

CGI helps healthcare company manage costs and reduce risks

_experience the commitment™



Location:

USA

Industry:

Healthcare, Insurance

Employees:

Over 25,000

The client is a \$19 billion dollar healthcare company serving customers in North America, Europe and Asia. For over 125 years, the client's deepest commitment has been to provide health, well-being and security to domestic and international members.

The Challenge

The client sought to ensure the quality of its business operations by implementing a strategic plan to better manage IT expenses and reduce their exposure to risk. A massive fraud implicating their then current IT services provider accelerated the implementation of the plan and exposed even greater risks which needed to be addressed immediately. The client required an immediate solution that balanced quality, price, risk, and was seamless to the business users.

How CGI Helped

CGI's flexible approach and best fit global delivery model mitigated the challenges the client was facing with their current IT services provided. CGI's orderly approach to the client's IT migration guaranteed the continuity of business operations while preserving existing resources and knowledge. CGI was able to complete the transition in less than 90 days while transitioning 500+ employees to CGI and opening a new facility in Hyderabad, India. The client's risks were greatly reduced with the CGI solution.

The Results

CGI's flexible approach and best fit global delivery model allowed the client to realize a smooth, uninterrupted transition for their business users. Improved service levels have been implemented and progress has been made toward an outcome-based delivery model. Partnering with CGI allows the healthcare provider to remain committed to their customers and its mission. Additional highlights of this effort include:

- Opened a new fully equipped and operational facility in Hyderabad, India in 60 days.
- Cutover of production operations, testing and development across seven cities and three countries without interruption.

The bottom line: CGI's service model played a vital role in helping the client establish a newer, stable, less risky environment without interrupting services and support.