



...experience the commitment™



# Application management

## COMPANY PROFILE

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in our clients' challenges and delivering quality services to solve them. As a leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ worldwide offices, giving us the competitive advantage of close proximity to our clients.

Through these offices, CGI offers local partnerships and a balanced blend of global delivery options—including onshore, nearshore and offshore expertise—to ensure clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve results.

## SERVICES FROM CGI'S INDIA DEVELOPMENT CENTER

CGI provides end-to-end IT and business process services to clients worldwide, using a highly customized, cost-efficient delivery model that combines onsite and offsite operations. Our global delivery capabilities include onsite, onshore, nearshore and offshore options, giving our clients the flexibility to choose the model that best meets their needs and requirements.

CGI has become a partner of choice by listening to our clients and by nurturing an internal business concept that provides the right degree of empowerment and accountability at all levels.

- Our ISO 9001 certified and SEI CMMI Level 5 processes ensure that projects and operations are properly scoped, and that the appropriate resources are applied to meet project objectives.
- We respect unique identities and values, adapting our processes to appear as a seamless extension to client organizations.
- We design our solutions to optimize efforts and system efficiency, and serve as objective partners when recommending the most appropriate solutions.
- Our global delivery options can be leveraged at any time and in any combination to best meet clients' business needs.

## Our India operations

CGI's India operations were established in 1990 and are carried out from delivery centers in Bangalore, Mumbai and Hyderabad. Through these centers, CGI delivers effective and timely solutions at the highest levels of quality.

CGI's India services include professional consulting and application development, management, modernization and testing across a wide range of technologies and industries. With a solid track record of on-time and on-budget delivery, CGI's India operations consistently receive high satisfaction ratings from the client organizations—many among the Fortune 500—that benefit from our services. Our energetic and motivated professionals have experience in a variety of enterprise software platforms and industry domains. We apply solutions that are in line with industry best practices, including ISO 9001 and SEI CMMI Level 5 standards.

### Services from CGI's India development centers

With a combination of well-defined processes, methodologies, tools and skilled resources, CGI's India operations apply innovative and proven approaches to its services to lower risks and enhance return on investment (ROI). We make use of emerging technologies that help our clients successfully leverage new approaches that provide competitive advantage. Our technical expertise is combined with a collaborative and adaptive approach to ensure excellent service and superior responsiveness.

### Key services

#### Application development

CGI uses its extensive domain expertise and global delivery model to provide innovative, efficient solutions that address clients' unique business process and functional requirements. Our process-oriented development methodology combined with a strong emphasis on quality and effective project management ensures best returns on clients' investments. CGI assists clients in any software development lifecycle stage, such as strategy formulation, system design, technical design, construction, testing and implementation.

#### Application management

Ongoing management of information systems is increasingly complex, forcing many organizations to devote a significant portion of their budgets and staff to day-to-day tasks, rather than supporting business growth. CGI helps clients keep mission-critical applications running at peak efficiency, enabling them to focus on business growth. Our proactive application management approach quickly identifies and corrects problems, prevents future issues, provides improved functionality and enhances performance.

#### Application modernization

CGI helps clients maximize and extend their IT investments by capitalizing on the advantages of existing IT systems while leveraging the advantages of newer technology platforms. We modernize entire applications, or their key architectural elements, by reengineering presentation layers, modernizing databases, migrating data and rearchitecting business logic as a set of reusable components or services. Our pragmatic, step-by-step process allows clients to upgrade systems quickly, cost-effectively and with less risk.

#### Testing

CGI offers end-to-end testing services that include test strategy preparation, test plan preparation, test execution and test automation. Our software testing center of expertise is backed by a proven testing approach, a well-defined, structured methodology based on SEI CMMI Level 5 and ISO 9001 certified processes.

### REPRESENTATIVE CLIENTS

CGI's India operations have provided services to a number of leading organizations, including Fortune 500 firms and large government agencies. Example industries include:

- Financial services, including banking and insurance
- Government and healthcare
- Telecommunications
- Retail and distribution
- Manufacturing

For more information on our client engagements and successes, contact:

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