



# CGI AT A GLANCE

Your end-to-end partner in digital transformation



## Helping clients turn rapid change into opportunity

The digital needs of customers and citizens are bringing about the transformation of commercial and government organizations around the world. CGI, one of the largest IT and business consulting services firms, is at the forefront of this change, serving as our clients' guide on their digital journey, providing practical innovation to create powerful results.

### WE LISTEN. WE INNOVATE. WE LEAD. WE DELIVER.

Founded in <b>1976</b>	<b>74,000</b> professionals	<b>Hundreds</b> of locations worldwide	NYSE : <b>GIB</b> TSX : <b>GIB.A</b>	F2018 revenue of <b>CA\$11.5 billion</b>
<b>5,000 clients</b> globally using our end-to-end services <small>Also serving 30,000+ clients from BPS operations</small>	Client satisfaction <b>9.1/10</b>	Client loyalty <b>9.3/10</b>	<b>Global delivery</b> onshore, nearshore, offshore	

## WE LISTEN

We partner with clients on their most strategic and visible initiatives, helping to protect, grow, improve, develop and innovate the technology critical to their business. This begins with listening to clients' perspectives.

- Face-to-face meetings with 1,400 business and IT client executives across 10 commercial industries and governments and our major regions to identify the trends affecting their organizations
- Ongoing in-person client satisfaction assessments to provide a "report card" on CGI's performance

## WE INNOVATE

Successful digital strategies rely on people and culture as much as technology. This is why the foundation of CGI's innovation approach is our proximity to clients. We empower our experts to serve as trusted and innovative partners where our clients do business.

Through this proximity model, we enable transformation along several fronts, including:

- Client projects (the "shop floor")
- The Voice of Our Clients program
- Our network of Emerging Technology Practices
- Innovation centers and labs
- Our ICE Program (Innovate, Collaborate, Evolve)
- CGI's IP portfolio

## WE LEAD

CGI applies our deep industry knowledge and technology expertise to help clients navigate the complexity of digitalization across people, processes and technology.



**Banking:** We partner with **15 of the top 20** banks globally, and our **top 10 clients** have worked with us for an average of **26 years**.



**Communications:** We partner with **6 of the world's top CSPs** to help meet demand for new products and services, as well as omni-channel, real-time and personalized service delivery.



**Government:** CGI has partnered with **2,000+ clients in 15 countries** to improve citizen service and operational efficiency.



**Health and life sciences:** We support **1,000+** health facilities, **195 million** health plan members, **3 million** providers, **500+** pharmacies and **50+** pharmaceutical and life sciences organizations.



**Insurance:** We work with **hundreds** of insurers, brokers and agents around the world, including **7 of the top 10 global insurers**.



**Manufacturing:** We serve **700+ manufacturing clients** across a range of sectors, including automotive, aerospace, high tech, mining, metals, pulp and paper, and chemicals.



**Oil and gas:** We partner with all oil and gas **majors globally**, providing services across the value chain.



**Retail and consumer services:** We support **800+ clients** across the retail, wholesale, consumer packaged goods and consumer services sectors.



**Transportation and logistics:** We help leaders across the aviation, rail, maritime, road and regional transit and logistics sectors.



**Utilities:** We partner with **450+ electric, water and gas clients**, as well as **8 of the 10 largest utilities** in Europe and North America.

## ABOUT CGI

### CGI Client Global Insights

#### Client insights and CGI perspectives on digital transformation

The CGI Client Global Insights are based on findings from in-person discussions with **1,400** business and IT client executives across 10 industries and **CGI's major regions** to identify the trends affecting their organizations and the implications for their business. They are shared through a series of industry reports to provide valuable perspectives and actionable counsel to drive forward clients' future strategies and investments.

Learn more at [cgi.com/global-insights](https://www.cgi.com/global-insights).

### 2017 ANNUAL REVIEW

The Annual Review showcases the digital innovation we create with clients, and provides testimonials and representative success stories on our partnerships with clients. Download a copy at [cgi.com/2017-ar](https://www.cgi.com/2017-ar).

## WE DELIVER

The **CGI Management Foundation** provides for the common business language, standards and frameworks to conduct all operations consistently across the globe, allowing clients to benefit from CGI's leading track record of on-time, within budget delivery. CGI is one of the few global firms with the talent, scale, reach and end-to-end capabilities to help clients succeed.

- **High-end IT and business consulting and systems integration** to define their digital strategy and roadmap, and to adopt an agile, iterative approach to deliver enterprise-wide change
- **Outsourcing** to help clients improve how they operate and transform their business
- **Intellectual property** through CGI's 150+ business solutions that serve as digital business accelerators