



CGI in banking

Accelerating your
digital journey



As banks face pressure to accelerate their digital journey amid a constantly changing environment, this catalyst for change brings unique opportunities.

While banks face unprecedented challenges, they have a unique opportunity to drive innovation at an unprecedented depth and pace. There is an acceleration of change taking place across the entire banking supply chain. This change is leading to new business models and the faster development of new banking services.

Today, customers, employees and partners expect an easy and engaging digital experience. This requires open banking, real-time everything (starting with payments) and new regulatory schemes. It also demands an awareness of and response to increasing financial crime, as well as the disruptive competitors that are profoundly affecting the traditional banking model.

To address these challenges successfully, creativity coupled with data and innovation, are key. Banks can thrive in a crisis context by becoming proactive rather than reactive and advancing their market position with the support of the right strategic partner.



Founded

1976

Locations worldwide

400

Banking professionals

12,500

Top banks globally supported by CGI

15/20

Average number of years our top 10 banking clients have worked with us

27

Overall client satisfaction score

9.2/10

Serving as your trusted strategic partner

At CGI, we have more than 12,500 banking experts who provide business and IT consulting services across the globe. We also deliver emerging technologies that shape the future of banking. For more than four decades, we have worked with the world's leading banks, and this deep experience helps banks transform their businesses and move forward at a fast pace. In addition to our full spectrum of services and solutions, we offer a proven global delivery model, a strong commitment to quality, and an exceptional delivery track record.

Our banking experts draw on a broad global network of resources to bring the right talent, innovation and scale to every engagement. Using a collaborative style and consultative approach, we help you envision and plan for new possibilities. Further, we share our global consulting capabilities and best practices through centers of excellence, enabling local teams to bring the best of CGI to your business.



Key business segments we serve



Retail banking &
consumer finance



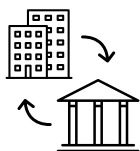
Payments



Capital markets



Wealth
management



Corporate &
transaction banking

Accelerating your digital initiatives



CGI transforms the way banks do business, increasing efficiencies and cost savings through managed services, the cloud, re-platforming, robotic process automation, IT modernization, and SaaS. We simplify IT organizations while improving their agility.

We provide deep expertise to keep clients ahead of financial crime. For more than 40 years, we have protected government and commercial clients across the globe, delivering a wide range of advanced security solutions and services.

Our industry leaders work with banks to maximize their potential by harnessing new technologies, extend their business into the open economy and achieve expected business outcomes.

CGI's business solutions help banks improve their processes and systems, drive operational efficiencies, and support an anywhere, anytime digital culture.

Collaborating to innovate and deliver

CGI banking experts across the globe work side-by-side with you as an innovative partner to understand your unique challenges and co-innovate solutions that drive competitive advantage. Examples of this collaborative approach include the following:



Using blockchain and intelligent automation to transform trade finance. We integrated our CGI Trade360 trade finance platform with Skuchain's Blockchain Contract Builder as part of a pilot program to enable a major central bank to provide digital trade finance services to customers.

Providing customers with a pathway to recovery. In response to the Covid-19 pandemic, CGI quickly developed a hardship self-service application in three short months, and went on to implement that solution at a large regional U.S. bank. The solution enabled bank customers to proactively enter collections and set up programs to handle their coming defaults, reducing call volumes with customer support agents and improving the overall customer experience. CGI was able to go from concept to live service in a matter of months – a significant advantage given the urgency to meet customer needs and to de-risk the bank from the impending wave of anticipated default. To date, two portfolios have been enabled in the solution, and the bank plans to implement it across the remaining products in the coming months.

Developing and implementing PPP loan application in five days. A large U.S. bank sought to become one of the first institutions to provide Paycheck Protection Program (PPP) loans to its small business customers. In partnership with the bank, we quickly designed and built a robust PPP loan processing system within five days, integrating it with all of the legacy applications within the bank's existing infrastructure. The bank was able to process hundreds of thousands of PPP loans totaling billions of dollars for its small business customers—providing critical support to them and the communities they serve.

Enabling regulatory compliance. CGI partnered with a top U.S. bank to develop a robust ETL solution to meet the Federal Reserve's CECL standards, providing insightful forecasts for informed decision making. Our partnership also leveraged the power of automation to facilitate and speed up analytics and reporting, developing solutions to test complex models 80% faster in a new risk reporting platform.

Analyzing opportunities and risks related to open banking. We helped a national farm credit corporation learn more about the trends and activities related to open banking and the opportunities and risks it presents. Our thought leadership analysis covered the origins of open banking, expected regulatory frameworks and technology requirements. It also provided proof-of-concept suggestions to support the launch of new products and services and to drive internal efficiencies.

Leveraging automation and innovation to drive efficiency. In only a few months, we helped a national mortgage association achieve a streamlined user experience through automated pricing, underwriting and comparison quotes.

