

A close-up photograph of a hand holding a white card with the word "Optimum" written on it, inserting it into a card reader. In the foreground, a calculator is visible, with its LCD screen showing "16:49" and "TR. CARD". The calculator has various colored buttons: orange, black, white, and green. The background is blurred, showing more of the hand and the card reader.

\_experience the commitment



## Store Systems Outsourcing

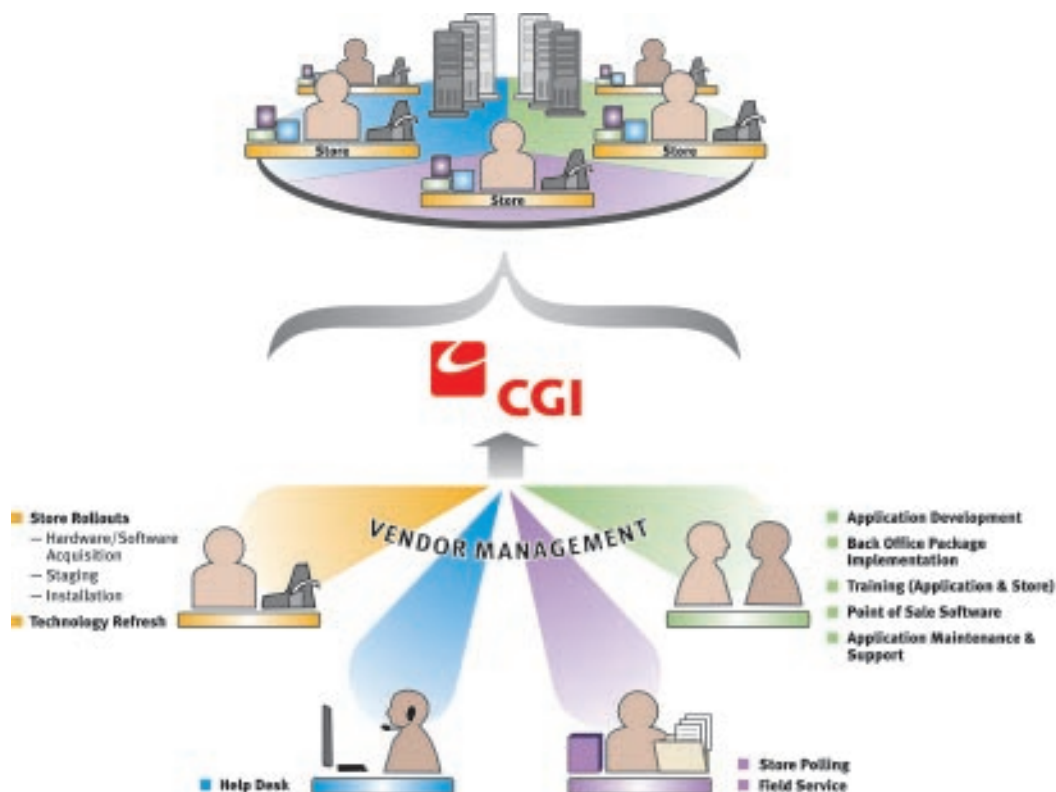
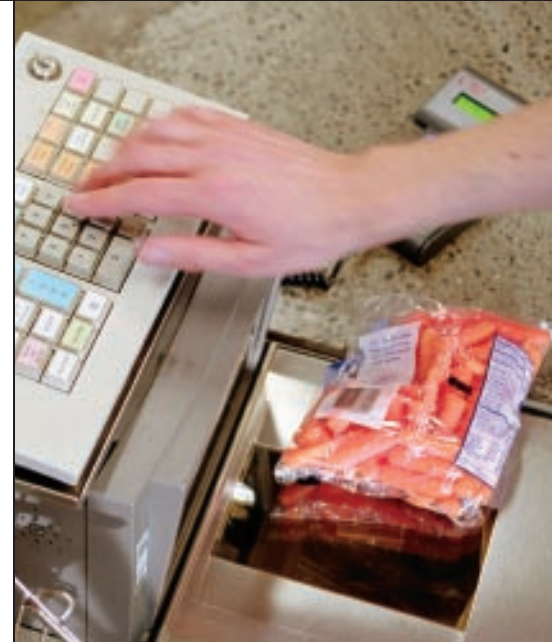
## The challenge for retailers: finding better ways of doing business

Today's competitive pressures are driving retailers to find better ways of doing business. Increasing globalization, the effects of a general economic slowdown, and the impact of sector consolidation and convergence are creating significant cost and margin pressures. Ready access to product information and a myriad of product choices have shifted power to the consumer, resulting in higher customer expectations.

To stay competitive, retailers are racing to differentiate themselves based on customer service, reduce time to market for new products, and streamline operations. The strategic use of information technology has become critical to their success. The rapid pace of changing technology and the cost and complexity of using that technology effectively, however, are formidable challenges. As a result, retailers are increasingly turning the IT side of their business over to a partner who can implement and manage tech-

nology solutions and activities more quickly and cost-effectively while enabling the retailer to focus on their core business.

For over 27 years, CGI has been a committed IT partner to the retail sector, helping retailers capitalize on the strengths of IT to achieve value-driven business results. Our vision combined with practical approaches and cutting-edge solutions provide retailers what they need to thrive in an increasingly unpredictable business climate.





