

# Digital-driven. Data-powered. Customer-centric.

Approximately **7,000 CGI consultants** work alongside **700+ manufacturing clients** to help implement end-to-end strategies and leverage Industry 4.0 technologies to become smart, connected and agile enterprises. We are a trusted adviser to top automotive, mining and metal, chemical and aerospace manufacturers around the world and have **partnered with our top 10 manufacturing clients for an average of 27 years.**

## Client insights. CGI action.

In 2019, we met face-to-face with 167 manufacturing executives to learn about their top trends, priorities and challenges.

### What we heard from clients

**Industry trends:** Becoming digital organizations to meet customer expectations

**Business priorities:** Optimizing operations to improve productivity, agility and speed to market

**IT priorities:** Digitizing processes and integrating systems to reduce costs, improve agility and enhance the customer experience

### How we partner to help them succeed

Helping organizations become more agile, cost-efficient and customer-centric through IT modernization and managed IT services

Optimizing, transforming and connecting supply chains to drive agility, competitiveness and manufacturing excellence

Digitizing, securing and modernizing core systems and supporting collaboration to improve customer satisfaction across the ecosystem

## Modernizing services and systems and evolving business models to become more customer-centric

To achieve true digital transformation, manufacturers want to ensure they have the right IT landscape in place, one that enables and supports digitization. Through CGI's consulting, IT modernization and managed IT services, manufacturers are transforming from product- to customer-centric organizations.

We supported car manufacturer **Daimler AG** in executing its strategic plan to transition from an automobile manufacturer to a mobility services provider by helping to build a ride-sharing app called "flinc." We are helping **YIT**, Finland's largest construction company, modernize and harmonize its end-user services, and build a new IT services delivery model using digital self-service and automation technologies.

*"We will take advantage of CGI's expertise in harnessing new technologies to drive value for our business and customers. IT service delivery is CGI's core business, while our core business involves urban development, construction and related services. With each company doing what it does best, we will achieve significant cost savings, improve the end user experience for our IT services, and gain access to the best possible support for the digital transformation of our business."*

**Esa Nykänen**  
Chief Information Officer, YIT,  
Helsinki, Finland



## Digitizing and automating the supply chain to enhance the customer experience

To address rising customer expectations, manufacturers are looking to implement intelligent, connected supply chains that support collaboration and provide real-time transparency across the supply chain.

We work closely with clients to identify and develop new digital supply chain solutions through our consulting and IT modernization services. For example, we helped the Czech Republic's leading spirits provider, **Stock Plzen-Bozkov**, digitize and automate its distribution process, enabling real-time delivery status and automatic inventory updates. This has streamlined the supply chain, ensuring the product is always available to the end consumer, while also freeing up employees to spend time on higher value-add work such as improved quality assurance. We also helped **Michelin**, the second largest tire manufacturer in the world and recognized leader in sustainable mobility, modernize its supply chain, while embedding innovation and harnessing the benefits of lean-agile and DevOps transformation.

Seasoned experts  
helping clients succeed  
end-to-end

Our 2,800 supply chain consultants and dedicated global delivery center of excellence located in Lyon, France, accelerate supply chain and ecosystem digitization for clients worldwide through an enterprise-wide approach.

## Driving innovation and optimization to reduce operational costs and improve agility for better collaboration

In today's globalized environment, manufacturers are looking to become more agile and to drive forward an IT transformation agenda, one that digitizes processes and integrates systems to deliver an improved customer experience.

With the Salesforce-connected, CGI Bolt solution, manufacturers such as **Carrier**, a world leader in heating, air conditioning and refrigeration solutions, use data from IoT-connected devices to provide customers with a clear status of assets, supporting real-time service and offering next-level customer experience. We also helped Dutch farm animal feeds supplier, **ABZ Diervoeding**, modernize its Frisian Stroobos plant using our Manufacturing Execution System (MES) expertise that has led to a 50% annual increase in production volume and improved sustainability and quality of the end product.

