Digital
Workplace

The evolution of the traditional
work environment.

An Advisory Services PoV

CGI

The Digital Workplace is a key driver of modern working life, with technologies enabling organisations to operate seamlessly regardless of hardware or employee location.

We help our clients develop into Digital Workplaces at pace, using service integration and consulting best practices to design solutions tailored to each organisation's specific vision.

Whatever your strategy, one thing is clear: user expectations have evolved, and the traditional workplace must therefore transform to enable more flexible working. Whether an employee is on-site, remote or even travelling, it is essential that this flexibility is not at the cost of productivity.

With our Digital Workplace zero touch, security and virtualisation services, your employees can work in a seamless, consistent way. They will have access to vital applications, information and data on an array of capable devices (including both corporate issued hardware and "bring your own device" (BYOD) schemes) that are centrally managed and secured, ensuring that all data is secured in your digital boundary, and employees can be productive regardless of device or location.
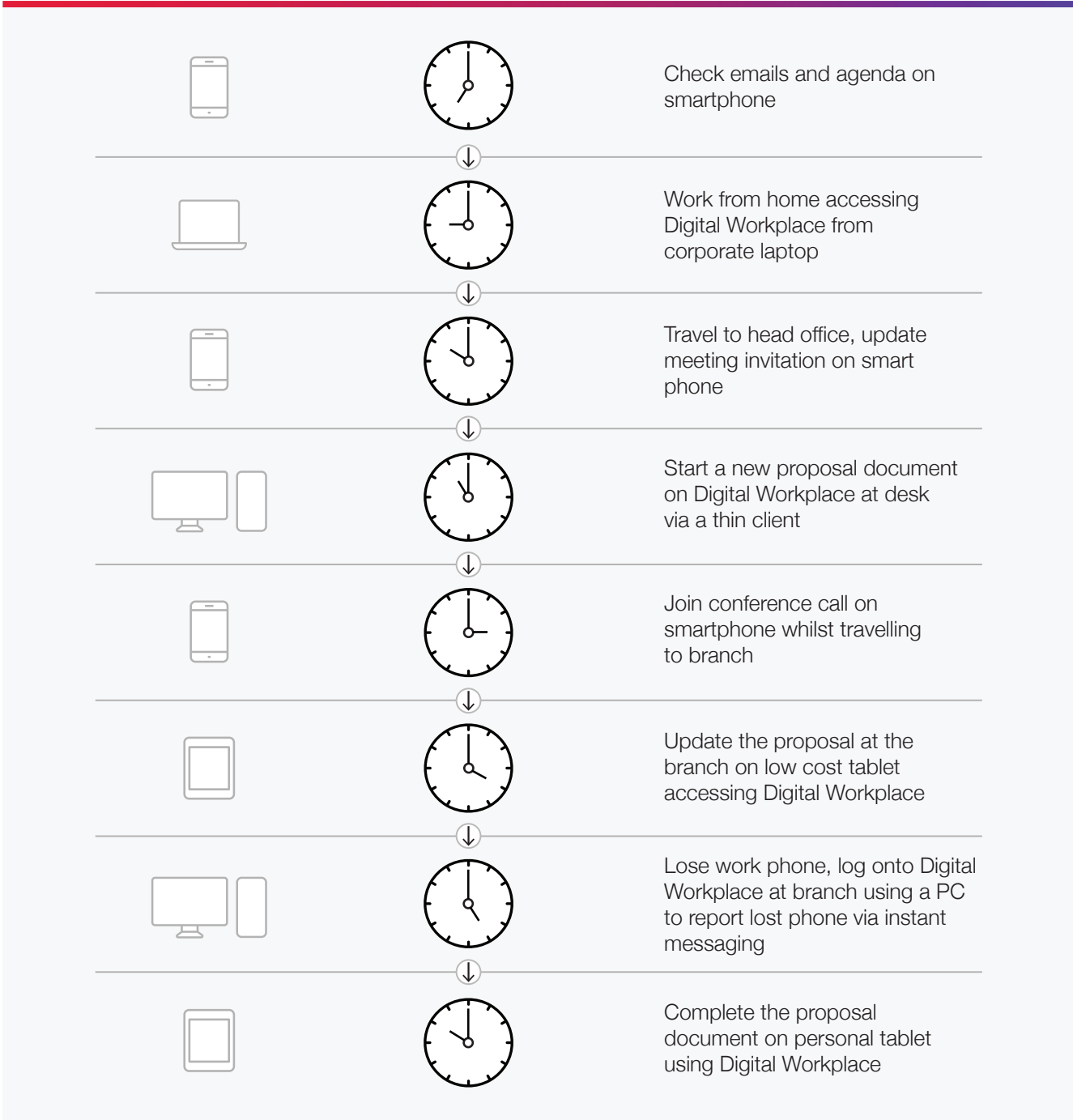
Work smart

