



Enhancing your
digitalization journey

CGI

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Dear clients and partners,

The COVID-19 pandemic has affected our lives in many ways, increasing uncertainty in business and life. Markets are changing dynamically with no accurate forecast as to which sales will grow or decline.

It is in this uncertain period that we have to make important decisions for our business — to change the traditional business model.

The digitization of services has become more important than ever. Teleworking and electronic services have become a part of our lives. Today, we clearly understand that during and probably after the pandemic, technology can unequivocally help improve the quality of services, make processes more efficient and create added value.

How have we done it? Our professionals share their insights and experiences on how CGI has helped our clients navigate around their business and IT challenges.

I invite you to read this publication we have prepared and learn more about how we can support you in your digitalization journey.

Thank you.



Karolis Baltrušaitis

Vice President Consulting Services
Lithuania & Latvia

About CGI

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

CGI at a glance

1976

Founded

CA\$12.16

billion revenue (Fiscal 2020)

76,000

consultants and professionals

400

locations worldwide

5,500

end-to-end services clients globally

50,000

clients through our 170+ IP-based solutions

NYSE

GIB

TSX

GIB.A

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.

Business success isn't just about where you'll go and how you'll get there. It's also about who you'll team with. We are committed to making our story about you and your successful journey, serving as an insightful and resourceful partner.



Our approach is what sets us apart.

Client proximity

We build lasting, trusted relationships by embedding operations within your metro markets and working together to serve as caring neighbors. Our experts draw on a diverse global network 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.

Industry expertise

With deep expertise in technologies and the industries we serve, our consultants help navigate complex challenges with practical solutions. We develop blueprints that map your industry's operating architecture to our offering roadmap to ensure we customize and adapt solutions for your unique needs. As industry lines continue to blur, we also bring forward lessons learned and innovation solutions from our work across industries.

Range of services

Our secure and flexible end-to-end services include strategic IT and business consulting, systems integration, IT managed services and intellectual property solutions. Our business consulting focuses on ways to improve business agility and manage change, for example, while our intellectual property helps accelerate innovation. We use our systems integration capabilities to advance clients' IT modernization efforts, and our managed IT and business process services help clients mitigate cost pressures while driving more value from their technology supply chains.



Supporting your successful journey.

We are committed to driving engagements more accountably and responsively than any other company of our kind.

In all we do, our goal is to build trusted relationships through client proximity, providing industry and technology expertise and end-to-end services to help you meet the needs of your customers and citizens.

With more than four decades of sustained growth, our financial strength is a testament to the trust of our clients, the expertise and dedication of our consultants, and the sound principles by which we operate.

We drive operational excellence through the CGI Management Foundation, which aligns our operations through common principles, processes and frameworks to provide quality at scale. This provides the confidence you need to partner with CGI as your full-service provider, serving your needs today and into the future.



Insights you can act on



Insights

This represents our deep knowledge of industry trends and your business and IT priorities. It also highlights our collective industry and technology expertise, and the best practices we've built over more than four decades of serving client needs.



You can

You can emphasizes our client-first mindset and dedication to deliver value to your organization. It reflects how we work side-by-side with you to co-create the future.



Act on

This expresses how, through our global insights and local experts, we help build strategies and deliver services and solutions that achieve tangible outcomes.

CGI in Latvia

Founded as Mebius IT, which was acquired by Affecto in 2004, we have been working side-by-side with our clients across industries since 2002. In 2017, CGI acquired Affecto in Latvia and in 2019 Acando became part of CGI. Today, more than 50 of our professionals work on projects in Latvia and foreign markets such as South Africa, Croatia, Norway, Denmark, Germany and Sweden among others.

Industries we serve

We work across 21 industry sectors to help them move on the path of digital transformation.

In the MANUFACTURING sector, one of our customers is well-known manufacturers BMW and Airbus.

In the TELECOMMUNICATIONS sector, we provide comprehensive services to the Top world's communication services providers, such as Bell Canada, AT&T USA and Telia Group in Baltic region.

One of the best-known companies in the INSURANCE sector is Aviva, but we also work with almost all well-known insurance companies in the local markets.

In the UTILITIES and ENERGY sector, we have the most experience and can be proud of our successful projects - we work across the entire value chain of a utility, from production/generation and transmission and distribution operators to utility suppliers and central market operators. We focus on the end-to-end needs of our clients, providing industry-focused consulting, systems integration and managed services, accelerated by intellectual property, to help them navigate the energy transition and remain competitive. (we implemented the centralized energy market solution for Fingrid, EDSN and other energy companies). In the Baltic market, we work with Latvenergo in Latvia, Eesti Gas in Estonia, as well as Ignitis Group companies and Litgrid in Lithuania.



