

# Managed Cloud Services

**CGI**





Focus on your migration-at-scale efforts and transformational cloud-based business initiatives while we manage your day-to-day cloud operations.



### Concerns we hear from our clients

- Our cloud migration stalled because we cannot confidently operate our environments in the cloud due to a lack of experience within our organization.
- We are struggling to move from a small-scale migration proof of concept to production at scale.
- We don't have enough well-trained and certified cloud professionals to run, manage and operate our cloud environments.
- We are not confident that we've selected the proper governance model for cloud, and can manage it.
- Running our public cloud environment using our own resources is difficult because of our organization's distinct and complex set of business, security, regulatory or compliance requirements.

## How are we addressing our clients' concerns after they migrate to the cloud?

CGI has been providing enterprise managed services for over four decades. Today, by drawing on our deep pool of certified cloud professionals, and by leveraging automation and orchestration, we provide enterprise-class Managed Cloud Services to support our clients' cloud journey and "Day 2" cloud operational requirements.

Once safely and successfully transitioned into Managed Services, a Client Centric Service Team provides support for a set of discrete services which are categorized as either modifications, incident support, or service requests – each aligned with your day-to-day requirements.

## The Client Centric Service Team (CCST) delivery model

As the foundation of CGI's Managed Cloud Services, the CCST model is a comprehensive and flexible support model that helps organizations to address constantly changing demands on their business.

## A suite of end-to-end Managed Cloud Services



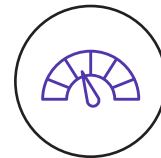
Configuration management



Client Centric Service Team delivery



Identity and access management



Monitoring



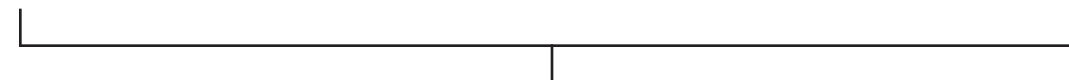
Support



Back-up and disaster recovery



Security



We have your day-to-day covered through:

- Modifications
- Incident support
- Service requests
- Professional services

# Unique features of CGI's Managed Cloud Services



## Engagement model

Our engagement model is easily understood, predictable and highly effective. Establishing a direct link between our Client-centric support team and your requesters minimizes delays and improves delivery and transparency.



## Bank of hours professional services

Our contractual governance process helps clients adapt to shifting business conditions and review changes in the demand of specific services with CGI. This facilitates rapid change with an innovation-driven approach so you can realize the maximum benefits of the cloud.



## Pricing model

Using an uncomplicated and intuitive billing model, our customers easily scale their Managed Cloud Services up and down to accommodate fluctuations in their volumes and demands.



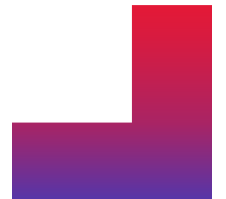
## Service delivery

We recognize that effective and successful cloud offerings require Client Centric Service Teams (CCST) and a DevOps delivery approach. CCSTs and DevOps are fundamental to building stronger, more collaborative relationships with our clients so our clients can achieve their business objectives and outcomes.



## Discovery, knowledge transfer and on-boarding model

We work with our clients to determine the volume and frequency of change required to support their environment across the four foundational components of our managed services (modifications, incident support, service requests and professional services). This collaboration with our clients, and the insights derived from this process, helps CGI establish the optimal model to meet your unique business needs.



# Why do our clients trust us?



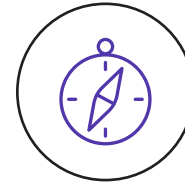
## Experience

- Over four decades delivering enterprise-class managed services
- 500+ professional certifications for AWS, Azure, Google, emerging technology in Canada
- Deep, experiential understanding of cloud transformation – clients benefit from our actionable insight



## Value

- We enable our clients to focus on managing their business applications – while CGI does the rest
- Our clients can scale faster because they don't have to worry about how they will manage “Day 2 Operations” in the cloud



## Integrity

- An unbiased, agnostic point of view on our clients' cloud migration readiness
- Our Client Partner Management Framework is built upon the premise of direct accountability to our clients
- Long history of using strong governance models for managed services and outsourcing delivery