The Digital Workplace leverages cloud-based modern management technologies that enable users to work securely and with connection integrity from any device and location, at any time.

Access to data and corporate resources is also protected by zero trust security principles and conditional access controls to reduce the risk of data loss.

- **Flexibility and productivity** – The Digital Workplace enables flexible, efficient and productive working that suits your organisation's culture and improves user engagement.

- **Measurable** - Using data-driven insights and workplace analytics, our Digital Workplace solutions identify the challenges and opportunities facing your users to allow evidenced-based decision making.

- **Sustainability** - Technology provides opportunities to reduce our carbon footprint through reduced travel, whilst minimising consumption and maximising re-use. In addition, CGI provides innovative solutions for device recycling and re-use in the community.

- **Connection security and reliability** - By putting end user compute services into the cloud, employees can access the data and services they need on devices that suit their specific ways of working. To ensure data stays safe, we employ a zero trust security approach using tools such as VPNs, conditional access and user identities that control access to resources.

- **Tracking** - Technology enables organisations to know where their employees are and for what purpose.

- **Video conferencing and virtual reality (VR)** - Communication through video conferencing is the "new norm", and the drive of VR will make a key difference to the remote working collaboration experience.

|		Check emails and agenda on smartphone
		Work from home accessing Digital Workplace from corporate laptop
		Travel to head office, update meeting invitation on smart phone
		Start a new proposal document on Digital Workplace at desk via a thin client
		Join conference call on smartphone whilst travelling to branch
		Update the proposal at the branch on low cost tablet accessing Digital Workplace
		Lose work phone, log onto Digital Workplace at branch using a PC to report lost phone via instant messaging
		Complete the proposal document on personal tablet using Digital Workplace

Cloud-based productivity

By adopting cloud services such as Microsoft 365 and virtual desktop infrastructure, you will establish seamless user experiences across all device types under a consolidated management layer.

We have vast experience of designing and implementing Microsoft 365 at scale across secure environments, so you can rely on us to deliver a truly flexible, secure and reliable solution.

Our Microsoft 365 specialists have helped bring cloud-based work environments to more than 200,000 end users, and manage 700,000 end user devices.
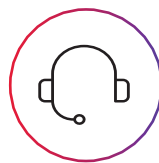
Store and backup your data and apps in our UK data centre, with support from our 5 star accredited service desk and world-class security practices.

We are a Microsoft Gold Certified partner.

