



# The Higher Education Digital Backbone

Our methodology for transforming higher education organisations into digital led universities

An Advisory Services PoV

**CGI**



# Enabling digital transformation

We implement robust technologies and innovative solutions that enable our clients to evolve, compete and achieve their desired outcomes.

The world has experienced a long period of intense disruption where digital transformation was accelerated, and as a result, universities are now embracing digital transformation further and embedding digital change across their organisations.

In our ever-evolving world, technology provides the higher education sector with unlimited opportunities to continuously adapt, and we understand that this digital transformation isn't simple, and goes far beyond simply integrating new technologies!

We support universities to create a roadmap aligned to achieve their specific visions, rethinking all existing service norms and silos to transform operations and create a culture where innovation is allowed to flourish in a robust and sustainable way to ensure transformation success.

As your transformation partner, we harness foundational IT and emerging technologies, and offer our global knowledge and vast experience built over 45 years to provide your organisation with ongoing strategic support and guidance, enabling continuous evolution as you continue on your digital journey.



With a Digital Led University, “digital” connects and invigorates university life throughout all systems and operations, enabling a complete transformation of the higher education experience for all users.

# Foundational ICT enabling progressive outcomes



Using ITIL best practices, we will strategise with you to develop solutions that are aligned to your university's specific user-centric vision.

Higher education stakeholders expect ICT to enable smart and productive working from anywhere at any time, whilst being protected by zero trust security principles and able to simply access university data and resources. This is an example of the personalisation standards that the modern university must uphold, with users conveniently able to integrate their own devices of choice (and of any type) into this "bring your own device" (BYOD) environment.

A robust ICT core enabled by CGI can deliver your university extraordinary results. This is proven by our experience in providing expert support for other digital learning programmes across the UK. For example, CGI delivered the UK's largest rollout of iPads, with nearly 70,000 devices requiring very specific security requirements and a curated Apple Store deployed amongst school children. This, combined with our zero touch provisioning and agile transition approach, meant that the shift to remote learning during the pandemic was seamless.

# Cloud

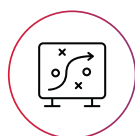
Cloud is a key enabler of transformation, removing silos, enabling the rapid delivery of secure transactional services and thereby changing capital expenditure to an opex model that supports a more sustainable ICT budget.

We have vast experience of delivering truly flexible, secure and dynamic cloud environments, and help to advise and support universities on their cloud adoption journeys. In turn, organisations benefit from our experience of designing and implementing at scale across secure hybrid environments.

Enabled by cloud services, our virtual desktop infrastructure approach will provide a consolidated management layer and seamless user experience. Your legacy will be addressed, and your university will move to a more agile solution delivery structure. With CGI as your cloud transformation provider, your higher education organisation can benefit from:



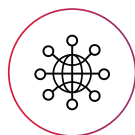
Reduced costs of up to 45% compared to traditional IT.



Application roadmap to transform legacy IT without disruption.



Sustainable architecture.



Network optimisation to enable secure collaboration and information flow.



# User-centred

Creating a successful Digital Led University requires more than simply implementing the right technologies; people need consistent access to the best quality support if they are to thrive throughout the higher education experience.

The [CGI UK service desk](#) ensures that universities have this access to the expert help they need, as and when they need it. Highlighting our approach to delivering world-class customer service, we have a customer satisfaction score of +93%, and are the only contact centre in the world to have achieved the [5 star accreditation from the Service Desk Institute \(SDI\)](#) for 10 years.

Our Contact Centre Advisory team is also on hand to empower your organisation with the guidance and tools to deliver the most dynamic experience for collaborating with and informing university stakeholders, using an omni-channel strategy that enables convenient and efficient user support.



# CGI Advisory Services



For 45 years, organisations have trusted CGI to transform their operations with innovative and reliable services and solutions. Committed to supporting our clients for every step of their digital journeys, two years ago we established our Advisory Services, where our experts utilise their vast knowledge and experience of delivering world-class IT to collaborate closely with clients and help them unlock their full potential.

