Sustainability

The intelligent use of digital technologies to drive and manage successful sustainability initiatives.

An Advisory Services PoV

CGI

Sustainability

Rapid digitalisation has undoubtedly contributed to the world's unprecedented climate change challenges. It is therefore essential that we now approach digital transformation in a more responsible, sustainable way.

Whilst the advancement of technology in our increasingly digital world presents unprecedented opportunities to improve the health and wellbeing of our people and places, it is imperative that we remain mindful of the negative impact of rapid digitalisation, and the consequential rising global demand for hardware and data. In fact, 90% of the world's data has been created in the last two years; this is troublesome, given that this growth is set to continue exponentially, creating a carbon impact that will soon exceed traditional carbon intensive industries such as global air travel.

Efficient and effective digital operations, the circularity of hardware and responsible data stewardship are thus essential emerging considerations in the years ahead. As a result, sustainability is now a key theme driving changes in the manufacturing, development and delivery of products and services, with organisations needing to embrace net zero strategies, and investigate how digital technologies can support their sustainability ambitions without adding to our carbon footprint.

Stakeholders and regulators are also invested in this mission of protecting our planet, and consequently the race is on for organisations to build a more sustainable, equitable and ethical world.

In fact, in 2020 a Gartner survey found that 63% of organisations with sustainability programmes noted their customers were the most important catalyst for action.* Furthermore, employees are increasingly attracted to employers that take a stand on these environmental, social and governance (ESG) issues, and investors use frameworks and standards (such as the Task Force on Climate-Related Financial Disclosures) to demand that organisations develop more strategised approaches to sustainability.

Undoubtedly, cultures are therefore transforming, and more innovative ideas, products and services are driving long-term change as a result. However, whilst most organisations are performing ESG activities, few have developed cohesive, enterprise-wide operational models or technology foundation plans to help achieve their goals.

But this is where CGI can help.

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*Reference: Gartner, Sustainable Business Strategy for a Positive Social and Environmental Impact
gartner.co.uk/en

The role of technology

When implemented correctly, technology can be a major accelerator of sustainability initiatives.

This requires a "technology eco-advantage" mindset, where advanced technologies both enable profitable ways of working and simultaneously support environmental, social and governance ambitions.

A clear roadmap for technology adoption will embed sustainability as a core value throughout your organisation, whilst accelerating your journey. It is key to rethink traditional approaches to technology implementation, particularly in the areas of digitised operations, including digital product and service design, cloud computing, IoT, blockchain, AI, advanced analytics, data sharing, and ecosystem building and management.
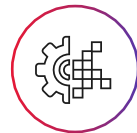
Digitised operations

If you are looking to win over your customers and investors, it is important to digitise your operations. Frontrunners in this area create inherently more sustainable operations and processes, for example, via new manufacturing or materials technologies that leverage alternative inputs to reduce emissions and waste. These digitised operations consequently improve business resilience, especially where these processes and technologies become industry standards.
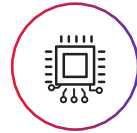
Digital products and services

Leading organisations establish new distribution channels that facilitate sustainable, scalable access to goods and services at an affordable cost for the benefit of society. For example, one major city transportation authority designed three customer-centric sustainability solutions that reimagined parcel deliveries, transforming customer experience and delivering sustainable growth and profit whilst simultaneously reducing emissions.

The main issue that organisations face on this journey however, is how to measure and record their current carbon footprint and track the progress of their sustainability programmes in relation to their set targets. As part of our Digital Backbone methodology, CGI has therefore developed awareness of and partnerships with the appropriate providers of IT platforms to help us address these common issues for our clients.

Our solution blueprint

An IT-enabled business platform

We understand that one of the main issues organisations now face is how to record their sustainability journey. Nevertheless, with the appropriate technology enabling your organisation, and the right measurement processes in place throughout, it is possible to operate responsibly and track progress towards carbon footprint targets.

We have identified the following as some of the challenges associated with implementing sustainability programmes:

• Siloed data, tools and teams

• Processes of varying maturity, often manual and ad hoc

• Unreliable data and tracking

• Lack of visibility.

However, through the introduction of an IT-enabled business platform using our Digital Backbone methodology, you can:

• Gain greater visibility of all sustainability initiatives

• Collate ideas that can be tracked and the outcomes recorded

• Measure the progress of your sustainability initiatives.