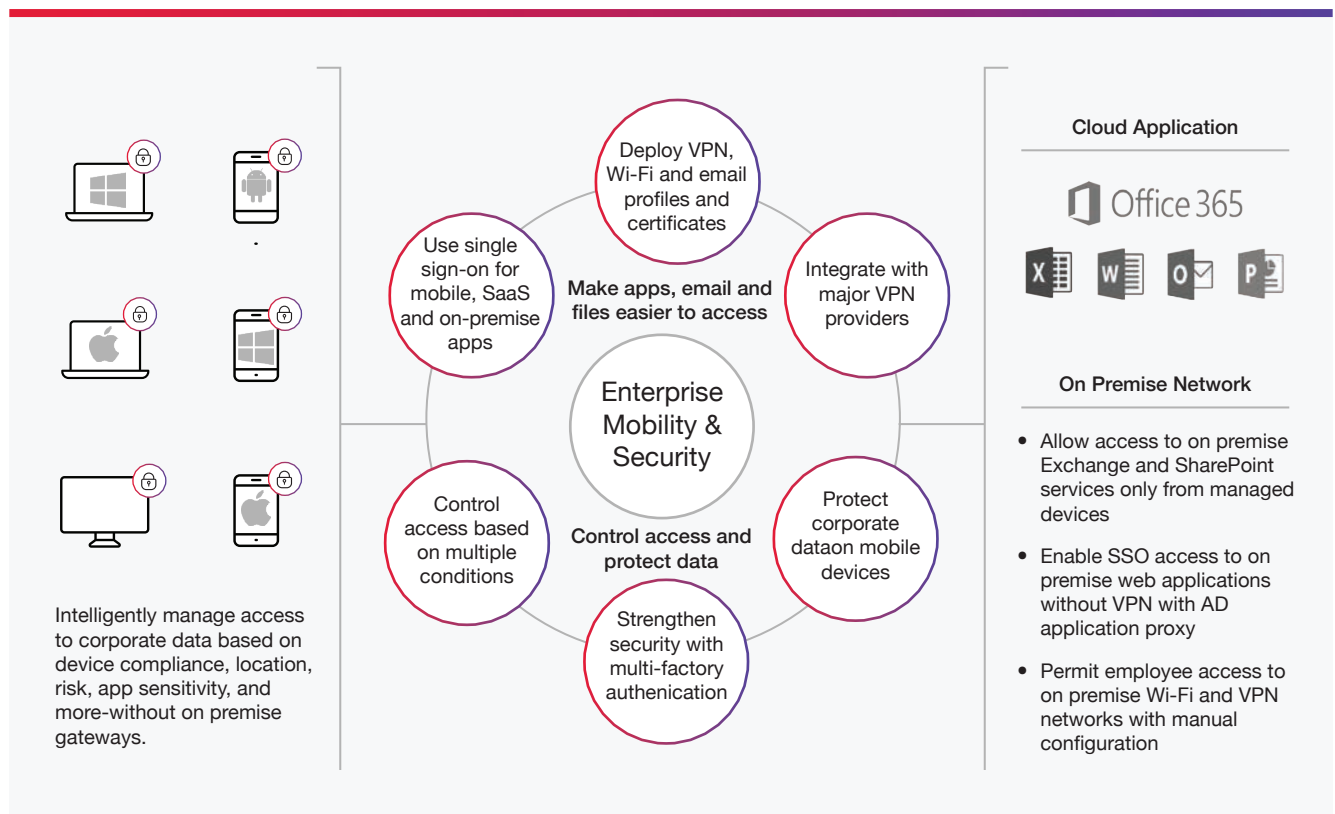Achieve reduced costs of up to 45% from traditional IT.

Device independence

We have managed Windows PCs for over 40 years and use this unparalleled experience to deliver a truly device-agnostic approach to end user services.

This is the foundation upon which CGI advisory services supported our clients in this engagement, one of which has undertaken on one of the world's largest rollouts of iPads, with nearly 60,000 devices deployed.

With the evolution of technology more clients are transitioning to a hybrid of Virtual Desktop Infrastructure and BYOD. Utilising the latest security technologies such as session control and device registration in combination with VPNs and conditional access secures organisation over a public network.

By utilising a blend of company authorised and personal devices it has allowed clients to reduce the CapEx cost of initial hardware and transition it into an OpEx model.

Intelligently manage access to corporate data based on device compliance, location, risk, app sensitivity, and more-without on premise gateways.