It is here that our vision for the Digital Led University was developed to support our clients with the right solutions that are aligned to their institution; the university experience is simplified, seamless and secure for the convenience of students, staff and investors, and your university benefits from an increased reputation, efficiencies and sustainable operations.

But what will  
your university's  
transformation  
partnership with CGI  
look like?

# The Digital Led University

Digital technologies can help universities to unlock their full potential – but only when done right. We understand that digital transformation isn't simple, and CGI Advisory Services is here to help you develop the right solutions which are aligned to your stakeholders' wide-ranging needs, completely transforming the way your university works.

Our Digital Led University offering includes multiple PoVs to help inspire your higher education organisation's visions for the future. Each incorporates empowered ICT delivery throughout to deliver the successes you seek to achieve:



## The Digital Led Campus

The growth of the Digital Led University has revealed a multitude of opportunities for developing the inclusive, dynamic and safe Digital Led Campus. This campus is not just a place for inspiring learning; it is a complete transformation of university life that supports improved health, wellbeing, safety, convenience and sustainability.



## The Higher Education Digital Backbone

The “digital backbone” is CGI Advisory Services' methodology for digital transformation, helping your university to evolve, compete and achieve its desired outcomes by implementing robust technologies and innovative solutions throughout all aspects of university life, systems and operations.



## Emerging Technology

From augmented reality that transforms learning, to geospatial technologies that assist research, the higher education sector is increasingly looking to innovative technologies as a means to dramatically address efficiencies and improve the university experience.



## Sustainability

Our Sustainability and Climate Change Advisory combines CGI's in-depth knowledge and leading IT service offerings to provide robust sustainability solutions, helping universities turn the challenges associated with climate change into opportunities to create positive economic, social and environmental impact, and enabling sustainable competitive advantage.



## The University User Experience

The “user” within the higher education sector is an extremely wide range of stakeholders, from students and alumni, to staff and investors, all with vastly differing needs. Your organisation needs to deliver a consistent, world-class service and experience to suit the wide-ranging expectations, requirements and touchpoints of all stakeholders as they navigate through their university experience lifecycle.



## Cyber Security

The higher education sector faces a greater cyber threat than most other industries due to the very nature in which universities need to operate, nevertheless, CGI's proven range of cyber security services will meet all the potential needs of your university.



# Our services

CGI Advisory Services empowers the Digital Led University by establishing an IT function that is forward thinking and innovative, whilst delivering quality and cost efficiencies. This is enabled by our complete range of services, delivered by six communities of experts:

1

## **Digital transformation**

A team of senior consultants that support clients in their definition of strategy and business case, then working with our other communities to develop the required solution blueprint and execution roadmap aligned to each specific client's visions.

2

## **Service management**

A team of SIAM and ITIL trained and certified practitioners that consult across the broad areas of service desk, service management, service strategy, service design, service transition, operational delivery and multi-supplier SIAM.

3

## **Organisational change management**

Whether considering a move to an agile DevSecOps target operating model, or managing the implications of transformational change, our consultants work with clients to establish the underlying communication vehicle that brings all individuals affected along on the change journey, helping to enable transformation success.

4

## **Technical consulting**

Divided into specific technical disciplines including cloud, data centre (server storage), networking and workplace, our technical consulting community focuses on design and implementation.

5

## **Contact centre consulting**

Helping organisations to maximise the efficiency and quality of their interactions with stakeholders in order to increase user satisfaction and loyalty, staff retention and satisfaction, and consequently drive business growth.

