategy. By partnering with CGI, UIHNA benefits from the latest technology and business process enhancements to contain costs and best meet agent and customer needs. The provider is also meeting its aggressive growth targets. From its 2004 start, UIHNA has grown to four lines of business and now operates in six states.





Client's challenge

Stay ahead of the market by launching its debit and credit smart cards in 2008

CGI's solution

Accelerate development by ensuring flawless synchronization of activities and sharing knowledge of automated banking machines (ABMs)

"Despite a very tight schedule, the CGI team put forth considerable effort, more than 6,000 person-days, and took every means necessary to ensure the success of the multiple aspects of the project. There were no delays, and the transition occurred without clients noticing a thing, as the transaction channels, which are so critical to us, were never interrupted."

PIERRE MIRON
Senior Vice-President,
Enterprise Systems Delivery Management,
National Bank of Canada

National Bank of Canada provides comprehensive financial services to its clientele of consumers, small and medium-sized enterprises and large corporations across Canada, while offering specialized services to its clients elsewhere in the world. It has assets totaling \$122 billion and employs upwards of 16,700 people.

In 2007, National Bank set a goal to issue smart cards to its clients as of 2008. Equipped with a microprocessor that allows the cardholder to conduct highly secure transactions, these cards will only start to become mandatory in 2009. National Bank saw this as an opportunity and mobilized its major technology partners by inviting them to turn the goal into a collective challenge.

Committed to the bank's success, the CGI project team applied rigorous monitoring of work plans to ensure flawless synchronization of activities and even completed the project ahead of schedule. CGI demonstrated its ingenuity by focusing on parallelism and creating new utilities to optimize quality management. It also made its advanced expertise in ABMs available to the other project partners to accelerate the resolution of any technological issues that arose.

On June 18, 2008, National Bank conducted its very first smart card transaction at one of its ABMs. Just a few weeks later, it issued its smart MasterCard integrating PayPass™ contactless payment technology. This National Bank credit card became the most complete and flexible payment tool on the market.