

Breaking through to new earnings growth

Global competition, increasing customer and shareholder expectations, and the convergence of service and product offerings are causing insurers, banks and securities firms to reevaluate how they do business. To adapt and win in this environment, financial services companies are focusing on what delivers business value and sustains day-to-day operations. Business process transformation, managed services and advanced technologies are the answers to reducing complexity and driving differentiation—allowing firms to quickly deliver more targeted products and services. Financial services firms that have adopted these strategies are breaking through to new earnings growth.

“CGI played a major role in the large-scale migration of our entire computing environment to Windows, completed in 2005, which included more than 24,000 workstations and 1,500 servers in 1,600 separate locations. CGI quickly understood our requirements and demonstrated a high-level of commitment and flexibility in achieving a successful migration. The quality work of the team resulted in enormous satisfaction of our clientele. There is no doubt that CGI is a partner of choice.”

RICHARD HALLEY
*Senior Vice-President,
Operational Effectiveness
and Information Technology,
Fédération des caisses
Desjardins du Québec*

“To implement a point of sale system that aligned our business with the FSA’s recommendations around simplifying sales of stakeholder products, CGI was our natural partner of choice. They assisted in the ideas and developed the systems to enable Foresters to achieve this strategic change,

resulting in a 30 percent increase in sales. With CGI’s solution and ongoing support, we provide excellent customer value and further our reputation of delivering quality and service in everything we do.”

EUAN ALLISON
*Managing Director,
Forester Life Ltd.*

“For the past two years, CGI has overseen the management of our growing application base and has successfully executed several strategic development projects. CGI has helped us to improve the quality of our environment and raise user satisfaction levels. As we look to embark upon significant change initiatives, we are counting on the support and capabilities of partners such as CGI. We look forward to continuously accessing the best of CGI to achieve our goals.”

ALICE KEUNG
*Senior Vice-President—
Information Technology and
Chief Information Officer,
National Bank of Canada*

Transforming government and healthcare to better meet constituent needs

Governments at all levels share aspirations to better serve and provide for their citizens. At the same time, governments face unprecedented financial pressures. They must cope with constrained revenues, mounting health and socioeconomic program costs due to aging populations, and a vacuum of knowledge left by a vast retiring workforce. The good news is that governments are finding new ways to harness and integrate innovative business processes and technology solutions to help them become more efficient and productive while better meeting constituents' needs.

"We were so committed to an entirely electronic records and document management system that we did not include any paper filing areas in the floor plan of our new hospital. CGI-AMS helped us reach a truly ambitious goal: to give our clinicians instant access to medical records—anytime, anywhere—to adhere to security and privacy requirements, and to integrate the new solution with our existing health information system."

BARBARA MANOR
*Director of Health
Information Management,
Exempla*

"Since 1999, CGI-AMS has been our key partner in our financial management modernization effort. To date, they've implemented and supported Phoenix—our financial management system based upon CGI-AMS's Momentum solution—at USAID's Washington headquarters and at 22 worldwide missions, with the rollout of 28 more to come. They have demonstrated flexibility in adapting to various languages and cultural differences, as well as in overcoming geographic and telecommunications challenges. With CGI-AMS, we are achieving our vision of a global and web-enabled, agency-wide financial management system."

LISA FIELY
*Chief Financial Officer,
U.S. Agency for International
Development (USAID)*

Adapting to changing market dynamics

Heightened customer sophistication, intense competition and technology convergence all combine to challenge the telecom industry like never before. Service providers are responding to this challenge with continued diligence by quickly optimizing and consolidating legacy voice and data services, investing in next-generation services, and building adaptive, flexible operating models. For utilities, deregulation, regulatory pressures and customer expectations for low rates and high-quality services are major forces. To respond, utilities are seamlessly integrating highly collaborative systems and processes to achieve immediate access to critical information, to reduce costs, and to increase productivity, safety and organizational efficiency.

“In our industry, our focus is to serve our clients by providing them with services within a safe and environmentally sound manner. Broadening our existing relationship with CGI will enable us to stay focused on the core competency of our business while benefiting from our partner’s recognized industry expertise and best-of-breed technology and services.”

