

# Customer Operations BPS



## Delivering superior outcomes through a personalized customer experience

The digital economy is a one to one economy. Today's customers expect their interactions with banks, insurers, healthcare organizations and other service providers to be informed, convenient, secure, personalized, and complete.

At CGI, our business process services (BPS) help you to create excellent customer service experiences, improve customer satisfaction, and ensure greater brand loyalty for years to come. Most important, they help you to achieve desired business outcomes.

Our robust omni-channel platforms, blended human and machine delivery, and best-in-class technology (including robotic process automation, conversational artificial intelligence, and data analytics), provide you with effective contact center capabilities.

### Key features

Our Customer Operations BPS is underpinned by proven industry leadership and technology expertise:

- Catalog of technology enablers, including intelligent automation, cloud-based and integrated contact center solutions, and industry-specific solutions
- Blend of human, white-glove delivery with intelligent automation to support both the customer journey and human agent experience
- Omni-channel service delivery, including telephony, self-service, mobile, web, email, direct drop voice mail, virtual call and SMS text
- CGI OneSource for compliance and audit support integrated with agent training, complaint tracking and quality monitoring/assurance capabilities
- Leading omni-channel contact platforms that support inbound and outbound contacts with integrated IVR and a queue-holding call back feature to save customers time while maintaining their slot in the queue
- Flexible frameworks that meet your unique requirements, establish effective governance, and ensure infrastructure security
- Client-dedicated, front-line representatives, including incident response, security and quality experts, who work in alignment with your brand values and culture
- Global centers of excellence that tap into local talent from nearby colleges and universities to achieve exceptional staffing results



### CGI Customer Operations advantages

- Leadership staff with a combined 75+ years of experience
- 40+ year track record achieving on-time, on-budget project delivery
- Outstanding contact center talent committed to transforming performance and delivering cost-effective solutions
- Onshore, nearshore and offshore global delivery centers
- Blended service options for self-service, automated, and agent assisted support
- Full contact center support, including sales, enrollment, order processing and provisioning, collections and billing, servicing, complaints and retention, and help desk

- Dedicated facilities and regular monitoring to ensure rigorous payment card industry (PCI) compliance and adherence to quality standards

## Key benefits

In managing customer operations for our clients, we deliver the following benefits:

- Stronger core competencies, elimination of staffing burdens, and measurable service improvements
- Increased contact center productivity and reduced customer service expense
- Rapid deployment and a smooth transition to optimized contact center operations
- Scalability to expand customer services to meet the heaviest coverage periods and to reduce services as contact volumes decline
- A brand-centric, loyalty-enhancing customer experience through our commitment to building a strategic business partnership with your organization
- Robust omni-channel interactions help to assure customer satisfaction and a consistent experience across a multi-generational customer set

## Case in point

### Improving performance and customer care for a state health insurance provider

A state health insurance marketplace sought a strategy to improve the enrollment experience, provide more effective customer care and reduce operating costs. CGI is helping this client achieve its business objectives and save up to 33% over the contract term.

CGI transformed the client's operations in just three months. In its first month of operation, the CGI contact center handled 64,500 calls. The center is capable of supporting 6,400 calls on a daily basis.

## 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.

### For more information

Visit [cgi.com](https://www.cgi.com)

Email us at [info@cgi.com](mailto:info@cgi.com)