

# Mission and Business Critical Operations BPS



## Outsourcing to optimize the performance of your critical operations

In today's increasingly digital world, leading public and private sector enterprises—from banks and utilities to government at all levels—are laser-focused on anticipating their customers' and citizens' changing needs. However, many find themselves spending far too much time performing routine and repetitive back-office functions.

At CGI, our business process services (BPS) help you drive growth, generate new value, and deliver superior outcomes by re-focusing valuable resources on key business objectives. We help you identify and eliminate duplicative overhead tasks, process large workloads with optimal efficiency, and clear backlogs of existing work. The result is streamlined back-office operations through the right blend of human and machine processing.

Our portfolio of services includes data entry, access management, contract management, case management, application processing, and document management, together with the capability to create or optimize processes to meet your specific needs.

In delivering these services, we use best in class technology, including enterprise software, robotic process automation, intelligent automation, machine learning and data analytics. You also benefit from flexible and scalable services delivered through onshore, nearshore and/or offshore delivery models and world-class operational expertise.

### Key features

Our smart operations are underpinned by proven industry leadership and technology expertise:

- CGI OneSource to provide compliance and audit support that is integrated with agent training, complaint tracking, and quality monitoring/assurance capabilities
- Catalog of advanced automation accelerators to drive rapid transformational deployment
- The right blend of straight-through processing and human / machine delivery
- Advanced technology to ensure outstanding workforce management and reporting



### CGI Business Operations advantages:

- Leadership staff with a combined 75+ years of experience
- 40+ year track record achieving on-time, on-budget project delivery
- Onshore, nearshore and offshore global delivery centers
- Providing BPS in 40 languages

- Highly skilled and client-dedicated agents and management, including compliance and quality experts, who work in alignment with your brand values and culture
- Global centers of excellence that tap into local talent from nearby colleges and universities to achieve exceptional staffing results
- Secure facilities that operate with client-dedicated teams and work spaces

## Key benefits

In managing smart operations for our clients, we deliver the following benefits:

- Elimination of staffing burdens while achieving dramatic service improvements—increasing back-office productivity, complying with regulatory mandates, and reducing audit exposure
- Reduced costs, improved quality and speed, and superior business **outcomes through advanced automation blended with human delivery**
- Rapid deployment and smooth transition to optimized back-office operations through proven transition processes and methods, process digitization and automation, knowledge transfer, connectivity, change management, recruitment, training and stabilization
- More efficient operating models through our blend of onshore, nearshore and offshore delivery capabilities

## Case in point

### Improving sales contract validation and compliance

When a global communications firm faced a daunting series of challenges in validating sales contracts and ensuring compliance with internal business processes, it turned to CGI and our Mission and Business Critical Operations BPS for assistance. We combined a centralized onshore governance and delivery model with investments in training and transition to support a rapid and highly effective changeover. Results included enhanced workflows, higher team efficiency, continuous process improvements, and cross training for ongoing process efficiency.

## About CGI

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 21 industry sectors in 400 locations worldwide, our 76,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

### For more information

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