PAUL SCHULTZ
*OMS/MDS Project Manager,
Los Angeles Department
of Water and Power*

“Verizon Wireless is committed to delivering fast and reliable service on the nation’s best network, and CGI-AMS has been a long-time partner in helping us maintain this leadership position. From delivering tools that allow us to make better business decisions to implementing solutions that

increase customer service, CGI-AMS works with us in a spirit of true teamwork that results in efficiency gains, top-notch business practices and a keen focus on the customer.”

ROBERT B. SMITH
*Director of Information Technology,
Verizon Wireless*

“We appreciate the commitment and positive spirit of all CGI members, and enjoy the mutual trust in all our working relationships. The mental and local proximity is a valuable advantage and asset. They have proven their ability to manage complex business and technical situations, and their flexibility, more than once.”

HARTMUT KREMLING
*Chief Technology Officer,
Vodafone Germany*

Building profitability and customer preference

The fiercely competitive nature of the retail and distribution sector is causing these industries to rethink their entire approach to business. To compete and win, companies are establishing flexible and customer-centered operating models. Through adaptive strategies and technologies and the appropriate architectures and frameworks, retailers and distributors are transforming their infrastructures to establish deep, demand-driven supply chains and to provide responsive and superior service. By assessing internal competencies against this vision, retailers and distributors are achieving the differentiation needed to drive growth and customer loyalty.

“As Canada’s largest telephone directories publisher, the Yellow Pages Group has been an industry leader since it published its first directory in 1908. Our partnership with CGI helps us continue this strong tradition of excellence. As part of a seven-year IT outsourcing contract, CGI provides the technology foundation that allows us to meet our strategic goals. With CGI, we have a true partner that shares our commitment to delivering services with the highest levels of quality, reliability and availability.”

YVAN PROTEAU

*Chief Information Officer,
Yellow Pages Group*

Transforming supply chains for enhanced profitability and global competitiveness

Consolidation and globalization are driving manufacturers to radically transform their supply chains. Manufacturers that harness explosive global supply and seize opportunities to redefine their operational and competitive footprints will become tomorrow's industry leaders. Embracing this new vision requires adopting adaptive strategies, services, processes, platforms and technologies. Those companies that boldly undertake this approach will enhance productivity, streamline procurement, accelerate production and open multiple service channels.

"When Imagistics was created from a Pitney Bowes spin-off in late 2001, we had an aggressive timeline to create the technology infrastructure that would support our business. We made the right decision in partnering with CGI. They successfully managed the transition and continue to manage all of our IT infrastructure services. Their service flexibility and technology expertise allow us to continuously adapt as our business grows. We've developed a true partnership with CGI—one that allows us to stay focused on our commitment to service excellence and profitability."

ROBERT BUTLER
*Chief Information Officer,
Imagistics International Inc.*

"When it came to implementing a new ERP system, CGI was our partner of choice. They were the glue that pulled together the processes, technologies and people required to design and implement an effective solution. Most importantly, they brought the best practices needed to ensure a smooth and seamless transition—allowing us to continuously serve customers with the highest levels of service."

MIKE COTÉ
*Vice-President, Logistics,
Neilson Dairy*

Achieving optimal business performance

All industries are under enormous pressure to do more with less, causing many businesses and governments to take a sharper and evolving view of what is core to fulfilling their missions. To better focus on strategic functions, leading organizations are outsourcing their non-core yet critical back-office functions to achieve needed performance results. By working with an experienced partner that combines industry expertise with strong business process capabilities, businesses and governments can lower costs, improve execution and, more importantly, focus on what matters most—serving customer needs.

“Public housing authorities across the country are challenged to reinvent how they achieve their mission to provide affordable housing to eligible low income families. CGI, with its unique and innovative business approach, has been a true partner to CMHA. Their depth of industry knowledge, use of technology and outstanding business process services delivery capability have helped us meet our challenges. In 2005, we celebrated five years of partnership with CGI and look forward to the next five.”

DENNIS GUEST
*Executive Director,
Columbus Metropolitan
Housing Authority*

“CGI delivers excellent value. They combine a strong understanding of our business with application development and management expertise to complete projects on schedule.”

CLAUDE SMITH
*Vice-President and Chief
Information Officer,
Kingsway Financial Services Inc.*