Deploy VPN, Wi-Fi and email profiles and certificates

Use single sign-on for mobile, SaaS and on-premise apps

Make apps, email and files easier to access

Integrate with major VPN providers

Enterprise Mobility & Security

Control access based on multiple conditions

Control access and protect data

Protect corporate dataon mobile devices

Strengthen security with multi-factory authenication

Cloud Application

Office 365

On Premise Network

- Allow access to on premise Exchange and SharePoint services only from managed devices

- Enable SSO access to on premise web applications without VPN with AD application proxy

- Permit employee access to on premise Wi-Fi and VPN networks with manual configuration

Unified collaboration and communication

Communication is an imperative part of working life.

With most of our clients now moving to a "smart working" model, the "new norm" is to enable effective collaboration from anywhere using tools such as Microsoft 365 (M365) and video conferencing.

By accelerating your implementation of tools such as SharePoint and OneDrive alongside the likes of WebEx, Zoom and Microsoft Teams, your employees will be empowered to collaborate in real time whilst avoiding data proliferation and realising efficiencies in documentation collaboration and control.
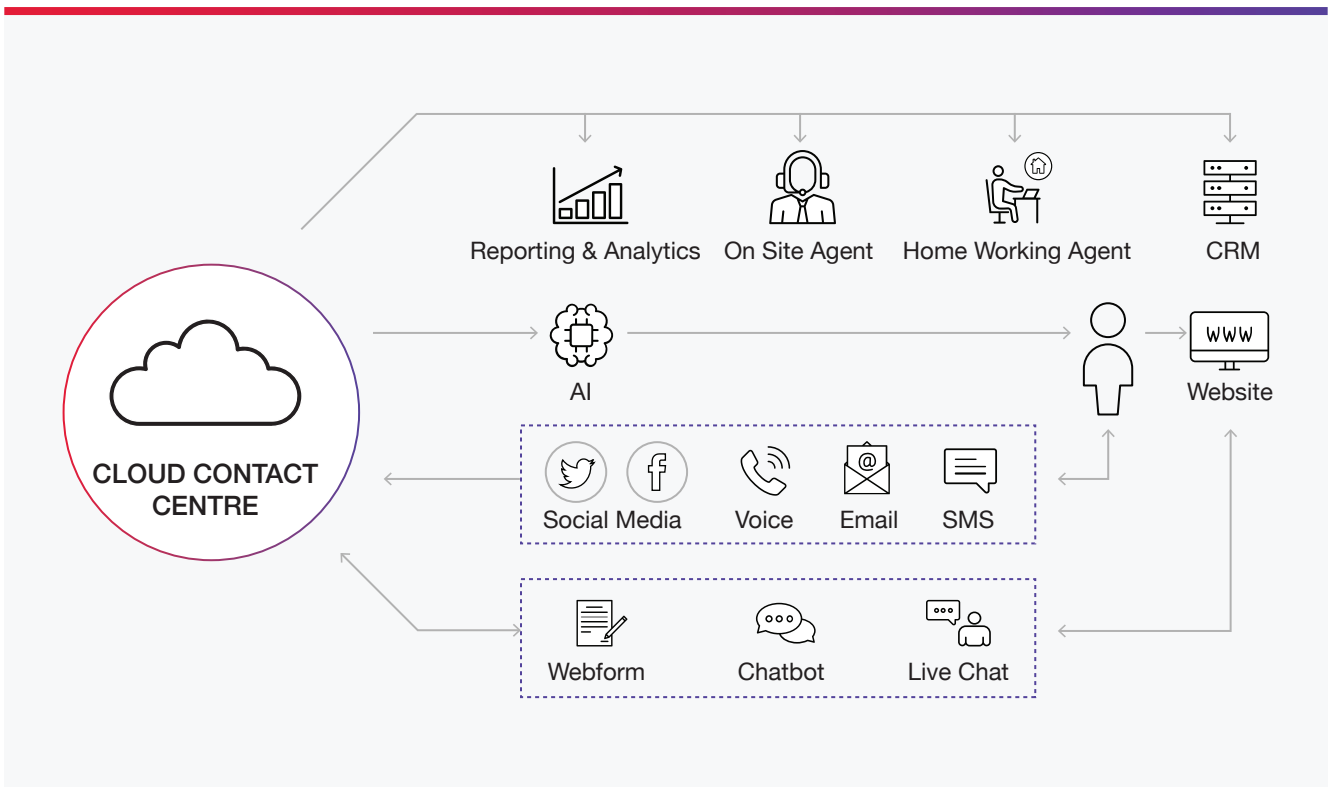
We have helped accelerate deployments of M365, mobile devices and improved remote access for tens of thousands of our clients' users, delivering omni-channel capability and providing a consistent, high-quality end user experience.

