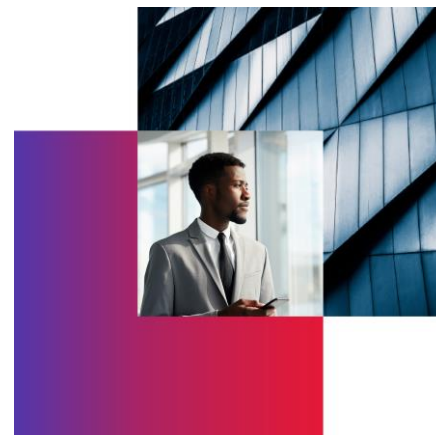


Better visibility and traceability into your end-to-end IT and business processes—with service providers and within your own departments—is critical to delivering greater value to the business. CGI ServiceInsight is a powerful service integration and management (SIAM) platform that uses data analytics to provide deep insights into your operations so you can work smarter.

Accelerating your transformation with people-centric user experiences

Organizations are increasingly looking to managed business and IT services to drive their digital agenda. Efficiently managing multiple service providers, tools, processes and governance can prevent hand-off delays in problem resolution and change management resulting in better end user experiences.

CGI ServiceInsight is an advanced SIAM platform that accelerates your IT and business transformation with intelligent, people-centric user experiences to help you work smarter. The solution provides deep insights into your operations through a single-pane-of-glass view to support decision making and governance through measurable experience level agreements (XLAs).

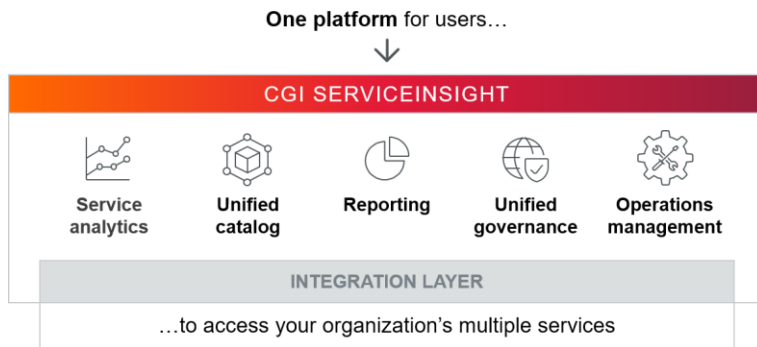


Benefits

CGI ServiceInsight provides a number of benefits including:

- **Increases customer satisfaction** by responding to rapid business changes using out-of-the-box analytics.
- **Reduces operational costs** by providing a single, modern and efficient platform to raise service requests faster.
- **Ensures faster resolution** by automating service delivery instead of using legacy helpdesk methods.
- **Enhances the user experience** by creating a modern, persona-based experience to offer a personalized view of the platform across different organizational levels.
- **Provides a unified catalog** by offering a single interface to raise hardware, software and service requests.
- **Facilitates easy integration** with legacy and modern-day applications.

CGI ServiceInsight Operational View



Features

CGI ServiceInsight includes a number of features that empower service managers, business leaders and employees to improve service levels, efficiency and agility.

- **Digital front office:** Unified portal allows users to raise IT requests through smart integrated catalogs with features like multiple access channels, a form-factor agnostic portal and access from any device.
- **Analytics:** Powerful and intelligent analytics engine rapidly processes a high volume of data and through interactive dashboards provides insight into how end users use different services.
- **Service and data integration:** Flexibility to integrate multiple applications and access them via smart catalogs. The platform seamlessly communicates with industry-leading tools (BMC Remedy and Service Now) and runs IT performance analysis faster by integrating with any enterprise system management platform such as infrastructure and application monitoring, event management, business service management, etc.
- **Cross-function KPIs and integrated decision support:** KPIs are measured and displayed in a single view, enabling faster decision making.
- **Quality scorecard, reports, dashboards and real-time insights:** Real-time pre-defined or customized reports and dashboards quickly identify the source of an issue. Interactive dashboards provide further information in the form of drill-downs and filters.
- **Service catalog and request management:** Intelligent catalogs from a single unified portal interact with multiple services to raise a service request for an incident, change or problem, and/or raise a work order ticket with minimal inputs. It also provides a status view of all open tickets.
- **Governance and approval:** "Smart Approval" console offers a single location to review and approve all open requests using a desktop, mobile or tablet device.

Powerful data analytics-based service integration and management (SIAM) platform accelerates your transformation with intelligent, people-centric user experiences.

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.

For more information

Visit cgi.com

Email us at info@cgi.com

- **Security:** Built using 256-bit encryption, the platform ensures robust application security, data protection, and identity and access management.

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