We have accumulated a lot of experience in working with companies in the RETAIL sector, digitizing and automating their activities.

We also work closely with the PUBLIC sector, e.g. In the USA, we provide services to the US military, and in Lithuania - to the State Tax Inspectorate, the State Road Administration and other agencies.

We provide services to both OIL AND GAS industry customers, well known in the world.

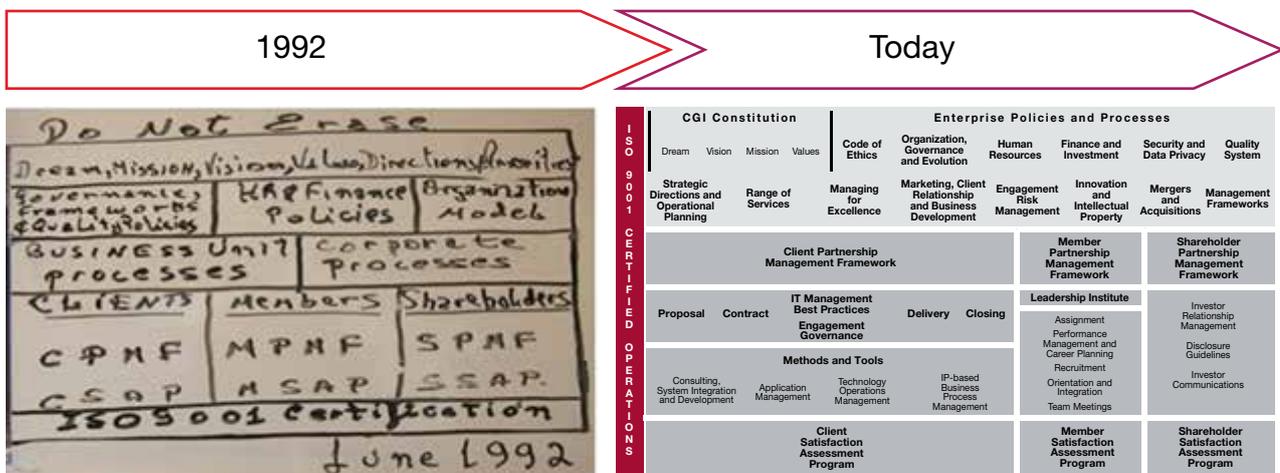
How we operate

The CGI Management Foundation

The CGI Management Foundation encompasses the key elements that define and guide the management of our company. It includes the CGI Constitution, along with our goals, objectives and business and governance models.

It also provides access to enterprise policies, frameworks and processes, and outlines a common set of best practices and measures. CGI's Code of Ethics is also part of our Management Foundation and applies to all members, officers and directors of the company. It governs all conduct and behavior to ensure we consistently operate at the highest standards.

These elements guide our relationships and provide the best equilibrium between our three stakeholders—clients, members and shareholders—and foster alignment throughout our organization to ensure excellence in service everywhere CGI operates.



The CGI Constitution

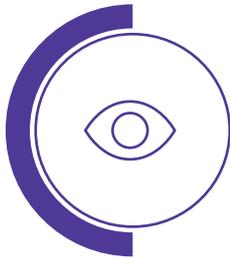
The CGI Constitution is a reflection of our Culture. The Constitution is made up of the Dream, Vision, Mission and Values that drive us to build a global IT and business consulting services leader.

With frameworks and programs founded upon this Constitution, CGI's consultants and professionals have the opportunity to participate in the life and development of their company, which, in turn, results in greater client satisfaction and loyalty.



Our Dream

To create an environment in which we enjoy working together and, as owners, contribute to building a company we can be proud of.



Our Vision

To be a global world class end-to-end IT and business consulting services leader helping our clients succeed.



Our Mission

To help our clients succeed through outstanding quality, competence and objectivity, providing thought leadership and delivering the best services and solutions to fully satisfy client objectives in information technology, business processes, and management. In all we do, we are guided by our Dream, living by our Values to foster trusted relationships and meet our commitments now and in the future.



