

Tough
times
demand
smart
solutions

Government and healthcare

10

2008
Annual
Report

CGI Group Inc.

30%
of 2008
revenue

\$1.1
billion

Major provider to federal, state, provincial, local and municipal governments, including...

- 100+ U.S. federal agencies and 190+ state and local government agencies
- 90% of Canadian provinces and all territories, and 60+ municipalities

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Governments at all levels face unprecedented pressures, such as economic constraints, healthcare challenges and accountability demands. To manage an effective response, organizations must create leaner and more high-performance structures. Success requires increased collaboration with partners who can help navigate an increasingly complex world. To make the most of their resources, clients count on CGI's expertise and offerings to become more efficient and productive while better meeting constituents' needs.

Client's challenge

Modernize a complex IT infrastructure to better meet the needs of a diverse set of constituents

CGI's solution

Deliver solutions that streamline operations, maximize efficiencies, reduce costs and enhance services



“CGI is an agile, results-oriented partner in helping CMS meet its mission and in modernizing and transforming key IT infrastructure elements. CGI is effective in our dynamic, multi-stakeholder environment.”

HENRY CHAO
Chief Technology Officer,
The Centers for Medicare &
Medicaid Services

The Centers for Medicare & Medicaid Services

(CMS) is the U.S. federal agency that administers Medicare, Medicaid and the State Children's Health Insurance Programs. Its mission is to ensure effective, up-to-date healthcare coverage and to promote the health and well being of seniors, people with disabilities and low-income, vulnerable populations. It oversees one of the largest budgets within the federal government.

Since 1998, CMS has relied on CGI as one of its partners in modernizing and transforming the complex IT infrastructure that is critical to fulfilling its mission. CMS must meet the needs of a diverse set of constituents with varying needs, ranging from citizens and state and federal government agencies, to healthcare providers and payers. CMS has turned to CGI to implement a number of technology solutions that streamline its operations and improve the delivery of constituent services.

Examples of CGI's work with CMS over the past 10 years include implementing provider- and citizen-focused solutions that reduce the agency's administrative burden. These solutions help meet the goals of the landmark Medicare Modernization Act, improve fraud investigation through enhanced case tracking systems, and enhance payments and appeals processing.

As the agency readies itself for the future, CGI looks forward to helping CMS continuously evolve its IT infrastructure to meet the needs of the nation, while maximizing operational efficiencies and restraining costs.



Client's challenge

Implement a single student record that follows students from preschool through their high school education

CGI's solution

Replace five key systems with the new CHARLEMAGNE platform

On October 27, 2008, as planned, CHARLEMAGNE was launched across the entire Québec education system. The system is already used on a daily basis and has carried out over two million transactions during 2008.

The Ministère de l'Éducation, du Loisir et du Sport du Québec

is the government authority responsible for ensuring that Québec's citizens receive the educational services they need to develop as individuals and become active, contributing members of society.

Launched in September 2000, the single student record project—targeting preschool, elementary and high school levels—aimed to integrate five information systems related to three spheres of activity: school attendance, certification of studies, and the funding of institutions and associated controls. The new platform was slated to be fully operational by October 2008. The Ministère de l'Éducation sought to align itself with a partner capable of developing the new, highly strategic system and support it in its mission to manage change internally and within the education system itself.

Having already partnered with the Ministère in the design, creation and implementation of its online student financial assistance system, CGI emerged as the ideal candidate for the project.

In both its creation of the financial assistance system and development of the site's navigation tools, CGI provided innovative solutions to meet the client's expectations. CGI based its platform on processes that can be updated easily and adapted to regulatory changes as they occur.

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The Ministère has also selected CGI as a partner to develop and implement its new IT environment. This pivotal project aims to use advanced technology to integrate and optimize all of the information coming from the Ministère and the province's educational institutions.

Client's challenge

Legacy system no longer addresses financial management challenges under a deepening budget crisis

CGI's solution

Upgrade the financial management system to streamline processes, improve reporting, enhance responsiveness and reduce costs

"Our relationship with CGI spans two decades. We value the continuity of our partnership, CGI's commitment to providing solutions that are truly built-for-government, and the results they have delivered to the City and state and local governments around the world."

RANDI LEVIN
Chief Technology Officer and
General Manager,
Information Technology Agency,
City of Los Angeles

The City of Los Angeles is the second largest city in the United States with 4 million citizens. Managing the City's \$4.5 billion budget during the current financial crisis is a tall order, especially when forced to rely on a 20-year-old legacy system. The City's current financial management system is labor intensive, and had not been upgraded to provide the capabilities needed to monitor financial performance and support decision making.

The City selected CGI's AMS Advantage® ERP solution to modernize its financial management system and achieve its goal to create a leaner, more efficient government. In addition to improving service delivery, AMS Advantage will improve the efficiency of city operations, improve tools for data analysis, and provide better data for decision-makers and stakeholders at all levels.

Working with CGI on this strategic initiative, the City will take advantage of the current best practices for government accounting and improve its ability to set and achieve performance measures that will give the City of Los Angeles a solid foundation for the future.