
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.

| Industry trends: Becoming digital organizations to meet increasing citizen expectations | Employing advanced technologies, design principles and data insights to improve and personalize the citizen experience |
| Business priorities: Protecting the organization as cybersecurity and other risks mature | Providing expert guidance and managed services to identify, prevent and respond to ever-evolving threats, embedding security into every solution |
| IT priorities: Driving IT modernization to improve performance | 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.

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.

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.

* Security-focused.
* Preventing evolving threats through industry expertise and collaboration.
* Advancing the mission of government with digital services.
* Increasing agility and innovation by modernizing IT environments and approaches.