



**2013 North American Government Cloud Solutions  
Company of the Year Award**



F R O S T & S U L L I V A N



50 Years of Growth, Innovation & Leadership

## **Company of the Year Award Government Cloud Solutions North America, 2013**

### **Frost & Sullivan's Global Research Platform**

Frost & Sullivan is in its 50th year in business with a global research organization of 1,800 analysts and consultants who monitor more than 300 industries and 250,000 companies. The company's research philosophy originates with the CEO's 360-Degree Perspective™, which serves as the foundation of its TEAM Research™ methodology. This unique approach enables us to determine how best-in-class companies worldwide manage growth, innovation and leadership. Based on the findings of this Best Practices research, Frost & Sullivan is pleased to present the 2013 North American Company of the Year Award in Government Cloud Solutions to CGI.

### **Significance of the Company of the Year Award**

#### **Key Industry Challenges Facing Cloud Computing in Government**

Government organizations face many of the same business and IT challenges as private sector enterprises, such as inefficient legacy systems and processes, reduced budgets for IT infrastructure spend, resource constraints, and fragmented and often unpredictable demand for applications and services. Furthermore, the current Federal IT environment is characterized by low asset utilization and high maintenance and support costs. Frost & Sullivan notes that these challenges negatively impact the ability of agencies to serve the public in a timely and cost-effective manner.

To overcome these challenges, the U.S. Federal Government instituted a 'Cloud First' policy, which requires agencies to evaluate secure cloud computing options before making new IT investments. Successful implementation of the policy requires agencies to think of IT in terms of on-demand services, as opposed to assets that need to be owned and managed. This also calls for changes in how agencies source and manage IT.

However, Frost & Sullivan points out that most agencies don't have a lot of experience in sourcing, implementing, and managing cloud services. They are also uncertain about the security, compliance, and reliability of third party cloud services and providers. Agencies therefore need third party providers to assist them in all aspects of their cloud migration needs, from readiness and opportunity assessment, to solution selection and implementation, to ongoing management.

Cloud service providers are challenged with helping Government agencies be more efficient, agile, and innovative, while also addressing all of the aforementioned challenges. Frost & Sullivan feels that cloud service providers need to offer agencies a wider range of cloud

solutions that are highly secure, reliable, flexible, and cost-effective, while also making sure they meet all Federal standards for security and compliance.

### Key Benchmarking Criteria for Company of the Year Award

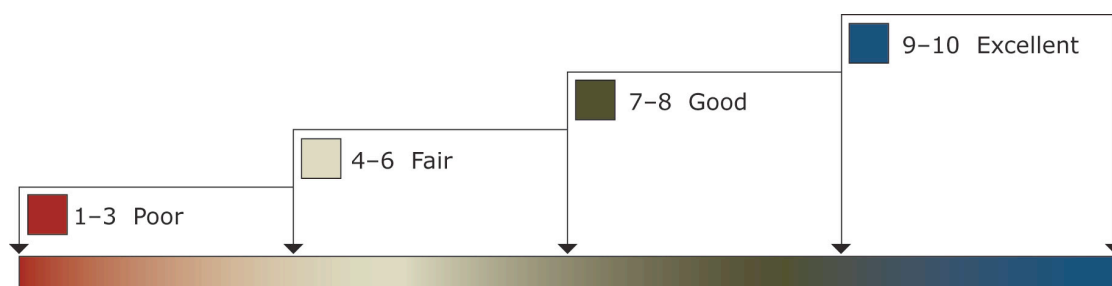
For the Company of the Year Award, the following criteria were used to benchmark CGI's performance against key competitors:

- **Growth Strategy Excellence**
- **Growth Implementation Excellence**
- **Degree of Innovation with Products and Technologies**
- **Leadership in Customer Value**
- **Leadership in Market Penetration**

### Decision Support Matrix and Measurement Criteria

To support its evaluation of best practices across multiple business performance categories, Frost & Sullivan employs a customized Decision Support Matrix (DSM). The DSM is an analytical tool that compares companies' performance relative to each other with an integration of quantitative and qualitative metrics. The DSM features criteria unique to each Award category and ranks importance by assigning weights to each criterion. The relative weighting reflects current market conditions and illustrates the associated importance of each criterion according to Frost & Sullivan. Fundamentally, each DSM is distinct for each market and Award category. The DSM allows our research and consulting teams to objectively analyze each company's performance on each criterion relative to its top competitors and assign performance ratings on that basis. The DSM follows a 10-point scale that allows for nuances in performance evaluation; ratings guidelines are shown in Chart 2.

