

Combining the
power of the
Salesforce
platform with CGI's
industry expertise



CGI



Challenges



Demand for increased digital customer, citizen and patient engagement - this requires multiple channels for interaction to ensure a positive customer experience with each touchpoint



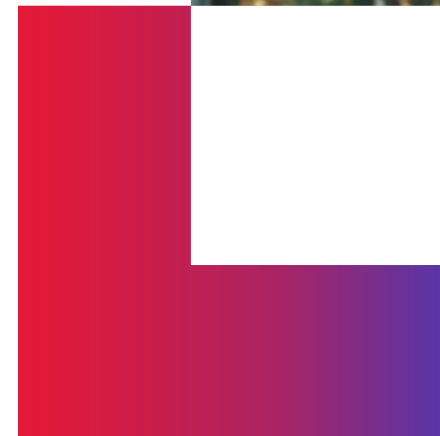
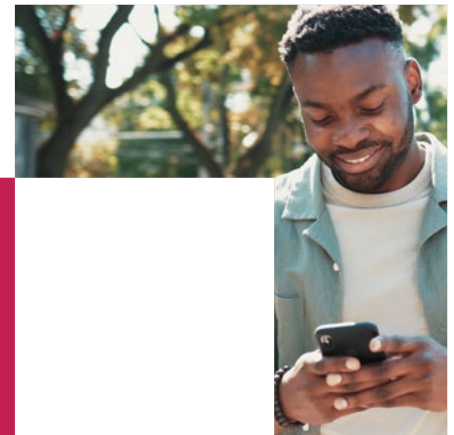
Multiple sources of information across different systems meaning there is no single view of an individual



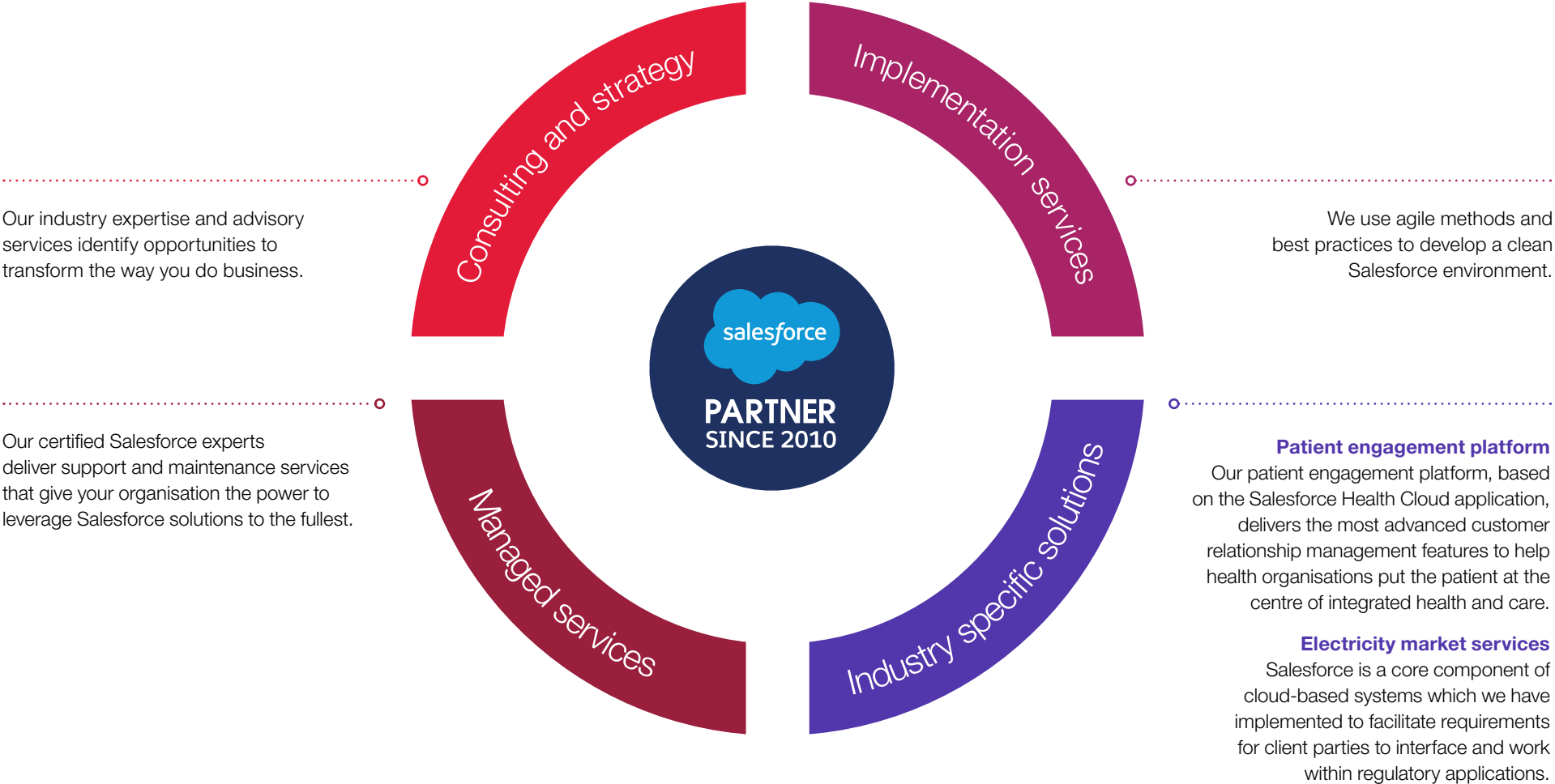
How to fully leverage Salesforce platform and ensure adoption across the organisation



How to continuously shorten time to value during rollout of platform



What we offer



Benefits

1

Improved customer experience

2

Accelerated delivery of new services

3

Improved forecasting and pipeline growth

5

Increased collaboration across the organisation and with other companies and agencies

6

Drive efficiency and agility into operations



CGI and Salesforce

12+

years of experience in Salesforce implementations

10

Salesforce centres of excellence worldwide

27,000+

users deployed globally

300+

Salesforce clients



What CGI brings

- Our teams across multiple industries including health, energy, oil and gas and utilities bring together the best of Salesforce capability with our industry expertise.
- We have the talent, scale, reach and end-to-end services to help clients link emerging technologies with legacy systems and processes to succeed with their digital transformation programmes.
- We implement Salesforce customer engagement solutions using a unique client relationship approach backed by our global insights and local proximity.



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 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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