Our Digital Backbone sustainability offering provides the opportunity to capture your staff's ideas and knowledge, identifying sustainability initiatives that are aligned to meet your organisation's ambitions and deliver true value. Our platform not only supports your implementation process, but provides ongoing support capability to measure your outcomes and ongoing progress.
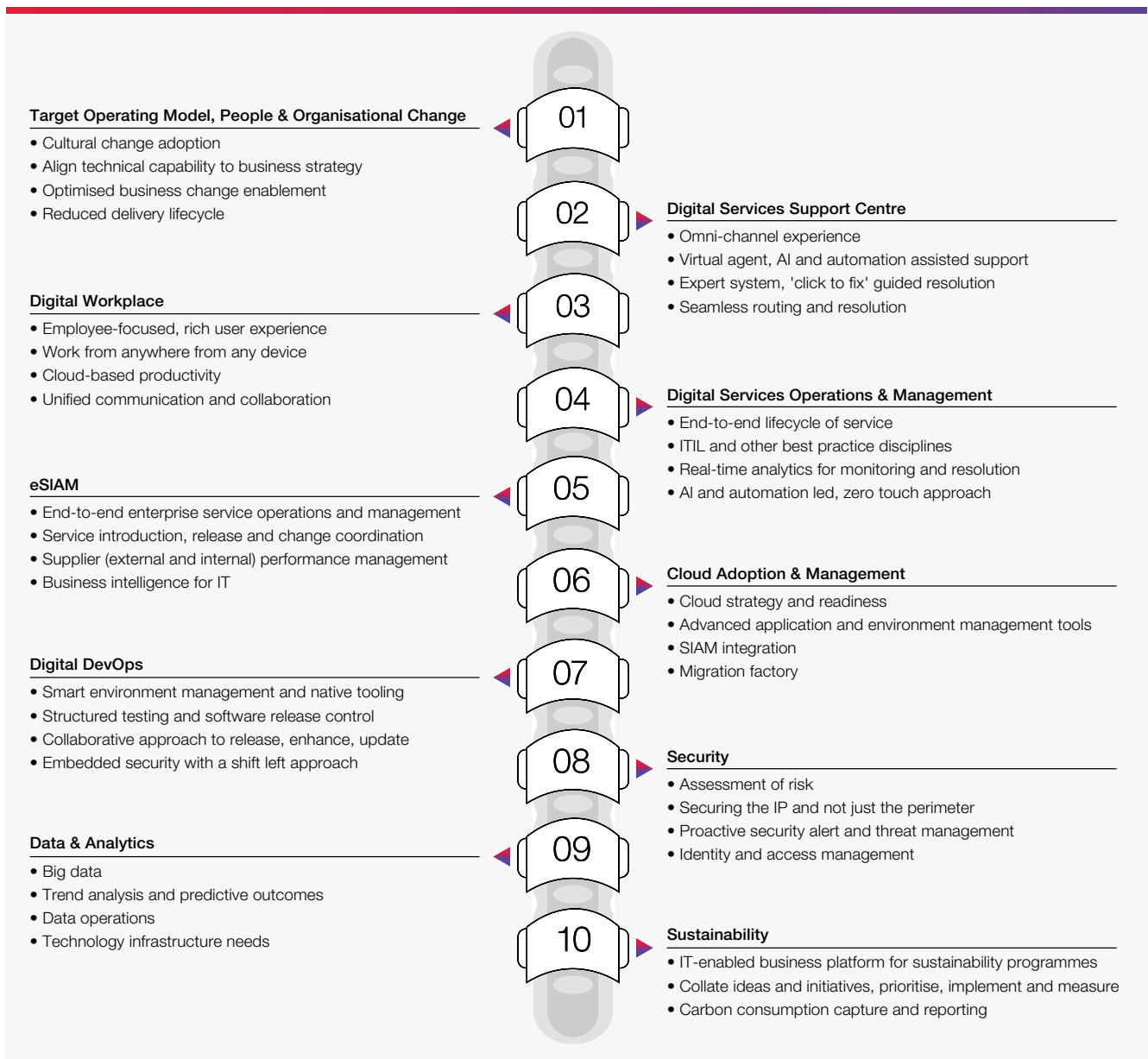
Using our knowledge and experience, we can advise on the major software vendor platforms that will effectively plug-in to your existing system, or we can support the design of platforms specifically aligned for your net zero initiatives.
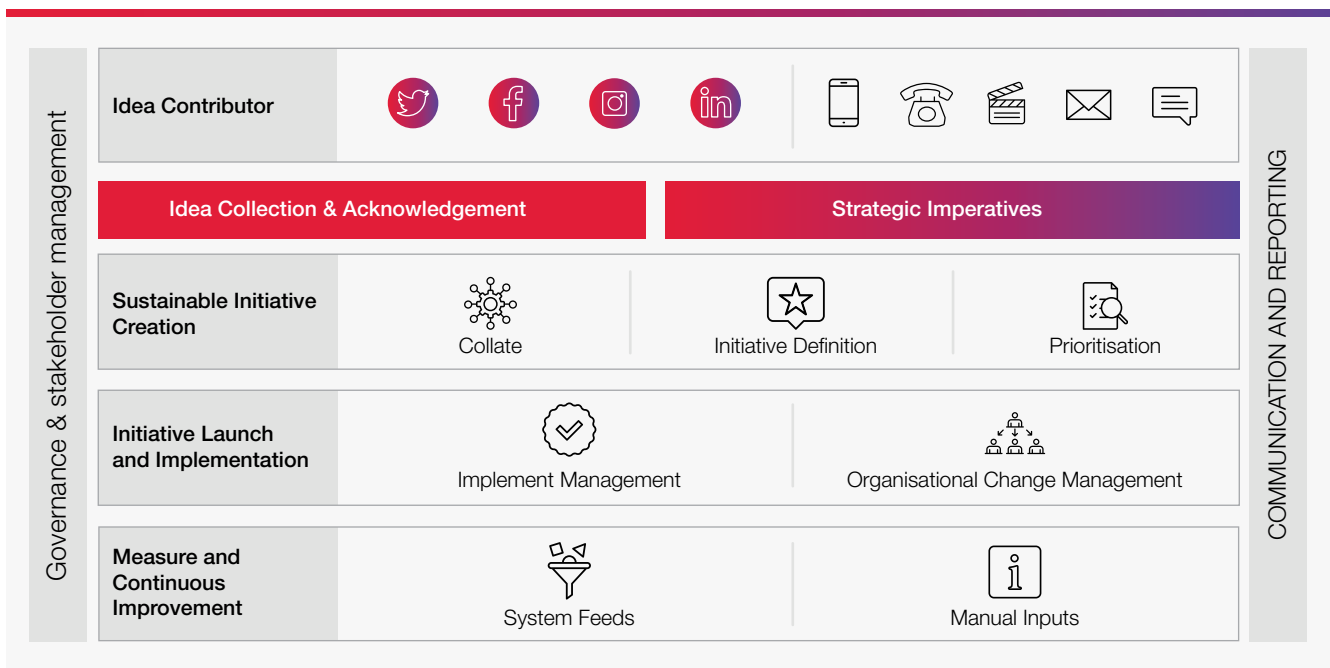
The Digital Backbone