Our Values

Partnership and quality

Objectivity and integrity

Intrapreneurship and sharing

Respect

Financial strength

Corporate social responsibility

Our Values

Partnership and quality

For us, partnership and quality are both a philosophy and a way of life. We constantly deepen our understanding of our clients' business and we develop and follow the best management practices. We entrench these approaches into client relationship and service delivery frameworks in order to foster long term and strong partnerships with our clients. We listen to our clients and we are committed to their total satisfaction in everything we do.

Objectivity and integrity

We exercise the highest degree of independent thinking in selecting the products, services and solutions we recommend to clients. In doing so, we adhere to the highest degree of quality, objectivity and integrity. We do not accept any remuneration from suppliers. We always act honestly and ethically. We never seek to gain undue advantages and we avoid conflicts of interest, whether real or perceived.

Intrapreneurship and sharing

Our collective success is based on our competence, commitment and enthusiasm. We promote a culture of innovation and initiative where we are empowered with a sense of ownership in supporting clients, thus ensuring our profitable growth. Through teamwork, sharing our know-how and expertise across our global operations, we bring the best of CGI to our clients. As members, we share in the value we create through equity ownership and profit participation.



Respect

In all we do, we are respectful of our fellow members, clients, business partners and competitors. As a global company, we recognize the richness that diversity brings to the company and welcome this diversity while embracing the overall CGI business culture.

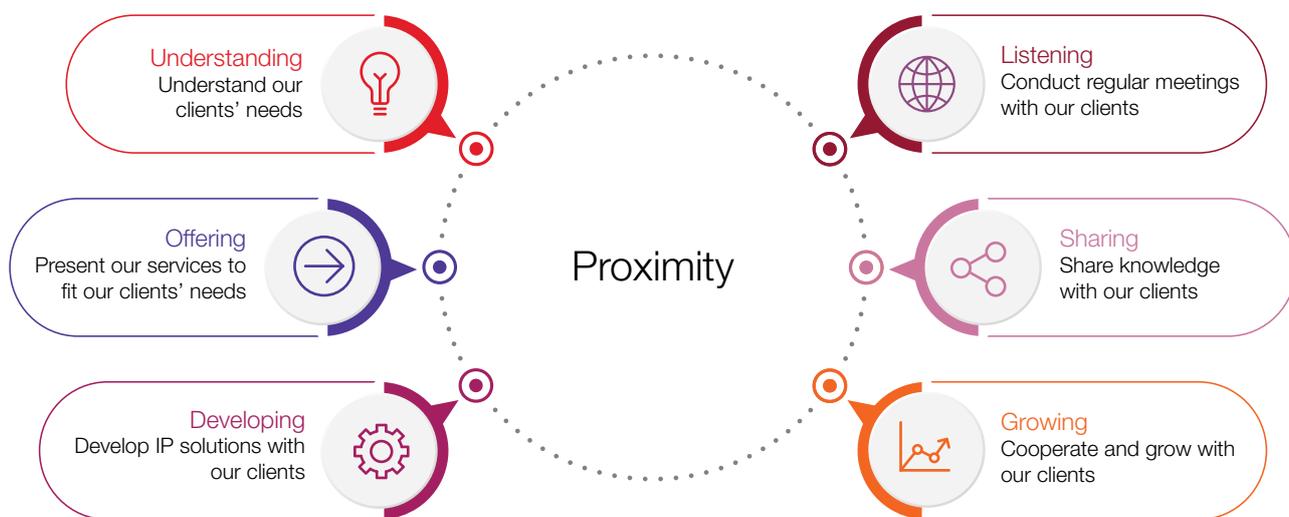
Financial strength

We strive to deliver strong, consistent financial performance which sustains long term growth and benefits both members and shareholders. Financial strength enables us to continuously invest in our members' professional development, our services and our business solutions to the benefit of our clients. To this end, we manage our business to generate industry superior returns.

Corporate social responsibility

Our business model is designed to ensure that we are close to our clients and communities. As members, we embrace our responsibilities to contribute to the continuous improvement of the economic, social and environmental well-being of the communities in which we live and work.

Our collective success



1. Proximity model is what makes us unique. Through regular meetings and the Voice of Our Clients program, we work closely with our clients to understand their needs and jointly explore the best solutions to improve their operations.
2. Our professionals, whom we call members, participate in our company's growth and development and nurture an ownership mentality.
3. We also participate in building a highly ethical company by supporting the local communities in which we live and work.