**Chart 2: Performance-Based Ratings for Decision Support Matrix**



This exercise encompasses all criteria, leading to a weighted average ranking of each company. Researchers can then easily identify the company with the highest ranking. As a final step, the research team confirms the veracity of the model by ensuring that small changes to the ratings for a specific criterion do not lead to a significant change in the overall relative rankings of the companies.

**Chart 3: Frost & Sullivan's 10-Step Process for Identifying Award Recipients**

### Best Practice Award Analysis for CGI

The Decision Support Matrix, shown in Chart 4, illustrates the relative importance of each criterion for the Company of the Year Award and the ratings for each company under evaluation. To remain unbiased while also protecting the interests of the other organizations reviewed, we have chosen to refer to the other key players as Competitor 1 and Competitor 2

**Chart 4: Decision Support Matrix for Company of the Year Award**

<i>Measurement of 1-10 (1 = lowest; 10 = highest)</i>	<b>Award Criteria</b>					
	Growth Strategy Excellence	Growth Implementation Excellence	Degree of Innovation with Products and Technologies	Leadership in Customer Value	Leadership in Market Penetration	<b>Weighted Rating</b>
<b>Relative Weight (%)</b>	<b>20%</b>	<b>20%</b>	<b>20%</b>	<b>20%</b>	<b>20%</b>	<b>100%</b>
<b>CGI</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>9.0</b>
Competitor 1	9	8	9	7	8	8.2
Competitor 2	8	7	8	8	7	7.6

### About CGI

CGI is a global IT services and business process outsourcing provider, with over 72,000 employees in more than 40 countries. CGI offers a comprehensive portfolio of services

including application management, infrastructure management, systems integration and consulting, business process services, cloud computing, as well as a wide range of proprietary IT solutions.

The Government sector is a major practice area for the company, and CGI has over 35 years of experience serving federal, state, and local governments across the U.S., Canada, Europe, and Australia. CGI's Government clients in North America include over 100 U.S. federal agencies, nearly 200 U.S. state and local government clients, and 95 federal departments, agencies, and provincial governments in Canada.

Cloud computing represents a key solution area for CGI in the Government sector, one in which CGI offers end-to-end cloud solutions for federal, state, and local government clients.

### **Criterion 1: Growth Strategy Excellence**

CGI is a full-service IT services provider, and leverages its rich experience and expertise in IT infrastructure and managed services to help its Government clients successfully navigate the discovery, implementation and ongoing management of cloud solutions. CGI is also well-recognized as a trusted advisor by its Government clients, who include over 100 U.S. federal agencies and nearly 200 U.S. state and local government clients.

CGI seeks to be the leading end-to-end cloud solution provider for its Government clients. The company's cloud offerings include:

- Assessment services – business, infrastructure, application readiness assessment; business case; transition roadmap; proof of concept.
- IaaS – storage, backup and archive; compute, network and security services; virtual desktop services; private, public, and hybrid deployment options.
- SaaS – email, enterprise social media & collaboration, and office productivity applications; industry-specific applications; partner applications such as Akamai, BMC, Cisco, Cirba, EMC, Hitachi Data Systems, Microsoft, Tibco, and VMware.
- Security services – Managed security services; risk management; BC/DR; IAM; vulnerability scanning; Federal cloud security
- Cloud management – cloud service provisioning; continuous monitoring and reporting; automated ITIL based service management; rating, billing, and order management; public sector cloud portal.
- Consulting and systems integration; operations and maintenance; governance.