6

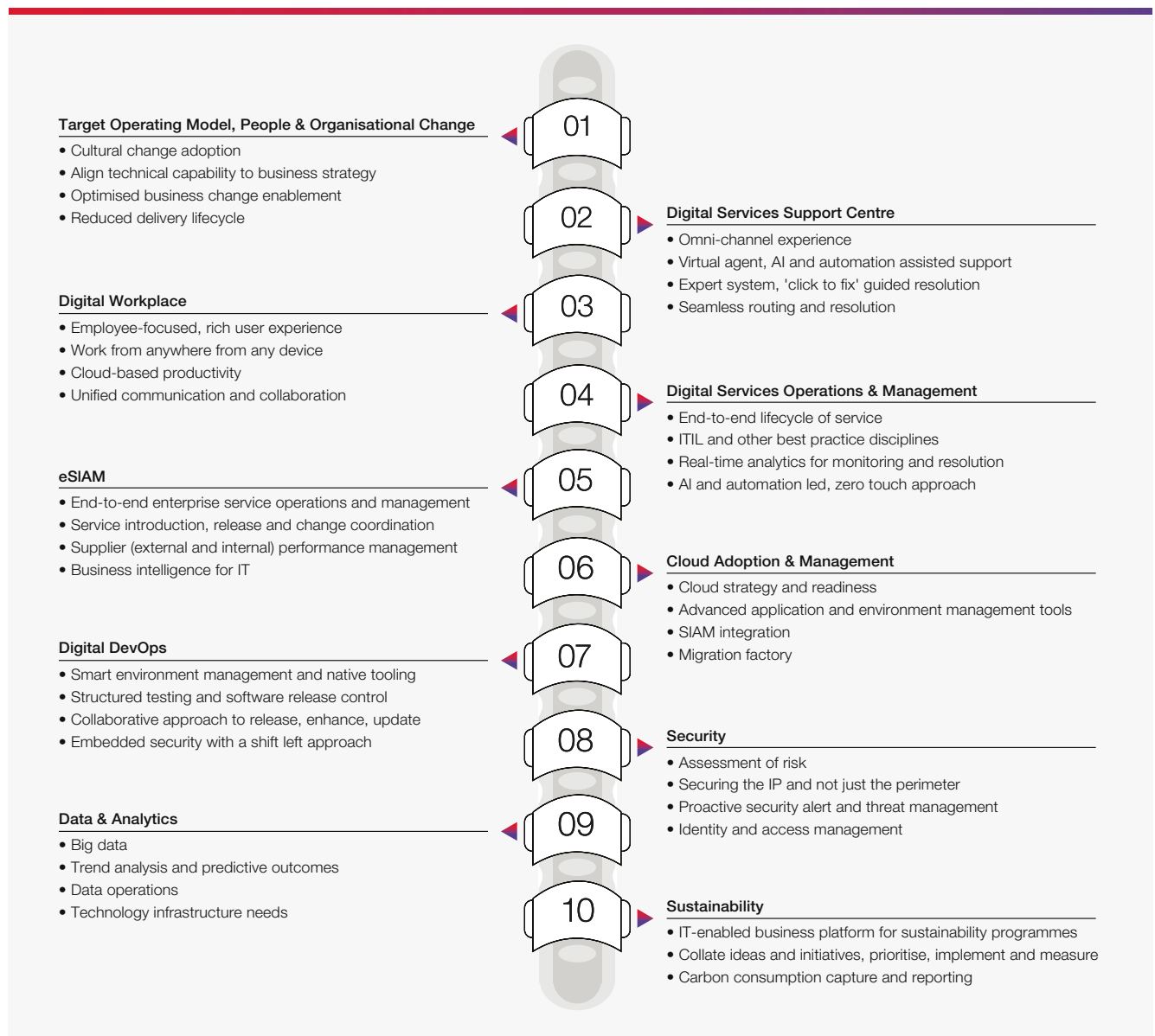
## **Sustainability and climate change advisory**

Helping clients to build responsible, sustainable practices into everything they do through specific activities such as developing a sustainability strategy, prioritising and executing initiatives, and measuring the benefits.

# The higher education digital backbone

Our [digital backbone methodology](#) drives digital transformation, enabling our robust IT services and innovative solutions to act as an extension throughout your university's operations and systems.

The higher education digital backbone is made up of ten offering areas that can be implemented into your environment individually (based upon your chosen priorities), or holistically to enable a fully integrated backbone of digital capabilities that empower your Digital Led University to thrive.









## 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.

Visit: [Advisory Services](#)

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