Our relationship with our clients, culture of ownership and corporate social responsibility have helped us achieve these results:

- 83% of members are shareholders of our company
- 95% of projects are implemented on time and within budget

CGI and the Canadian business culture



As Canadian companies enter Latvia, they also share their business culture with our stakeholders. These insights shared at the Canadian Business Forum organized by IQ magazine discuss what makes the Canadian culture special and how it differs from Scandinavia and other Western European countries.

Openness and diversity are at the heart of Canada and its business culture.

The diversity in Canada has the greatest impact on its culture and business as it strengthens and enriches the state culturally and economically.

Every tourist visiting Canada, even for a short time, is treated as a Canadian. Tolerance is practiced in all spheres, including business decision-making.

Their business structure is not hierarchical and Canadians communicate easily, promoting openness among employees.

Decentralized management enables freedom to decide and a sense of responsibility.

Canadians motivate their employees and involve them as much as possible in the business. One of the ways this is achieved in CGI through its Share Purchase Plan – if a member purchases CGI shares, we match the amount and credit this to the member's account. "We must be proud of our company, then it will be accompanied by success," said K. Baltrušaitis, head of CGI in Lithuania and Latvia.

Caring for others is part of the Canadian business culture.

Canada is leading in welfare indices. It competes with Scandinavian countries and also has American features. Canadians believe that the happiness they create personally also affects their environment. Therefore, they instinctively care for themselves and their community.



CGI and our local communities

Spoofy: Turning kids into cyber heroes



Do you remember learning the alphabet or days of the week? Perhaps not, but you probably remember the rhyme or song associated with it. Things we learn at a young age, in a fun way, seem to stay with us. As we help our children navigate the world to be good citizens, it is also vital to teach them about digital security.

At CGI, Dream Connectors is a global initiative that advances our ongoing commitment to improving the well-being of our communities through technology and the engagement of our members. The winner from our Finland office, Pauliina Nikko-Takala, had the vision to create a free cyber game for primary school-aged kids. Through Dream Connectors, her idea became a reality.

The Dream Team: Kids, parents, teachers and partners

In Finland, most first and second graders have smartphones but lack the knowledge and skills on digital security. The cyber game aims to help kids, teachers and parents understand basic security practices like the importance of protecting privacy, creating strong passwords, updating systems and navigating social media. The cyber game called “Spoofy” turns kids into cybersecurity heroes who help others solve digital challenges in four different worlds: City, Home, Grannie’s place and School.

Providing the tools for a secure future

The game is a significant tool to improve citizens’ digital security skills. It was launched in Finland in 2020 and we are creating a marketing campaign with our sponsors and partners to launch a multilingual version for Poland and Baltic countries in 2021.

STEM@CGI At Home: Inspiring the next generation of IT professionals



STEM-based activities for children

Our full and half day STEM camps with local schools and communities across the UK have been successful. 25 camps were held in 2019, engaging more than 150 CGI volunteers and reaching more than 900 students.

Due to the COVID-19 pandemic, our STEM camps became virtual. Recognizing the challenges that parents, caregivers and educators face when balancing remote work and childcare, we created a new [STEM@CGI At Home](#) program that offers weekly STEM-based activity packs for children aged 6 to 14 years or anyone interested in teaching these to students.

The activities cover all aspects of STEM including coding, environmental sustainability and robotics and each topic involves technical, practical and physical elements.



Green Christmas: Sustainable initiative to mitigate climate change

In 2020, our members could choose a potted Christmas tree as a gift from CGI. Through this initiative, we saved 87 Christmas trees that were replanted in spring.

By saving Christmas trees, we helped in the fight against climate change as the most important measures to mitigate this is through the reduction of carbon dioxide (CO₂) emissions, absorption of emitted CO₂ and carbon storage. Global practice shows various ways of CO₂ storage like burial of carbon in the

depths of the earth and storage of oceans; but one of the most suitable and favorable ways for the Baltics is CO₂ storage in forests. The forest naturally stores carbon and can turn into so-called carbon stores because trees absorb CO₂ and emit oxygen, “locking” carbon in wood mass. It is estimated that one tree can store about 10 kilograms of CO₂ on average per year, and up to one tonne over its lifetime.

As our members expressed their interest and support, we plan to continue this initiative in 2021.



Our know-how and solutions

E-commerce innovation: Enhancing retailers' product inventory management

DEPO DIY is a large retail brand with stores across Latvia, Estonia, Lithuania and Russia. Their target is to take the lead in the online retail network in the Baltics and optimize working methods in their physical shops by digitalizing operations and centralizing retail processes.

