

Transform manual and legacy operations into a personalized agency solution that combines high performing applications, a single platform and unified data to improve functionality and streamline processes—far faster and more economically than a custom-built solution.

ADDRESSING AGENCY BUSINESS AND IT CONCERNS

In the absence of integrated, efficient back office processes, employees create their own. They may use spreadsheets, emails, automated scripts and many other tools—with varying degrees of success—to fill functionality gaps, save time, manage workflows and document decisions. These solutions are often brittle and stand-alone, lacking auditability, security and reportable data.

CGI CustomerAdvance™ enables rapid deployment of federal process specific applications with full-featured functionality and seamless interoperability, allowing agencies to realize benefits more quickly, better serve stakeholders and accomplish missions. The solution is flexible, configurable and scalable to evolve alongside agency business and technical needs. To ensure rapid delivery of CGI CustomerAdvance applications meeting agency needs, CGI employs a well-established, agile process.



DESIGNED TO ADVANCE FEDERAL BUSINESS PROCESSES

CGI CustomerAdvance links tailorable, prebuilt applications to improve functionality, business processes and security. It works equally well for simple tasks such as a form completion, or a more complex challenge like a scheduling workflow. Specifically designed to address federal agency needs, the solution packages and delivers modernized operations on a single platform with interoperability, auditability and unified data.

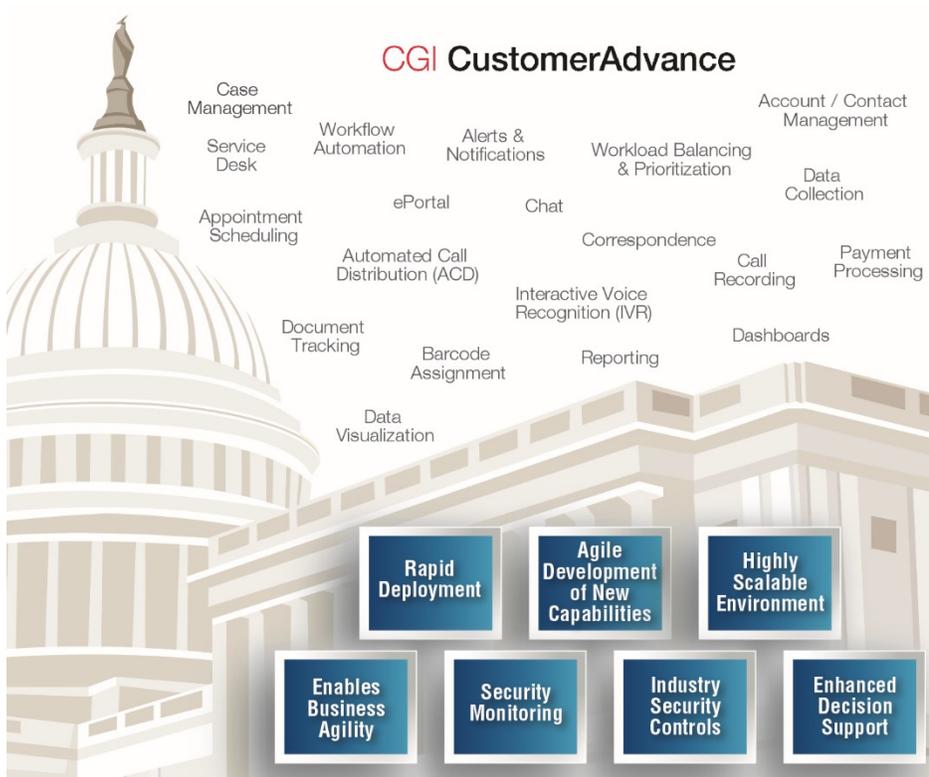
As a Microsoft Gold Partner with deep Microsoft expertise, CGI has committed to leveraging Microsoft solutions in which agencies already have an ATO, to digitally transform legacy applications and quickly solve key business and functional problems.



AGENCY BENEFITS

- Advance mission delivery with streamlined and connected processes
- Gain accountability, auditability and security with digitized solutions on an enterprise-grade platform
- Save implementation time and costs with best fit solutions, specifically designed for the federal government
- Improve productivity by eliminating duplicative processes and leveraging integrations with other enterprise solutions
- Lower maintenance costs by eliminating legacy applications and technologies
- Increase employee and customer acceptance and satisfaction with a consistent, familiar user experience
- Report on data previously uncaptured or siloed
- Make better decisions with real-time analytics

To learn more about CGI CustomerAdvance, specific applications or use cases, please contact Kerry Canfield, VP, Customer Relations and Business Development Kerry.Canfield@cgifederal.com



Secured to meet federal requirements

CGI CustomerAdvance offers improved security to agencies that work with highly sensitive data. It provides compliance with federal requirements for cloud services, including FedRAMP, DoD DISA information impact levels 2 through 5, requirements for criminal justice systems (CJI data types), as well as hosting in the Microsoft Government Community Cloud (GCC) High environment. Agencies that require further control can host in a private or hybrid cloud environment.

POPULAR COMPONENT CONFIGURATIONS AND USE CASES

Agencies have found multiple uses for CGI CustomerAdvance to improve functionality and business processes, such as:

- **Improving citizen interactions** with a combination of CGI CustomerAdvance components that deliver call center services, such as information services, digital assistants, completion of agency specific programmatic forms, appointment scheduling and workload management, resulting in improved citizen interactions, less call backs and higher satisfaction rates.
- **Extending agency enterprise systems** to support program-specific financial processes, reporting needs and workload balancing requirements.

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 strategic IT and business consulting to systems integration, managed IT and business process 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.

The 2020 CGI Client Global Insights Report reveals that **becoming digital to meet increasing citizen expectations** is the top industry trend. Among IT priorities, the focus was to **digitize and automate to improve citizen services, reduce costs.**

CGI CustomerAdvance

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