

CGI SiteReliability360

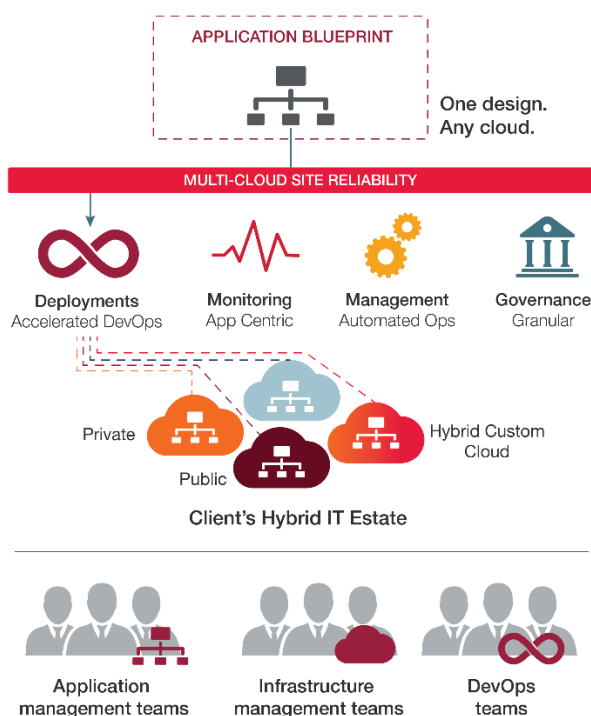
Increase reliability to drive user experience innovation, improve speed and agility, and reduce costs

User experience is critical in today's digital world. Meeting growing user expectations requires constant innovation that involves frequent code changes and deploying new application features on hybrid IT environments. In this increasingly complex landscape, reliability cannot be compromised. Security and privacy concerns also require a comprehensive cloud approach that balances risk and value.

CGI SiteReliability360 is a hybrid IT management platform that helps to significantly increase site reliability with cloud-agnostic application deployments, software-defined operations and cognitive scaling and healing.

CGI SiteReliability360 enables reliability through high-availability deployments across any underlying private or public clouds, continuous monitoring of these deployments to achieve service level objectives (SLOs), cognitive automated operations management to scale as required and auto healing of identified anomalies. A robust multi-tenant, governance layer helps to manage role-based access, holistic telemetry, track utilization and keep costs in check.

CGI SiteReliability360 Operational View



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Experience the commitment®



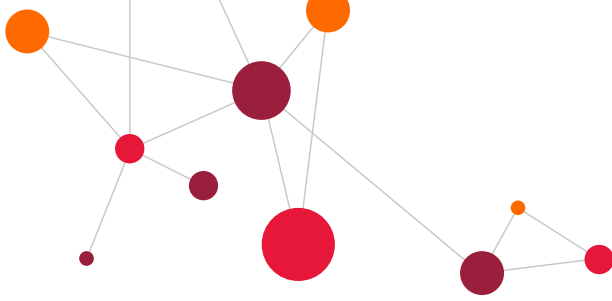
BENEFITS

CGI SiteReliability360 provides a number of benefits including:

- Improves productivity by bridging the gap between development and operations teams
- Automates repetitive and mundane processes to reduce "toil" and improve automation maturity
- Plans and maintains operational runbooks
- Enables hybrid cloud management and support
- Proactively monitors and analyzes application availability, capacity and performance (ACP)
- Keeps track of client SLOs
- Supports actionable and reliable alerting
- Provides rich telemetry and diagnostics
- Facilitates seamless integration of DevOps and DevSecOps
- Reduces operational costs

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FEATURES OF CGI SITERELIABILITY360

Built on the tenets of site reliability engineering (SRE), CGI SiteReliability360 includes a number of features that empower site reliability engineers and application teams while simplifying the underlying complexity of the hybrid IT infrastructure. The platform can be used to provide IT as a service, with in-built cloud-brokerage.

- **Decoupling of application blueprints from underlying infrastructure environments:** Provides a cloud-agnostic visual blueprint of the platform such as web servers, application servers and log servers, databases, etc., to perform the provisioning and configuration of the entire application stack across any private or public cloud.
- **Deployment innovation:** Flexibility to create reliable cloud-agnostic deployments of applications on any underlying cloud, in high-availability mode, without a single line of script. The platform follows TOSCA standards, enabling seamless interoperability between similar platforms.
- **Precise configuration management database (CMDB) mapping:** Enables quicker problem isolation by using an in-built service modeling mapped in the configuration database to maintain updated records.
- **Event management and automation:** An event management module aggregates and manages events from multiple event sources into a single management console by filtering, deduplication, and correlation of events. It helps to reduce manual effort and interventions by automating identified service requests and enabling self-healing by automating standard operating procedures.
- **Auto-scale, auto-heal and auto-replace:** Generates “right-sizing” reports that recommend scaling of computes, automatically heals managed objects identified as “unhealthy” and automatically replaces unhealthy components after multiple auto-heal attempts fail to resolve the issue.
- **Business and IT process automation:** Uses runbook automation workflows to automate repetitive and mundane processes to reduce “toil” and applies cognitively triggered custom last mile handlers or workflows to automatically perform auto-heal/repair/replace.
- **Multi-cloud management:** Helps to manage cloud resources with consistency and security using multi-use, intra-operable, environment and cloud-agnostic high-level design (HLD) and low-level design (LLD).
- **Cross-environment workload portability:** Provides flexibility to migrate workloads between different cloud environments.
- **DevOps and DevSecOps:** Facilitates seamless DevOps, supporting quick and reliable building, testing, and application releases, while integrating security practices into every step of the process to safely distribute security decisions at speed and scale.
- **IT service analytics and cross-KPI analysis:** Provides a robust service analytics platform consisting of a dashboard, decision support system, and reporting system to provide visibility and analytics into all relevant metrics and KPIs such as SLOs, error budgets and “toil,” supporting insight-led decision-making.

ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers an end-to-end portfolio of capabilities, from IT and business consulting to systems integration, outsourcing services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises.

For more information about CGI, visit cgi.com, or email us at info@cgi.com.

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