Due to the pandemic, DEPO DIY required immediate digitalization of all retail processes, from logistics to physical sales, and were under great pressure to introduce a new online sales process.

To address this challenge, CGI developed a unique and complex e-commerce solution tailored to a retailer's different markets, shops, pricing and assortment. The complete retail ecosystem was implemented from scratch through an open source platform and caters to both e-commerce and brick-and-mortar stores. The solution:

- Reflects a customer's business model, optimizes user experience and grants them maximum possible options for online and safe shopping benefits any time and anywhere.
- Connects different third party systems such as Dynamics 365 (Client Relationship Management and Finance), nopCommerce, Product Information Management, and more through its centralized platform with microservices
- Creates value for clients by supporting the whole business process life cycle from design to sales

- Helps manage multiple sales channels such as physical shops, e-sales, customer service and more

Our team's broad e-commerce experience from several industries help us understand our clients' challenges and identify opportunities in their respective markets. With CGI, technology is used to provide clients the best platforms that maximize potential. We are not limited to online stores. Instead, we consider the entire customer journey by optimizing different retail processes.



Tatjana Novojevska,
Head of Microsoft
Solutions Unit

Talent Grow: Comprehensive approach to employee performance evaluation

To help organizations plan employee performance evaluation activities, we developed Talent Grow, an effective and innovative way of taking a broader look at employees' performance and their contributions to the organization's development and strategic goals.

With Talent Grow, employees can easily set goals, follow and plan the development of their competencies and receive feedback; while managers can follow the performance appraisal process, access statistical information conveniently and plan the growth of the organization based on it.



Justas Juozapavičius,
Head of Private Sector Division

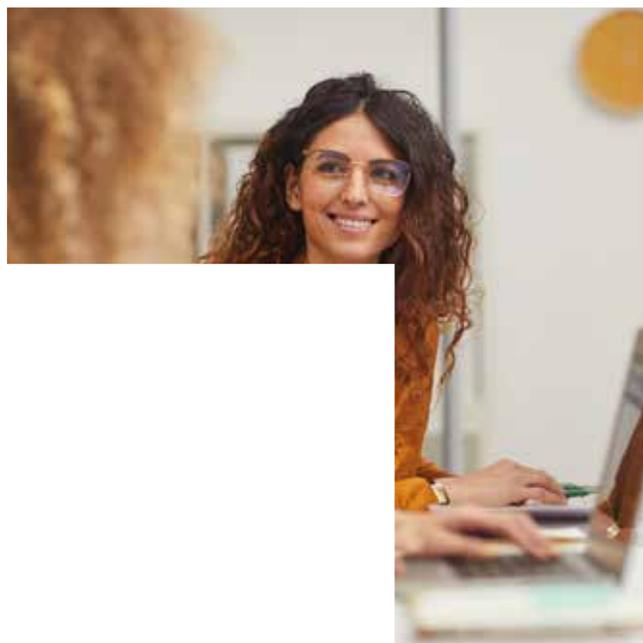
Benefits of Talent Grow

 <p>Use your native language The system can adapt to multiple languages.</p>	 <p>Use the latest version The system is constantly improved and updated.</p>	 <p>Name your goals Identify your organizational goals so employees align with it.</p>
 <p>Pay per use The subscription fee depends on the number of system users.</p>	 <p>Tailor to your needs Customize system lists and forms to your needs.</p>	 <p>Use statistics Make informed decisions and monitor changes through useful statistics.</p>
 <p>Start using now The system is always ready to use with no upfront costs.</p>	 <p>Don't worry about the administration System support infrastructure and administration is managed by CGI.</p>	 <p>Get reminders The system will remind you about important deadlines.</p>

Applying best personnel management methods

Together with personnel management specialists, we also developed Talent Grow and implemented the best methodologies in the system for our clients to test.

Talent Grow consists of several modules that are easily adapted to different types of companies and their needs. With the Talent Grow system, organizations can monitor their employees' progress, plan their growth as a business, identify areas of improvement and new talents and leaders in a timely manner.



Competency matrix

The matrix allows targeted development of employees' professional competencies.



Goal setting

With the SMART approach, employees have a simple and clear process for setting, monitoring and evaluating their goals.



Objective cascading

Identify organizational, departmental and divisional goals so employees can also identify their goals that are consistent with the organization's strategy.