Our methodology for an IT-enabled business platform, incorporating sustainability throughout.

Our 45 years of IT experience and knowledge, along with our IT platform provider partnerships, come together in the Digital Backbone. This is our methodology for helping address clients' digital challenges, and therefore incorporates the key topic of sustainable outcomes throughout.

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

CGI Sustainability & Climate Change Advisory

Supporting your journey to net zero

Digital technologies can help organisations to unlock their full potential – but only when incorporated in a sustainable manner! We understand that there are many things to consider, and CGI Advisory Services is here to help you develop the right solutions which are aligned to your business capabilities, transforming the way your organisation works.
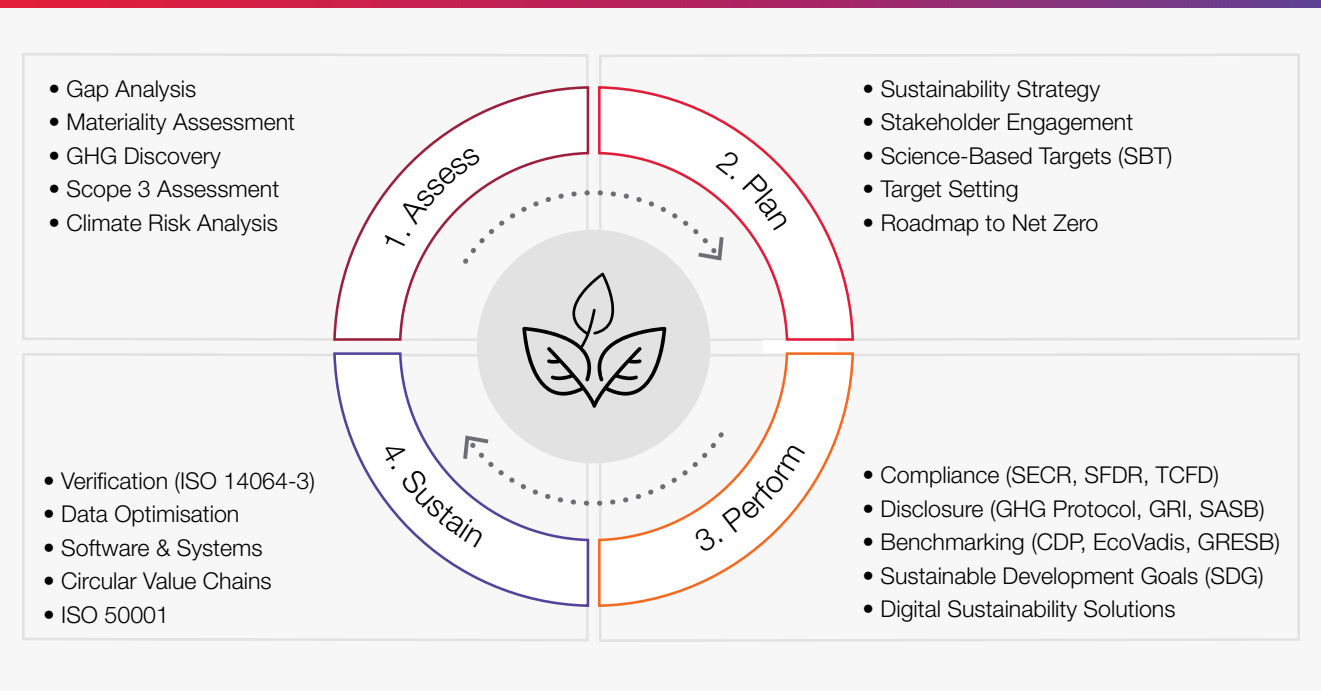
Whether you are looking to start a sustainability journey, or need help along the way, our experts combine in-depth industry knowledge with CGI's powerful IT solutions and leading end-to-end service offerings to help clients successfully manage their sustainability challenges and opportunities.