Replacing aging and costly legacy solutions. We worked with a major American bank to position itself for business growth and provide a better customer experience by implementing and integrating the CGI All Payments platform-as-a-service in just four months.



Key solutions and services we deliver

CGI Collections360 is an innovative platform powered by intelligent automation, artificial intelligence-driven insights, and machine learning that helps banks re-imagine their debt collection processes. As a next-generation credit management solution, CGI Collections360 reflects our steadfast commitment and major technology investments in providing our clients with high-performance debt relief, management and recovery capabilities. **CGI Collections360 is cloud ready.**

CGI Trade360 delivers all of the software, infrastructure and support resources necessary to power a bank's global trade business. Delivered as a software as a service, it enables banks to provide the full range of traditional trade, payables, receivables and cash management services to their customers—anywhere, anytime—on a single, integrated and global platform.

CGI Trade360 is cloud ready.

CGI Wealth360 is a comprehensive suite of solutions that help wealth management professionals with portfolio management, fund accounting, investment fund processing, plan administration and securities processing, while offering creative options and increasing efficiencies as they manage their clients' investments.

CGI Wealth360 is cloud ready.

CGI All Payments is a cloud-proven, shared services payments platform that provides gateway and processing capabilities through a configurable, end-to-end, ISO 20022-native architecture. Supporting multiple payment types, including real time, wire and bulk payments concurrently, we have engineered CGI All Payments to lower total cost of ownership while future proofing your investment. **CGI All Payments is cloud native**, with proven implementations on Azure and AWS.



CGI HotScan360 helps you win the fight against financial crime. It holistically handles fraud detection, customer due diligence and anti-money laundering, enabling instant evaluation, increasing transaction volumes through advanced analytics and machine learning based on anomaly detection.

CGI HotScan360 is cloud native.

CGI FXSuite360 is an innovative, industry-leading FX platform that covers the end-to-end foreign exchange life cycle through front, middle and back office capabilities. Trusted by financial institutions as well as their customers, it is built to drive digital business efficiency while delivering value to fuel core business growth. Its full range of capabilities include deal capture, positions management, profit and loss, 24/7 dealing with back-to-back coverage, rate aggregation, access to deep liquidity from more than 200 providers, post-trade processing, settlement, and more. **CGI FXSuite360 is cloud ready.**

Business consulting. CGI works side-by-side with clients to help them transform into customer centric digital enterprises, providing the expert advice and recommendations they need at every stage of their digitalization journeys.

Systems integration. CGI has decades of experience in bringing together systems and technologies for clients. This includes integrating critical data coming from traditional sources as well as emerging ones, such as the Internet of Things and social media.

IT outsourcing services. IT outsourcing is a core competency of CGI and a key business enabler for our clients. Founded on an outcome-based model, our IT outsourcing services deliver efficiency improvements and cost savings, allowing clients to reinvest and drive their business transformation.

Advanced analytics. CGI provides innovative strategies and solutions to connect data across silos and legacy systems to deliver the right information to the right people at the right time. Our comprehensive data and analytics portfolio includes data science techniques such as machine learning, data mining, predictive analytics and location intelligence.

Intelligent automation. CGI helps clients use the full spectrum of automation wherever they are on their automation journey—from robotic process automation (RPA) to artificial intelligence (AI) that ultimately will emulate full human cognition and empathy.

Cloud & hybrid IT. If you need to accelerate innovation, moving the right workloads to the cloud is a powerful enabler. CGI can help you take a comprehensive approach to balancing risk and value at every stage of your cloud journey.



Cybersecurity. Enterprises look to CGI to help identify security risks, build secure outcomes, and operate with confidence. We deliver end-to-end cybersecurity solutions through our expert talent, deep technical and business knowledge, security operations centers, best practices and frameworks.

DevOps. DevOps has emerged as an end-to-end IT delivery approach that makes business change faster, more flexible and more reliable. CGI helps clients in their DevOps transformation journey to become high-performing agile organizations.

Insights you can act on: We listen to our clients

Every year, we gather client views on the trends affecting their organizations and industries, along with their business and IT priorities. Through our Voice of Our Clients program, we analyze these findings to provide our clients with a valuable global antenna—based on facts, not hype—for benchmarking best practices.

Our benchmarking data comes from a knowledge base developed over the past 10 years. It reflects insights from 5,500+ client organizations located in countries representing 82% of the world's IT spend in all economic sectors. The data also comprises nearly 1 million answers from our face-to-face conversations with 1,500 executives each year, of which half are business executives and half are IT executives.

Learn more about [CGI's Voice of Our Clients program](#).

For the eighth consecutive year, we also have sponsored [The Global Treasurer's Transaction Banking Survey](#), which offers critical insight into the corporate-to-bank relationship, including emerging trends in banking services.



Through our global insights and local experts, we help build strategies and deliver services and solutions that achieve tangible outcomes.





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.

[cgi.com](https://www.cgi.com)

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