

# Network-enhanced. Customer-focused. Automated.

CGI helps **communications service providers, including 5 of the top 10 globally**, accelerate their digital transformation to gain and retain customers, develop new revenue streams and reduce costs. Our **5,000+ communications consultants** focus on the end-to-end needs of our clients as they move to more customer-centric business models and seek to achieve operational excellence in the digital age.



**Long-term partnerships**  
We have partnered with our **top 10 communications clients** for an average of **25+ years**, helping them drive down costs, rapidly introduce new service portfolios, and protect systems and data.

## Enhancing the customer experience and developing new revenue streams with modern IT and emerging technologies

In a hyper-competitive market, communications service providers are looking to set themselves apart with optimized operations and an unmatched customer experience. This focus has expanded beyond self-service systems to automated business processes that support straight-through processing, nearly instantly fulfilling customer expectations and creating new revenue streams.

In the satellite communications (satcom) sector, we help operators improve their business and IT processes so they can operate more efficiently and securely and meet customer needs to stay competitive, for example, through advanced billing and customer care systems, business and operational support systems, and integration with enterprise resource planning and customer relationship management systems. Our satcom clients include some of the world's leading operators, service providers

and users of satellite communications supporting programs such as **Skynet 5, Inmarsat Iris, EDRS Global and GovSatCom**.

We also provide consultancy based on our deep heritage with downstream users of satellite communications, such as emergency services, government, defense, transport, utilities, media, oil and gas, and finance, to help satcom operators develop new strategies, services and value propositions for these markets.

## Client insights. CGI action.

In 2019, we met face-to-face with 75 communications executives to learn about their top trends, priorities and challenges.

### What we heard from clients

**Industry trends:** Becoming digital to meet customer expectations and intensifying network investment to increase satisfaction and revenue

**Business priorities:** Improving the customer experience and optimizing operations to stay relevant in a competitive market

**IT priorities:** Digitizing and automating business processes to deliver a better end-to-end customer experience and reduce costs

### How we partner to help them succeed

Implementing strategies and technologies for flexible and efficient systems that help clients meet customer demand with speed-to-market

Leveraging consulting and managed IT and business process services to improve operations and meet growing customer expectations

Providing IT modernization and integrating emerging technologies to digitize and automate complex business processes

## Delivering personalized, cohesive experiences while modernizing networks to prepare for a 5G future

With the race to 5G accelerating, communications service providers are modernizing customer-facing systems to deliver personalized, cohesive experiences, while focusing on optimizing operations and networks. CGI helps clients provide network-on-demand services that allow customers to order or change services in near real time. Our IT modernization services deliver greater agility and cost savings to transform service delivery.

CGI also contributes to the advancement of 5G through involvement in several initiatives around the globe, such as: **ENCQOR**, a \$400 million public-private partnership between Canadian governments and 5 global digital technology companies, which builds and operates 5G testbeds in Quebec and Ontario to promote innovation in the 5G telecommunication space; and **UK5G**, a government-sponsored national innovation forum promoting the commercial application of 5G in the UK.



## Reducing costs through managed IT services and system modernization

As the industry faces decreasing average revenue per user, clients view digitizing and automating business processes as essential to reducing costs.

CGI developed a geospatial data platform for **Bell Canada**, Canada's largest communications company, to digitize and automate much of its network planning process. The platform, which began as a proof of concept, has evolved into an enterprise-wide solution.

*"CGI's commitment to delivering efficient and effective top-quality GIS solutions is continually showcased with every project iteration and delivery. Couple that with their continual drive to find additional efficiencies and understanding of next generation technologies is a winning solution for our projects."*

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