CGI's comprehensive, end-to-end cloud solutions help government agencies meet federal

mandates, cut costs, increase efficiencies, and improve the agility and effectiveness of agency programs.

## **Criterion 2: Growth Implementation Excellence**

Frost & Sullivan notes that CGI was the first company to be granted Authority-to-Operate (ATO) on the U.S. General Services Administration's (GSA) Infrastructure as a Service (IaaS) Blanket Purchase Agreement (BPA). The ATO enables U.S. federal, state, and local entities to immediately order CGI's cloud infrastructure services. To secure this ATO, CGI passed the rigorous assessment and accreditation process as established in GSA's IaaS BPA, meeting all of the technical, management, and security requirements, including FISMA-moderate.

CGI is the first major service provider to have successfully completed the Federal Risk and Authorization Management Program (FedRAMP) certification process. Cloud service providers that are granted FedRAMP ATOs would have not only met federal baseline standards, but would have also met additional requirements as established by the GSA, the Department of Homeland Security (DHS), and the Department of Defense (DOD). GSA announced on January 31<sup>st</sup> that CGI has received FedRAMP certification.

These certifications are expected to accelerate the adoption of CGI's cloud solutions by Federal agencies, as it greatly simplifies the procurement process for agencies and positions CGI as a leading preferred cloud solution provider for government agencies.

## **Criterion 3: Degree of Innovation with Products and Technologies**

CGI offers a well-differentiated cloud portal specifically designed to aid government agencies buy and manage cloud resources easily and cost-effectively. This also gives agencies greater control over their cloud environment.

Key features of this portal include:

- Service catalog – a catalog of cloud products and services offered by CGI and its partners
- Service management – Order management; presenting the products and services provisioned; pay-as-you-go billing and invoice tracking
- Virtual Machine management – enables on-demand provisioning and de-provisioning of VM resources
- Managed security – continuous monitoring and reporting of operational metrics for security purposes

CGI is also adapting its industry-leading IP-based applications developed for government

clients to support the cloud-based software-as-a-service model.

#### **Criterion 4: Leadership in Customer Value**

CGI has demonstrated the strongest commitment and capabilities to help its government clients navigate all aspects of their cloud migration needs, from readiness and opportunity assessment, to solution selection and implementation, to ongoing management. The company has also successfully completed federal certifications that make it easier for government agencies to engage CGI as a preferred provider for their cloud computing needs.

Furthermore, CGI recognizes that as government agencies move more workloads into cloud environments, sourced from multiple providers, there will be a strong need for unified service management. Frost & Sullivan expects that CGI is well positioned to be the preferred 'cloud services integrator', helping government agencies manage multiple cloud service providers, and integrate new services with existing services, managed as a unified service via CGI, with one bill.

#### **Criterion 5: Leadership in Market Penetration**

CGI has been a trusted partner for U.S. defense, civilian, and intelligence agencies for over 35 years. The company supports its Government clients with a wide variety of business and IT solutions, including cloud computing.

CGI provides cloud infrastructure support to over 50 government agencies, including the U.S. General Services Administration's (GSA), Department of Homeland Security (DHS), Department of Defense (DOD), Department of Labor (DOL), Environmental Protection Agency (EPA), National Archives and Records Administration, and the Federal Trade Commission (FTC). The company also provides a wide variety of SaaS solutions for a number of federal, state, and local government clients.

CGI continues to aggressively penetrate the Government market with its broad and deep portfolio of cloud services and solutions, backed by its experience and expertise in the government sector, and federal security certifications.

#### **Conclusion**

In comparison to other market participants, Frost & Sullivan appreciates the fact that CGI has demonstrated strong commitment and capabilities to help its government clients evaluate, implement, and manage cloud solutions more easily, successfully, and cost-effectively. The company supports federal, state, and local government clients with end-to-end cloud solutions, ranging from cloud infrastructure-as-a-service, to software-as-a-service applications, to cloud security and management tools. CGI has also been the first company to successfully complete key federal certifications that greatly simplify the procurement process for government agencies; this nicely positions CGI as a preferred



cloud solution provider for government clients.

