

Service Management



Transforming IT services with effective service management and strategy accelerators that unlock the roadmap for optimised service delivery.

Our Service Advisors help you leverage your IT with multi-speed DevOps, Agile and enterprise delivery practices while orchestrating the range of suppliers that underpin today's disaggregated ecosystems.

The CGI Approach

Our advisors will work with you to review and understand the maturity of your service delivery practices, provide advisory services to target specific issues, or embed skilled practitioners to supplement your in-house team as part of the service delivery strategy.

Service Management Strategy, Service and Process Design & Implementation

- IT and enterprise service management strategy planning and development
- Service and process engineering and implementation
- Service organisation design validation
- Target operating model development and validation

Service Management Maturity Assessment

- Service management maturity assessments (against ITIL V3 and 4)
- Delivery and process activities review and validation
- Continual service improvement

Service Management Tool and Automation Assessment

- Identify and match tooling for next generation IT and enterprise service management
- Automation and AI opportunity review and validation
- Cross-supply chain orchestration and performance management

SIAM Consultancy

- SIAM consultancy
- SIAM design and implementation
- SIAM maturity assessments
- SIAM optimisation review again value from the supply chain

Service Desk (SD), Contact Centre (SC) and Channel Consultancy

- Service Desk strategy, design and implementation
- Service Desk and Contact Centre consultancy
- SD and SC maturity assessments
- Omni-channel consultancy to improve the customer experience
- For IT and non-IT based customer Service Desks and Contact Centres

Staff Augmentation

- Augmenting your in-house teams with interim service management experts



Why chose CGI?

Our Experience

From our award winning UK Service Centre, 700 analysts operate ITSM processes for over 200 clients, handling 2.7 million contacts, managing 60,000 changes and proactively addressing over 1000 problems each year. We operate mature, standardised processes across all our services. CGI was the first Service Centre globally to achieve a 5 Star Accreditation from the Service Desk Institute.

Our Expertise

Experienced advisors conduct all our service activities with direct access to subject matter experts such as:

- IT and Enterprise Service specialist
- Service Architects
- SIAM Subject Matter Experts
- ITSM Process Experts
- Service Centre and Service Desk Operations Managers
- IT and Enterprise Tooling Architects

We combine deep expertise in IT service management that examines your current strengths, development opportunities and defines the future state of your service delivery. Our approach begins with accurate assessments, identifying and addressing gaps, while implementing remedial actions to achieve the desired business goals.

The Benefits

Improved Efficiency: We use service management best practices across all IT services to identify opportunities that maximise efficiency of all resources. We provide expertise to plan, implement and measure continual service improvements (CSI) ensuring it becomes a critical component of the service life cycle. This ensures ongoing efficiency gains as service functions are continually optimised over time.

Reduced Operational Costs: We specialise in investigating operational activities finding opportunities to reduce, defer or avoid cost. We examine opportunities for self-service, intelligent automation, RPA and AI to reduce manual, repetitive, low risk and unnecessary workloads. This approach frees up your staff to focus on activities with greater impact and higher value business outcomes.

Increased Self-Service Productivity and User Satisfaction: We assist you in applying best practices and use technology to drive improvements in self-service productivity. We help you identify the right self-service model, appropriate to your business strategy. Your users are empowered to log incidents or service requests 24/7/365 and access a range of other IT Services, leading to reduced ticket resolution costs and improved satisfaction.

Cost Saving and Efficiencies using Intelligent Automation, RPA and AI: We will help you review your process and current tooling options, seeking opportunities to implement automation and AI. We will help you harness the latest technology to deliver sustainable, streamlined and efficient automated processes and services, saving time, money and improving user satisfaction.

Modernised IT Service Management Practices: By optimising service management strategy and practices to reflect your portfolio of traditional and cloud services we can release untapped capacity and eliminate unnecessary work, while improving control. Adopting the right service management approach for each service needs a top-down review of the portfolio, including the operational and collaborative management practices that underpin it. We help you to adapt to today's disaggregated supply chains and ready yourself for the future.

“Speak to CGI’s service advisors about how they can help your organisation realise the full potential of IT service management.”

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Learn more at www.cgi.com/uk

For more information
enquiry.uk@cgi.com