

Better visibility and traceability into your end-to-end IT and business processes with service providers and within our own departments is critical to delivering greater value to the business.

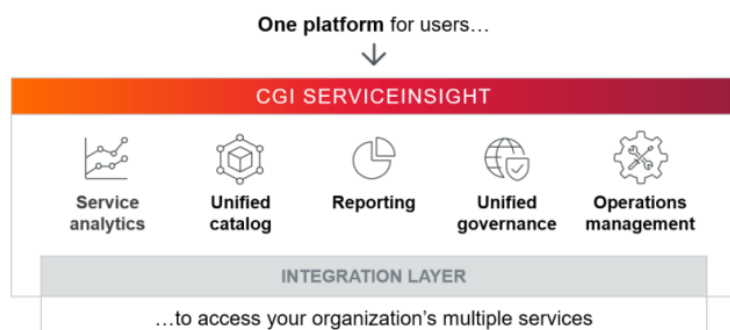
CGI ServiceInsight is a powerful, service integration and management platform (SIAM) fueling IT transformation with intelligent, people-centric user experiences that helps organizations work smarter

Accelerating your transformation with people-centric user experiences

Organizations are increasingly looking to managed business and IT services to drive their digital agenda. Efficiently managing multiple service providers, tools, processes and governance can prevent hand-off delays in problem resolution and change management resulting in better end user experiences.

CGI ServiceInsight is an advanced SIAM platform that accelerates your IT and business transformation with intelligent, people-centric user experiences to help you work smarter. The solution provides deep insights into your operations through a single-pane-of-glass view to support decision making and governance through measurable experience level agreements (XLAs).

CGI ServiceInsight Operational View



KEY BENEFITS

CGI ServiceInsight provides a number of benefits including:

- **Increases customer satisfaction** by responding to rapid business changes using out-of-the-box analytics.
- **Reduces operational costs** by providing a single, modern, efficient platform to help raise service requests faster.
- **Ensures faster resolution** by automating service delivery instead of using legacy helpdesk methods.
- **Enhances user experience** by creating a modern, persona-based user experience to offer a personalized view of the platform across different organization levels.
- **Provides a unified catalog** by offering a single interface to raise hardware, software and service requests.
- **Facilitates easy integration** with legacy and modern-day applications and is highly scalable.

FEATURES

CGI ServiceInsight includes a number of features that empower service managers, business leaders and employees.

Digital Front Office

Provides a unified portal for users where the end-user can raise IT requests through smart integrated catalogs, with features like multiple access channels, form factor agnostic portal and accessibility from laptop, desktop or any mobile device.

Analytics

Provides powerful and intelligent streaming analytics and helps customers understand how the different services are used by end-users. The powerful analytical engine helps process high volume of data quickly and present it on interactive dashboards.

Faster decisions with powerful analytics

Helps business have a single view with concentrated interactive dashboards which helps review the information at once, get insight of all the important KPIs and make faster decisions.

Cross-function KPI

Provides comprehensive view of various different important KPIs, measured and displayed in the form of interactive dashboards with filter options.

Quality and scorecard

Key quality parameters are analyzed based on customer requirements. The data is then ingested, processed and visualized as an interactive dashboard with different selection filter options.

Reports and dashboards

Provides a single data model to generate and distribute real-time information on demand with the help of predefined or customized reports and elegant, role-based dashboards in a flash.

Gain real-time insight

Real-time reporting and dashboards allow one to get to the source of the issue quickly. Interactive dashboards provide options for further information in the form of drill down and different filters.

Catalog management

Provides intelligent catalogs which helps users interact with multiple different services at the same time from a single unified portal and raise requests with minimal inputs.

“Powerful service integration and management (SIAM) platform accelerates IT transformation with intelligent, people-centric user experiences.”

Service request management

Users can quickly raise an incident, change or problem and work order ticket with minimal inputs and view all open tickets and their status at any given time on the portal.

Approval

The Smart Approval console provides managers and power users single place to review and approve all open requests. The user also has the flexibility to approve requests from a desktop, mobile or tablet device.

Integration

Provides flexibility to integrate with multiple application services and enables end-users to access multiple applications via smart catalogs. It can seamlessly communicate with industry leading tools, like BMC Remedy and Service Now and run IT performance analysis faster by integrating to any enterprise system management platform (infrastructure and application monitoring, event management, business service management etc.).

Security

Secure by default and supports application security and data protection, as well as identity and access management, built on 256bit encryption.

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers an end-to-end portfolio of capabilities, from IT and business consulting to systems integration, outsourcing services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises.

For more information

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