Organizational growth

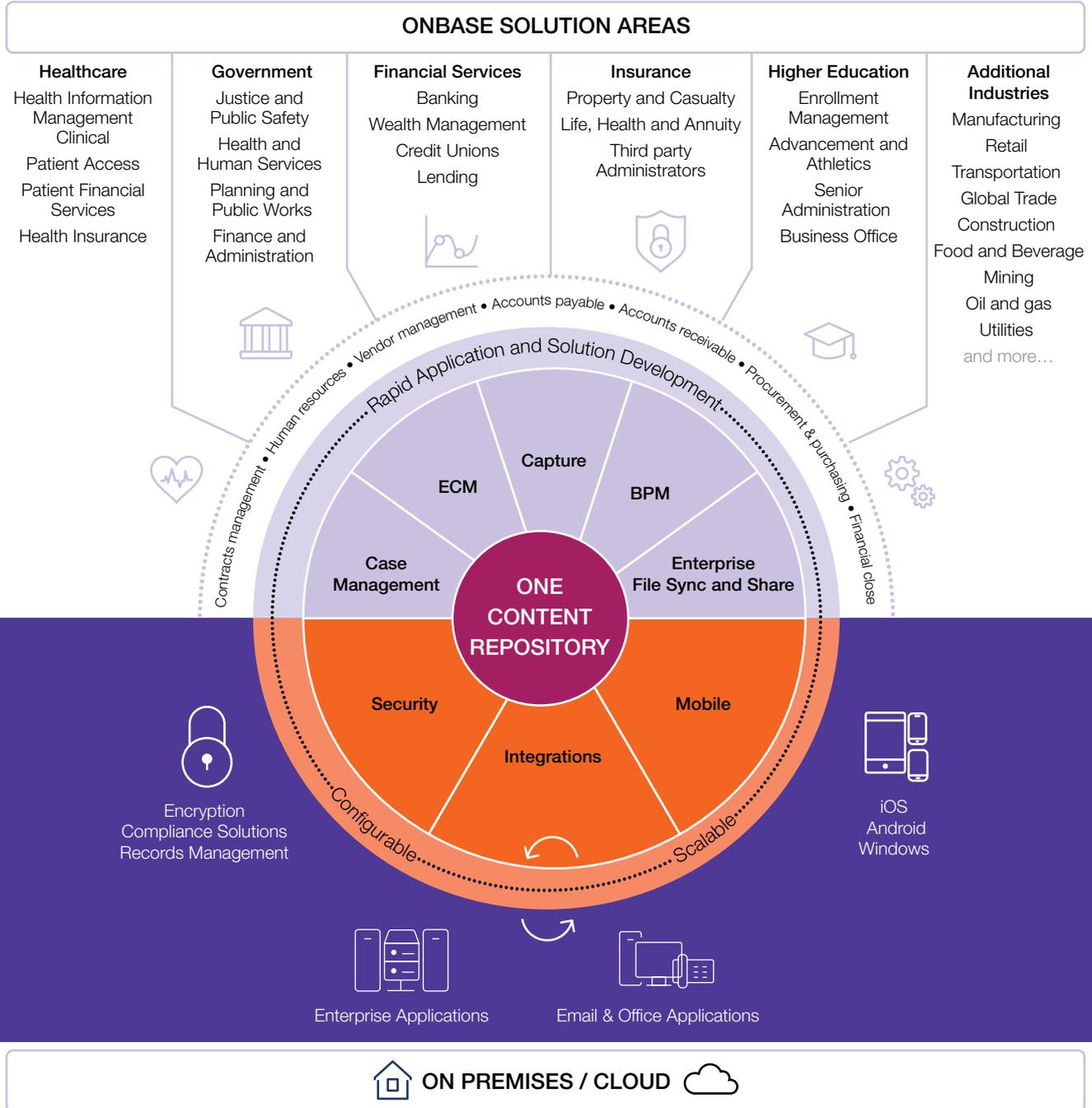
Statistics, reports and questionnaires are available to help companies make informed decisions.

Hyland OnBase: Enabling a more efficient enterprise environment

Organizations can simplify their IT environment and reduce information silos with Hyland OnBase, an enterprise information solution for managing content, processes and cases using a single database, content repository and codebase. It gives clients one platform to install, upgrade, secure, protect and integrate, instead of a diverse portfolio of information technologies to manage.



