

Experience the commitment

At CGI, we're in the business of satisfying clients by helping them win and grow. For 33 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 a strong base of 26,000 professionals operating in 107 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 optimal combination of value and expertise required for their success. We define success by helping our clients achieve superior performance and gain competitive advantage.

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 improve and transform their business environments

Unique global delivery options—combines onsite responsiveness through our local offices with remote delivery capabilities through CGI's onshore, nearshore and offshore centers of excellence

Quality processes—ISO 9001:2004-certified operations ensure a high level of client, member and shareholder satisfaction. In addition, 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, many of which are mission-critical. This enables us to improve all facets of our clients' operations. Key service areas include:

Systems integration and consulting—strategic plans, system architecture, system development and implementation of business and technology solutions

Application management—day-to-day maintenance and improvement of clients' business applications

Technology management—comprehensive infrastructure management capabilities that adapt to clients' unique business needs and service priorities

Business process services—management of back-office business processes to streamline operations

Our markets

CGI offers its end-to-end services to a select set of geographies, covering 75% of global IT spending, and economic sectors in which we have deep business and technical expertise, covering 90% of global IT spending. This allows us to fully understand our clients' business realities and to have the know-how and solutions needed to advance their business goals.

Financial services—helping leading institutions including most major banks in the Americas and Europe as well as P&C and health/life insurers

Telecommunications and utilities—helping global telecom providers and more than 60 utilities in North America and Europe

Government and healthcare—helping hundreds of federal, provincial and state governments, hospitals and healthcare systems

Manufacturing—helping global leaders from multiple manufacturing segments, including aerospace, mining and metals, chemicals, and oil and gas

Retail and distribution—helping over 250 retailers and leading companies from multiple distribution segments and channels

Our Build and Buy profitable growth strategy

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

Organic growth

Systems integration contracts and projects

- Develop new client relationships
- Win new contracts and renewals
- Extend service offerings to existing clients

Outsourcing contracts

- Win outsourcing contracts with new and existing clients
- Grow pipeline of outsourcing proposals

Acquisitions

Niche market acquisitions

- Enhance vertical offerings
- Increase geographic presence
- Increase the richness of offerings

Transformational acquisitions

- Increase geographic presence
- Increase critical mass to qualify for more large contracts
- Ensure strategic fit and accretion to net earnings

Contract types

58% Management of IT and business functions (outsourcing)

47% IT services

11% Business process services

42% Systems integration and consulting

Geographic markets

57% Canada

36% United States

7% Europe and Asia

Targeted verticals

66% Commercial private sector

33% Financial services

15% Telecommunications and utilities

12% Retail and distribution

6% Manufacturing

34% Government and healthcare

Backlog of long-term signed contracts

\$10.9 billion
with an average life of 6.3 years remaining

Based on fiscal 2009 revenue