



At CGI, we understand that quality is critical to the success of any project or long-term outsourcing engagement. After all, achieving desired outcomes is not just about technology, it's about good management. Our quality system is structured to entrust responsibility for quality management to professionals at every level of our organization. As a result, clients can rely on CGI's consistent on-time, on-budget services and solutions.

- 8.9/10 SATISFACTION SCORE
FROM 2,400 SIGNED CLIENT
ASSESSMENTS
- EXCEPTIONAL RECORD OF
ON-TIME, ON-BUDGET DELIVERY

QUALITY COMMITMENT

DIRECTV, Inc. is the United States' number one satellite television service, presenting the finest television experience available to more than 18.4 million customers. Each day, DIRECTV subscribers enjoy access to over 265 channels of 100 percent digital picture and sound, exclusive programming, industry-leading customer satisfaction (which has surpassed all national cable companies for nine years running) and superior technologies.

DIRECTV partnered with CGI to gain increased insight into its customers in an effort to maintain its leading customer satisfaction rating. In the spring of 2008, CGI successfully implemented CGI's CACS® collections solution and Strata® decision engine, and now provides the ongoing maintenance of CACS. As a result of the partnership, DIRECTV has the needed tools to improve retention and build profitable customer relationships—key attributes in this economy. Due to the hosting agreement, DIRECTV is also able to focus fully on the strategic initiatives driven from the collections intelligence.

Key to the partnership is CGI's commitment to quality. CGI combines collections technology, project management experience and thought leadership with a continuous satisfaction assessment and feedback program. As a result, DIRECTV can rely on CGI's ability to help achieve quantifiable and relevant collections results.

“As the leading provider of digital television entertainment services, DIRECTV is dedicated to being on the forefront of market innovation. Through our partnership with CGI, we have significantly enhanced our collections capabilities which support our drive to gain additional insight into our customers. CGI's quality commitment, collections expertise and technology capabilities have been significant factors in helping us retain and win new business.”

John Murphy
Senior Vice-President, Controller and Chief Accounting Officer
DIRECTV