Ričardas Šiaulyš,
Head of Insurance Division



We help our clients:

- Implement the OnBase information management platform
- Manage data, documents, processes and cases
- Integrate core applications
- Provide a rapid development platform to reduce legacy applications
- Create a 360-degree view of their projects
- Digitize processes and make them visible
- Achieve national and international compliance (i.e. GDPR)

OnBase capabilities

- Case Management: OnBase is an award-winning and analyst-recognized case management platform.
- Enterprise Content Management (ECM): 18,000 lifetime global customers in 80 countries trust OnBase for their ECM needs.
- Capture: Mailroom, multi-function printer, e-mail, fax, desktop, data stream, import processors, and more are available to reduce time between receiving and processing of data.
- Business Process Management (BPM): A highly-configurable workflow engine simplifies the complexity of organizational processes.
- Enterprise File Sync and Share technology empower users to share files in the cloud without losing ownership over the shared information.



Mobile

Native apps are developed for iOS, Android, and Windows to extend solutions to the field.



Integrations

Configurable tools can be integrated with core and complementary solutions.



Security

Native and granular security options protect your information at rest, in motion and use.

Asset management and supervision system: Taking the first step to the future of the innovative energy ecosystem

Europe's energy sector is on the brink of change. With the wave of green energy and the need to integrate small energy producers and consumers, the need for public energy companies to account for data is changing and the management of the whole system is becoming significantly more complex.

What we see today is only the first stage of transformation to IT systems taking place at the national level throughout the European energy sector.

In the last few years, CGI has been tasked to develop for utilities sector companies solutions which accelerate their efforts to transform power grids by providing more unified, accurate and real-time data to deploy innovative applications more rapidly, such as to launch new services, improve asset utilization, and provide flexibility services. These are currently being implemented in Finland but the second pending step is the integration of these systems at the European level.

Selecting a trusted partner that can do this is a major long term advantage and CGI has that extensive experience in implementing asset management and supervision systems.

In 2018, we introduced similar technological asset management solutions for the Lithuanian energy transmission system operator, Litgrid, and in 2019, for Amber Grid.

In March 2020, Latvian state energy company Latvenergo, which generates 70% energy supply in the Latvian energy market, chose CGI as a partner to implement a system for the supervision and management of technological assets. We plan to complete the implementation in 2021 and further maintenance and development for at least another two years.



Ramūnas Valeika,
Head of Asset Management
Solutions Division

Ignitis customer self-service: Keeping the competitive liberalization of the electricity market

CGI in Lithuania has been collaborating with Lithuanian energy companies for more than 20 years.

Since 2013, commercial consumers in Lithuania have been purchasing electricity from independent suppliers. But with the liberalization of its electricity market in May 2020, all residential consumers in the country have to select an independent supplier by 2023.

As a result of the liberalization, Ignitis, a public electricity supplier formerly known as Lietuvos Energija, became an independent supplier. This required changes to their internal and external systems, taking into account new arrangements and adapting to the market accordingly. Residential consumers who choose an independent supplier must sign a new contract with their selected provider.

To address this challenge, we developed Ignitis customer self-service portal, called Ignitis savitarna, updated its functionality according to the deregulation requirements and created a user-friendly environment for managing new contracts. The portal, which also has an iOS and Android mobile application version, has been received with excellent feedback and high evaluation ratings from Ignitis.



Arūnas Bakutis,
Head of Energy and Utilities
Companies Division



CGI Mobilog: Smart planning and flexible resource management through a future-proof mobile application

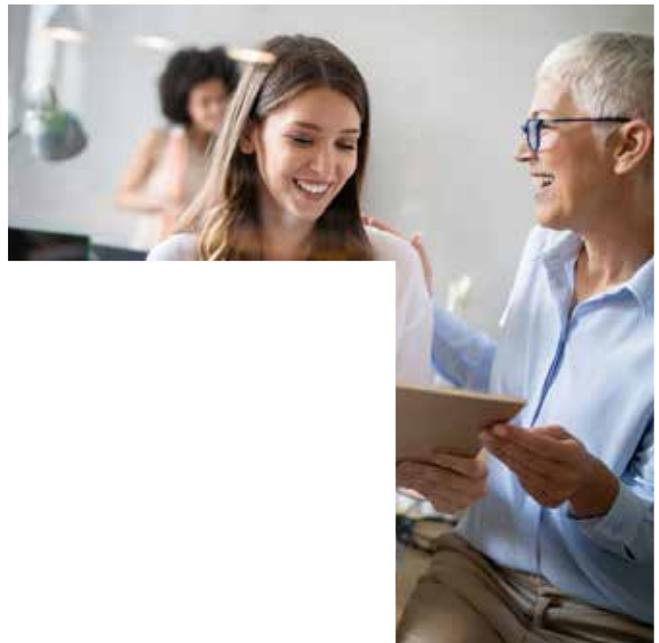
ISS Finland, an office and infrastructure maintenance company, has 4,000 employees constantly working with customers remotely to provide safety and sanitation services to the healthcare, aviation, finance, and other business sectors. ISS Finland always strives to simplify and speed up its business processes and to make working conditions easier for its employees.

