

Canada Post and Purolator Courier

Canada Post partners with CGI for IT infrastructure services

From our data centers in Montreal and Toronto, CGI provides IT infrastructure management services to more than 700 Canada Post sites across Canada, increasing efficiencies and reducing costs for Canada's fourth largest employer.

THE SOLUTION

CGI is providing the following infrastructure management services to Canada Post and its subsidiary Purolator Courier:

- Comprehensive and ongoing access to information and intelligence regarding developments and innovations in IS/IT and e-business technologies, applications, and business models
- Implementation methodology concepts and project management frameworks
- Multi-terabyte EMC storage array and SAN storage and backup environment (300 TB)
- Network modernization of voice and data (500 routers/hubs, 1,000 switches, 24,000 telephones, 200 telephone switches)
- Server virtualization (Unix and Wintel) of an environment that processes several million transactions a day (300 Wintel/Novell and 185 Unix server instances)
- Transition of workstations to a managed service model (12,000+ desktops and laptops) with both remote and onsite support and distributed file and print services at corporate locations
- Email services, encompassing 16,000 mailboxes across 15 Exchange servers
- Mainframe downgrade/refresh
- Service desk for all infrastructure and application end users (approximately 12,000 (USD & ASD) calls per month)
- Modernization of SAP environment with 12,000+ end users, 40 SAP instances, and 200 application interfaces
- Web-based online shipping services for thousands of additional customers
- Service delivery that contributes to cost savings for Canada Post.

THE RESULTS

- Streamlined administrative processes
- Increased IT buying power
- Reduced IT expenses by as much as 20 percent in the first two years and 25 percent overall in eight years
- Increased cost control through predictability

CASE STUDY

POSTAL INDUSTRY

Canada Post Corporation (Canada Post) provides mail delivery to more than 15 million addresses, handling 45 million items every business day and nearly 12 billion pieces annually. Its 15,000 letter carriers and 6,000 route drivers cover a delivery area larger than that actively served by the postal service of any other nation.

Canada Post is owned by the Canadian government and is the nation's fourth-largest employer, with approximately 72,000 full and part-time employees who provide a full range of delivery, logistics and fulfillment services to customers. Canada Post's group of companies includes Purolator Courier, Canada's leading overnight courier company, SCI Group, Canada's logistics outsourcing services provider, and Innovapost, the group's IT shared services provider.

- Maximized synergies across Canada Post companies
- Increased ability to react to market needs through timely IS/IT solutions
- Enhanced access to a varied selection of experienced IS/IT professionals.
- Increased revenue and profitability through innovative solutions
- Infrastructure modernization and stability
- Simplified vendor accountability through third-party vendor management
- Improved service levels and cost savings through the implementation of standard methodologies and processes
- Quick detection of virus threats and containment of damage

ABOUT CGI

With 69,000 professionals operating in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

For more information, please contact us at info@cgi.com or visit www.cgi.com.