User support

Your employees need access to quality support methods to help effectively navigate any Digital Workplace solutions and tools.

People expect their questions and issues to be addressed in a convenient and efficient manner. An omni-channel experience is therefore key, providing end users with the freedom to interact with a service centre via an interface they are most comfortable with, whilst also enabling the organisation to integrate tools that enhance user experience and reduce ticket resolution time.

Our omni-channel solutions seamlessly blend contact channels; an agent can handle a call, email, webchat or social media post all using one single user-interface, and by linking this to your customer record management (CRM) platform, they have a 360-degree view of the customer and their full journey in order to provide the highest quality service.

Reporting & Analytics   On Site Agent   Home Working Agent   CRM

AI

CLOUD CONTACT CENTRE

Website

Social Media   Voice   Email   SMS

Webform   Chatbot   Live Chat

Our solution blueprint

We understand that using the cloud to manage an effective Digital Workplace is not simple, so CGI Advisory Services is here to help you develop the right solutions which are aligned to your business capabilities.

The diagram below provides an overview of our cloud modernisation strategy for transforming the way your organisation and its employees work.
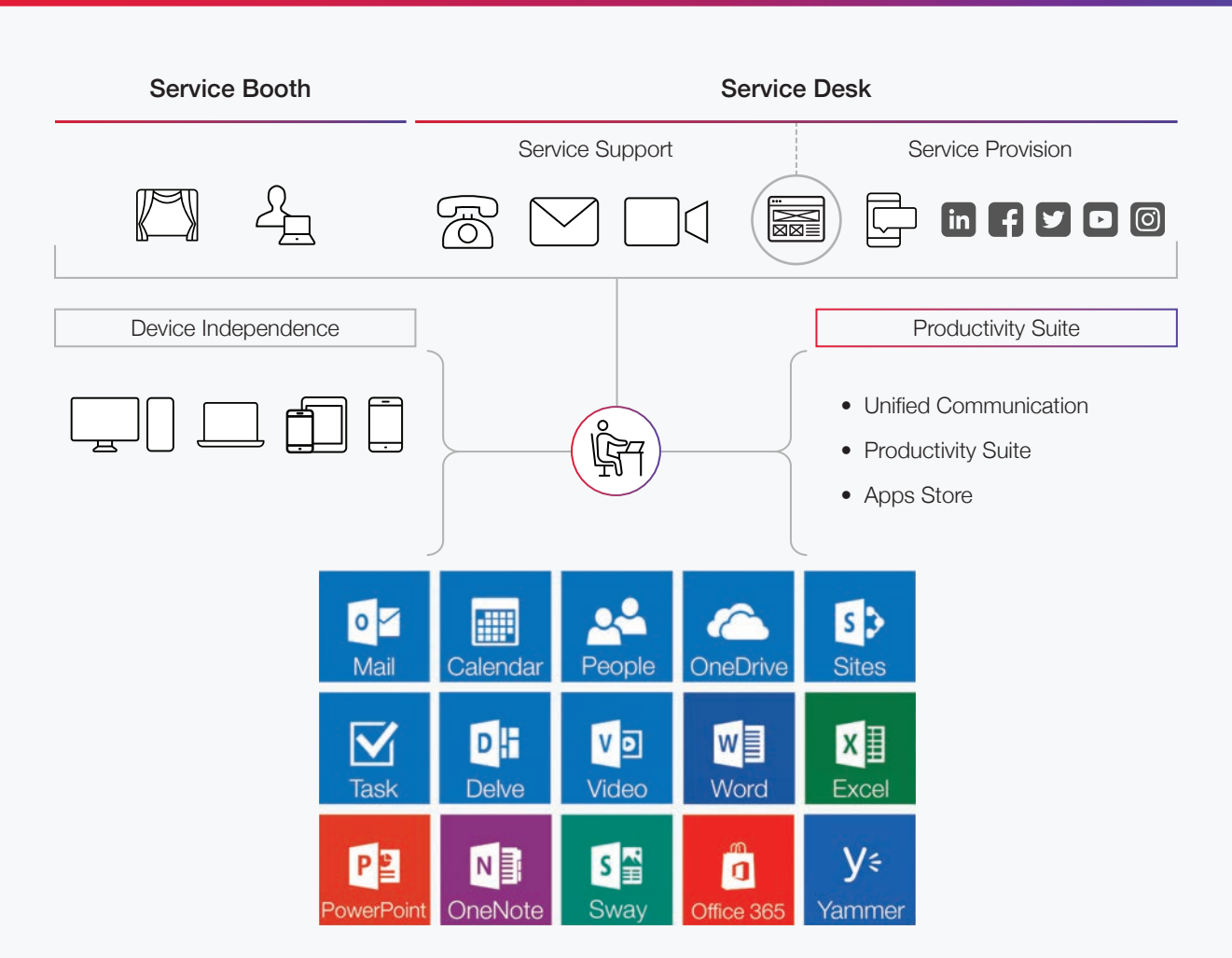
CGI Advisory Services