We are in a unique position therefore to create a better future for all, working with both the public and private sectors to support responsible operating practices. Your organisation will be empowered by new opportunities for working together, enhancing your brand reputation, innovation and competitiveness – all whilst protecting our planet and creating positive economic and social impact.

Our four-step approach

Our [Sustainability and Climate Change team](#) uses a unique combination of solutions to help mitigate your risks and overcome your climate change challenges.

1. Assess
- Gap Analysis
- Materiality Assessment
- GHG Discovery
- Scope 3 Assessment
- Climate Risk Analysis

2. Plan
- Sustainability Strategy
- Stakeholder Engagement
- Science-Based Targets (SBT)
- Target Setting
- Roadmap to Net Zero

4. Sustain
- Verification (ISO 14064-3)
- Data Optimisation
- Software & Systems
- Circular Value Chains
- ISO 50001

3. Perform
- Compliance (SECR, SFDR, TCFD)
- Disclosure (GHG Protocol, GRI, SASB)
- Benchmarking (CDP, EcoVadis, GRESB)
- Sustainable Development Goals (SDG)
- Digital Sustainability Solutions

Driving sustainable outcomes

Our client, a rural local authority, was experiencing the typical challenges faced by organisations operating in our modern world: a greater demand for services, an aging population, changing customer expectations, an increasing digital divide, budgetary pressures, and the need to deliver on net zero ambitions.

CGI delivered a digital strategy and roadmap aligned to the client's priorities and values, clearly outlining key future programmes of work to help achieve their objectives.
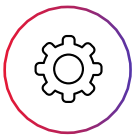
Example work stream

To enable front line employees using technology and actionable information at the point of need to support performance management outcomes.

Target outcomes

More efficient front-line operations, reduced operating costs, improved citizen and employee experience, reduction in fleet and business travel contributing to net zero ambitions.
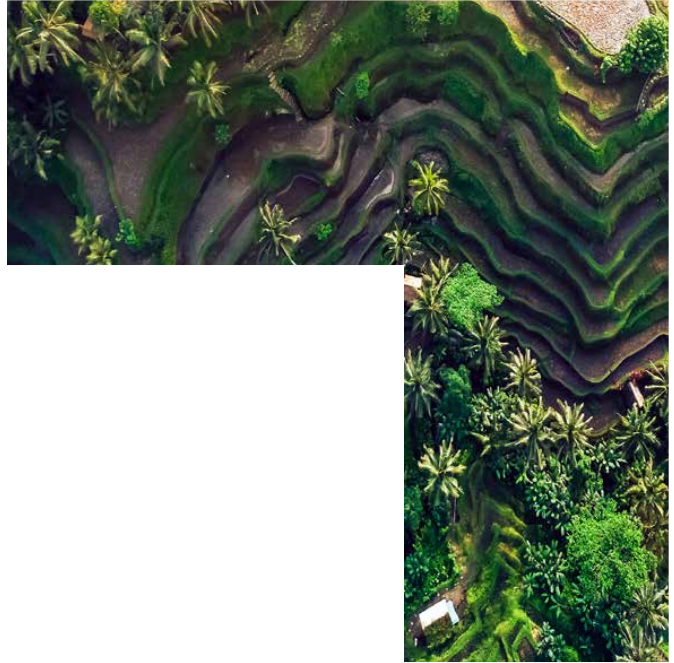
About CGI

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.

Find out more about our responsible business approach.

Learn more at cgi.com/uk

For more information enquiry.uk@cgi.com

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