To support this challenge, our experts integrated the CGI Mobilog solution with ISS Finland's work accounting system to ensure timely and accurate assignment of tasks and ongoing payments to its employees.

Organizing everything through a mobile app

Until ten years ago, ISS Finland employees received assignments manually and used a complex process of submitting job accounting sheets. Today, they complete these through CGI Mobilog. It consists of a mobile app and a personalized environment accessible through a browser, where employees can plan and assign tasks in real-time efficiently.

ISS Finland's internal system constantly exchanges information on work orders with the CGI Mobilog system. After employees submit workbooks at the end of the day through the app, their work hours are automatically uploaded to the company's workbook system which significantly improves quality of work and saves time.



Expanding usage to new business sectors

With the positive feedback we received on the efficiency of CGI Mobilog and its possible integrations with ISS Finland's internal systems, they are increasing the app's number of users and will use it to provide services to new business sectors.

CGI Mobilog is also used in other teleworking organizations in the construction, energy and services and home care sectors.

Employee

Customer

Company

Less manual work, less stress

More time for customer service

5%

Key outcomes

- Return on investment in three to six months
- One hour saved per field worker daily
- 5 to 20% increase in effective work time
- 80% resourcing and planning time can be automated



Industry 4.0: Transformation of industrial enterprises with the IFS asset management system



Industrial companies in the Fourth Industrial Revolution that implement advanced automation and apply IT in their operations significantly increase the efficiency of production processes, reduce costs, optimize resources, and generate higher profits. The most important technologies are the Internet of Things (IoT) using smart devices and metering networks, processing and analysis of big data, and cloud computing.

During the Industry 4.0 conference in 2020, industry experts and leaders reviewed the challenges of companies in the industrial sector and shared

innovative IT and business development solutions. CGI experts, clients (including Orlen, one of the largest Polish companies) and partners also shared solutions and insights.

Our experts presented the case study, “Becoming advanced in predictive maintenance methods”, which talked about the transformation of industrial enterprises from non-automated to advanced and predictable processes, and our client’s success story in using the IFS asset management system.

Our partners

IFS

CGI has been in partnership with IFS in Poland and Baltics for more than six years. Together with IFS, we bring the best industry experience and innovative solutions for utilities and energy companies, and help them modernize management of enterprise assets, projects and financials.

Microsoft

CGI is a Globally Managed Services Partner for Microsoft, as well as a Microsoft Gold or Silver Partner for 20+ competencies. We also have one of the largest suite of Microsoft offerings in the market, as well as 8,000+ dedicated Microsoft professionals in 25+ countries.

Oracle

CGI Inc. has been partners with Oracle for more than 25 years since 1995. As an Oracle Platinum Partner with Cloud Select status, our deep Oracle expertise has helped solve complex challenges and drive value for clients worldwide. We continue to deliver large-scale Oracle-based projects on time, within budget and with the desired results.

Tia

We are a trusted Tia implementations partner ranked at the highest level. Today, CGI is a true worldwide Tia implementer, providing support, trainings, upgrades, integrations and IT-driven business enablement services.

CGI Insurance Competence Center is among the leading IT service providers worldwide, focusing on the development, implementation, consulting, training



and maintenance of TIA system. Our high skilled international InsurTech consultants help clients to realize their full potential and succeed in the following key themes: digital transformation, data analysis, market and risk management or improving operational efficiency and effectiveness. We're working with hundreds of insurers, brokers and agents around the world to implement the right information technology and business process solutions across the insurance value chain to help them win and grow.

Hyland

CGI acts systems integrator implementing software developed by their business partners Hyland Software, Inc. (OnBase, Saperion and Alfresco).



About CGI

Insights you can act on

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We are insights-driven and outcomes-based to help accelerate returns on your investments. 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.

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