The Digital Workplace is part of our Digital Backbone

Technologies can help organisations to unlock their full potential – but only when done right. We understand that digital transformation isn't simple, so designed our Digital Backbone methodology and portfolio of
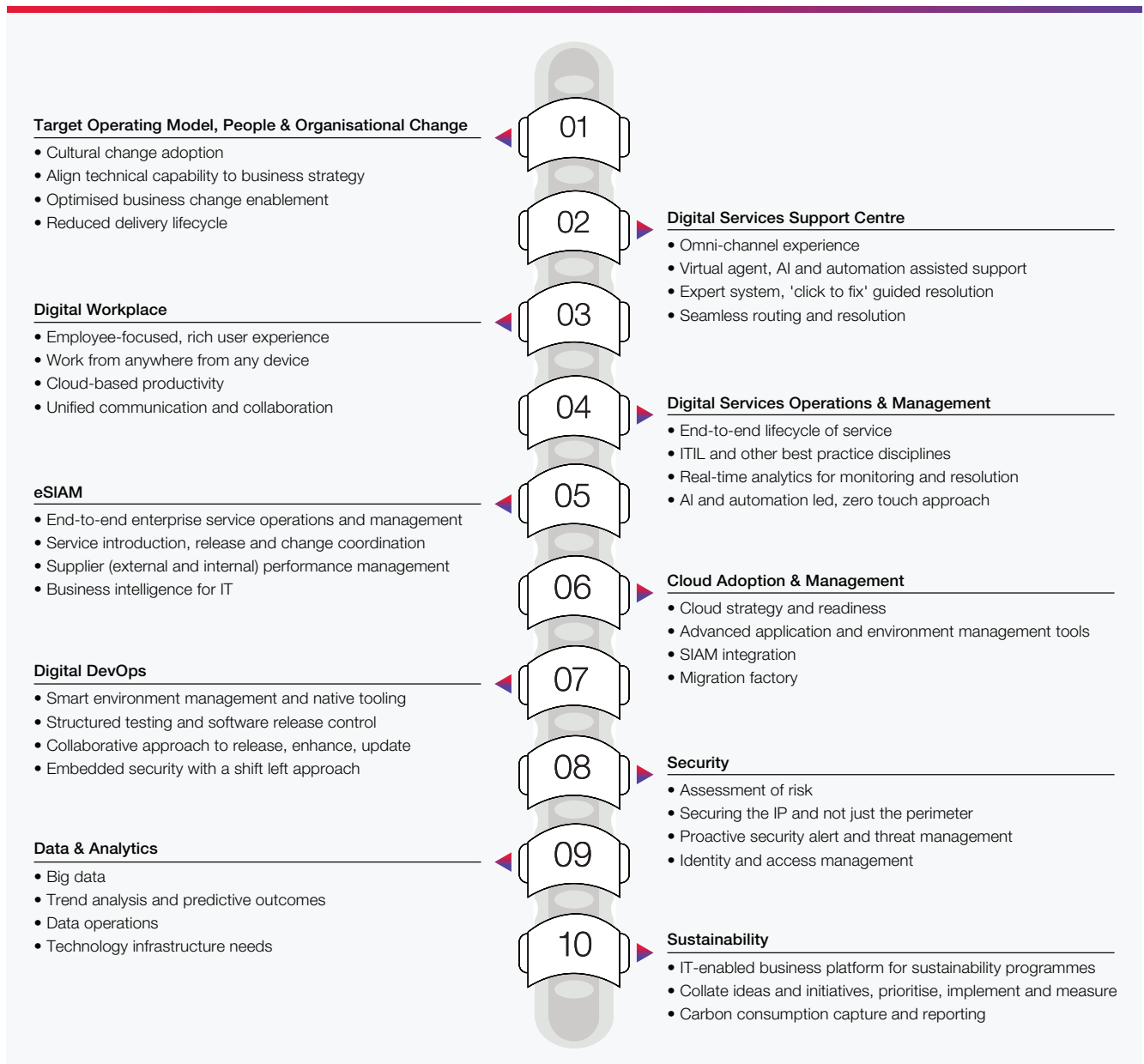
Advisory Services solutions to encourage successful digital transformation and enable IT as an extension of our clients' organisations.

Target Operating Model, People & Organisational Change
- Cultural change adoption
- Align technical capability to business strategy
- Optimised business change enablement
- Reduced delivery lifecycle

01

02

Digital Services Support Centre
- Omni-channel experience
- Virtual agent, AI and automation assisted support
- Expert system, 'click to fix' guided resolution
- Seamless routing and resolution

Digital Workplace
- Employee-focused, rich user experience
- Work from anywhere from any device
- Cloud-based productivity
- Unified communication and collaboration

03

04

Digital Services Operations & Management
- End-to-end lifecycle of service
- ITIL and other best practice disciplines
- Real-time analytics for monitoring and resolution
- AI and automation led, zero touch approach

eSIAM
- End-to-end enterprise service operations and management
- Service introduction, release and change coordination
- Supplier (external and internal) performance management
- Business intelligence for IT

05

06

Cloud Adoption & Management
- Cloud strategy and readiness
- Advanced application and environment management tools
- SIAM integration
- Migration factory

Digital DevOps
- Smart environment management and native tooling
- Structured testing and software release control
- Collaborative approach to release, enhance, update
- Embedded security with a shift left approach

07

08

Security
- Assessment of risk
- Securing the IP and not just the perimeter
- Proactive security alert and threat management
- Identity and access management

Data & Analytics
- Big data
- Trend analysis and predictive outcomes
- Data operations
- Technology infrastructure needs

09

10

Sustainability
- IT-enabled business platform for sustainability programmes
- Collate ideas and initiatives, prioritise, implement and measure
- Carbon consumption capture and reporting

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 21 industry sectors in 400 locations worldwide, our 88,500 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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