Frost & Sullivan is therefore pleased to present CGI with the 2013 Company of the Year Award. The Award recognizes the company's demonstrated excellence in solution strategy, implementation, innovation, customer value, and market penetration in the Government Cloud Solutions Market.

## The CEO 360-Degree Perspective™ - Visionary Platform for Growth Strategies

The CEO 360-Degree Perspective™ model provides a clear illustration of the complex business universe in which CEOs and their management teams live today. It represents the foundation of Frost & Sullivan's global research organization and provides the basis on which companies can gain a visionary and strategic understanding of the market. The CEO 360-Degree Perspective™ is also a "must-have" requirement for the identification and analysis of best-practice performance by industry leaders.

The CEO 360-Degree Perspective™ model enables our clients to gain a comprehensive, action-oriented understanding of market evolution and its implications for their companies' growth strategies. As illustrated in Chart 5 below, the following six-step process outlines how our researchers and consultants embed the CEO 360-Degree Perspective™ into their analyses and recommendations.

**Chart 5: The CEO's 360-Degree Perspective™ Model**

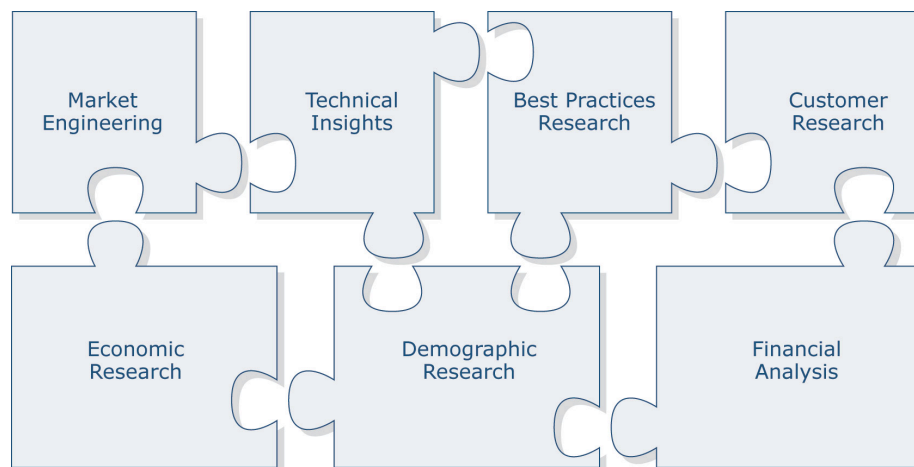




## Critical Importance of TEAM Research

Frost & Sullivan's TEAM Research methodology represents the analytical rigor of our research process. It offers a 360-degree view of industry challenges, trends, and issues by integrating all seven of Frost & Sullivan's research methodologies. Our experience has shown over the years that companies too often make important growth decisions based on a narrow understanding of their environment, leading to errors of both omission and commission. Frost & Sullivan contends that successful growth strategies are founded on a thorough understanding of market, technical, economic, financial, customer, best practices, and demographic analyses. In that vein, the letters T, E, A and M reflect our core technical, economic, applied (financial and best practices) and market analyses. The integration of these research disciplines into the TEAM Research methodology provides an evaluation platform for benchmarking industry players and for creating high-potential growth strategies for our clients.

**Chart 6: Benchmarking Performance with TEAM Research**



## About Frost & Sullivan

Frost & Sullivan, the Growth Partnership Company, enables clients to accelerate growth and achieve best-in-class positions in growth, innovation and leadership. The company's Growth Partnership Service provides the CEO and the CEO's Growth Team with disciplined research and best-practice models to drive the generation, evaluation and implementation of powerful growth strategies. Frost & Sullivan leverages 50 years of experience in partnering with Global 1000 companies, emerging businesses and the investment community from more than 40 offices on six continents. To join our Growth Partnership, please visit <http://www.frost.com>.