## CGI's solution: Store Systems Outsourcing (SSO)

CGI is in the business of managing and improving retail store information technology as a long-term outsourcing partner. We offer a unique suite of outsourcing services designed to address a retailer's end-to-end store technology needs. As your outsourcing partner, CGI can perform all store technology related activities including:

- Hardware/software procurement
- Asset refresh or standardization
- Staging/integration/installation
- Help Desk support
- Field services maintenance
- Store polling
- Application support and development
- Management of new store rollouts
- Network management
- Asset management
- Vendor management

Retailers can select a single service or any combination of services, depending on their business needs. Services can be delivered through CGI's own teams or in partnership with your preferred third-party vendors, ensuring that you receive the best solutions at the best prices. In working with third-party vendors, CGI serves as a single point of contact for our clients, managing all aspects of the vendor relationship. CGI provides these services using a flexible approach to pricing in order to meet your business needs.

CGI's Store Systems Outsourcing vision is to provide customers a comprehensive, world-class, in-store technology solution. As an outsourcing partner, CGI offers retailers access to new technology, proven expertise and global best practices that deliver a wealth of benefits.

### ***Strategic Benefits***

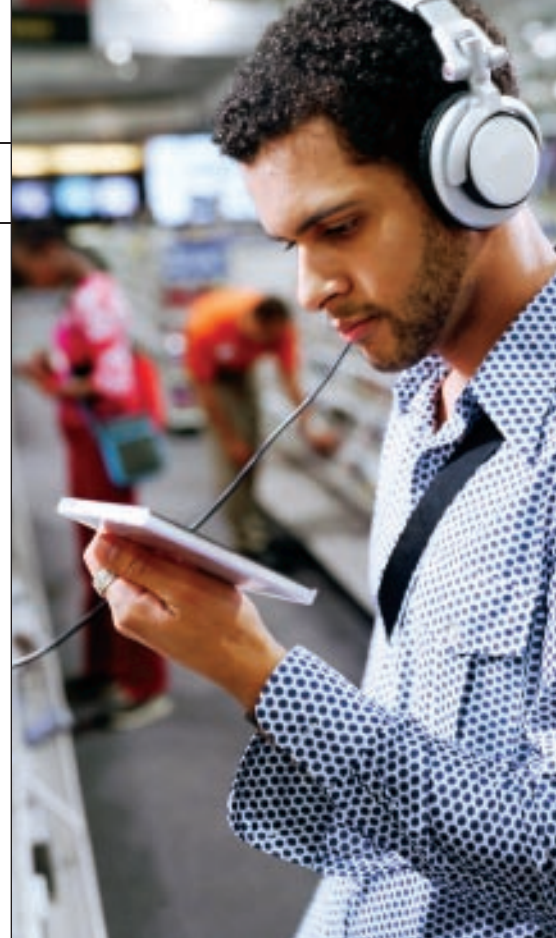
- Free up management to focus on core business mission
- Free up key IT resources to focus on strategic projects
- Reduce risk by partnering with a large, world-class IT organization
- Provide access to newer technology

### ***Management/Operational Benefits***

- Manage performance to service levels rather than tasks
- Focus on a single point of responsibility for all store information technology rather than multiple vendors
- Ensure increased productivity with proven processes and procedures

### ***Financial Benefits***

- Optimize operating and investment budgets
- Reduce technology-related investment risks
- Stabilize budgets
- Provide access to improved purchasing power and established partnership agreements
- Match payment structures to financial needs



## Why CGI?

Capturing the full value of a long-term relationship depends on choosing the right partner. CGI's retail practice professionals are focused exclusively on the retail sector. This high-level of expertise has led to long-term client relationships that have produced scores of successfully completed retail projects.

CGI views outsourcing as a win-win partnership based on mutual trust, respect and flexibility. Every engagement we undertake is founded on the principles that the client is in complete control, its management deserves our respect and support, and we must respond to its changing business needs with speed and flexibility. Operating under our ISO 9001 certified Client Partnership Management Framework processes, we strive to consistently:

- Understand the client's strategic goals and unique business requirements
- Provide service level agreements that carefully define and measure our success
- Meet or exceed guaranteed service levels
- Provide best-in-class services
- Deliver on time and on budget
- Maintain the highest quality standards and objectivity
- Add significant, demonstrable value

Our long track record of completing large-scale projects on time and on budget coupled with our industry expertise, global delivery capabilities and flexible partnership approach minimize retailers' risks and ensure business excellence. The foundation of our success is our commitment to quality. CGI's ISO 9001 certified processes help control the quality of our services from beginning to end, enabling us to maintain a high level of productivity, respond quickly and professionally to our clients' needs, and exceed their expectations.

To learn more about CGI's Store Systems Outsourcing services, visit [www.cgi.com](http://www.cgi.com) or e-mail us at [info@cgi.com](mailto:info@cgi.com).

## Corporate Profile

CGI clients around the world gain the advantage of knowledgeable, dedicated partners working to develop and implement IT oriented solutions for business and technology challenges.

CGI is one of the largest independent information technology services firms in North America. CGI couples extensive industry sector expertise with a full range of services including strategic IT and management consulting, systems integration, and management of IT and business functions.

