



Citizen-centric. Security-focused. Modernized.

Across the globe, **25,000 CGI consultants** partner with government clients at the local, provincial, state and national levels, including defense, intelligence and space agencies. **CGI has helped more than 2,000 government clients in 28 countries** transform and protect their agencies, improve citizen services, increase operational efficiency and reduce costs.

Client insights. CGI action.

In 2019, we met face-to-face with 464 government executives to learn about their top trends, priorities and challenges.

What we heard from clients

Industry trends: Becoming digital organizations to meet increasing citizen expectations

Business priorities: Protecting the organization as cybersecurity and other risks mature

IT priorities: Driving IT modernization to improve performance

How we partner to help them succeed

Employing advanced technologies, design principles and data insights to improve and personalize the citizen experience

Providing expert guidance and managed services to identify, prevent and respond to ever-evolving threats, embedding security into every solution

Modernizing systems and using relevant emerging technologies, IT delivery models and managed services to increase agility and innovation

Advancing the mission of government with digital services

Citizens demand the same digital services from government they enjoy in other industries. CGI helps agencies both digitize the citizen experience and modernize core systems to deliver seamless services.

For example, **CNAV**, the French retirement and pension administrator, uses our chatbots to help provide automated customer support, while the **City of Turku**, Finland partners with us to advance smart city development. For the **Greater London Authority** in the United Kingdom, CGI provides comprehensive services for the electronic counting of votes in the 2020 London elections.

"I would like to congratulate CGI on their success in being selected to deliver electronic counting for the next Mayoral and Assembly elections in 2020 ... the GLA team is looking forward to working with CGI, Smartmatic and partners to deliver an effective and accurate e-count."

Alex Conway
Deputy Greater London Returning Officer at the **Greater London Authority (GLA)**, London, United Kingdom

Preventing evolving threats through industry expertise and collaboration

Sophisticated threats are a top concern for government leaders who seek proven expertise to help protect sensitive data and systems.

Security is part of the DNA of CGI's end-to-end services, which support clients such as the **U.S. Department of Homeland Security**. In addition, as part of **CyberTrust**, an H2020 European Union project to develop an advanced cyber-threat intelligence platform, CGI leads platform architecture design and prototype development. CGI also signed an agreement with **Thales Alenia Space France**, a Franco-Italian aerospace manufacturer, to enhance and maintain security software for the Galileo satellite navigation system.

"We look forward to working with CGI to ensure the highest level of security for Galileo, along with an efficient, high performance infrastructure. CGI's significant space and security experience, combined with its local presence and global resources, gives us access to the experts we need to launch and operate one of the world's most advanced satellite navigation systems."

Guillermo Salgado
GALILEO Ground Mission and EGNOS Programs Director, **Thales Alenia Space France**, Cannes, France



Increasing agility and innovation by modernizing IT environments and approaches

Clients rely on CGI for end-to-end IT services—from strategy and modernization to managed services—to support their core missions.

Among these initiatives, we helped the **Dutch Ministry of Defence** migrate to a cloud solution for digital procurement, we were awarded a contract to modernize applications for **Ginnie Mae**, the U.S. Government National Mortgage Association, and we also provide the information system for the **Judicial Administration of Finland**. Our agile work helps **Migrationsverket** (Swedish Migration Agency) improve immigration services, and we partnered with **Her Majesty's Courts and Tribunals Service** to digitize the jury summoning processes across England and Wales.

"The HMCTS led team, including CGI and Cogworx, worked closely throughout delivery, and the use of open technologies and agile techniques enabled us to rapidly enhance the service in line with our business needs and feedback from users."

Geraint-Wyn Jenkins
Head of Crime DCD, **Her Majesty's Courts and Tribunals Service**, London, United Kingdom

