



CGI in Business
Process Services

Supporting the
transformation
journey to
customer-centric
digital organisations

CGI



The Challenges



High operational cost of labour-intensive processing

putting pressure on budgets.



Valuable resources utilised on processing routine tasks

putting pressure on budgets.



High turnover of administrative resources

resulting in recruitment challenges, in both effort and cost.



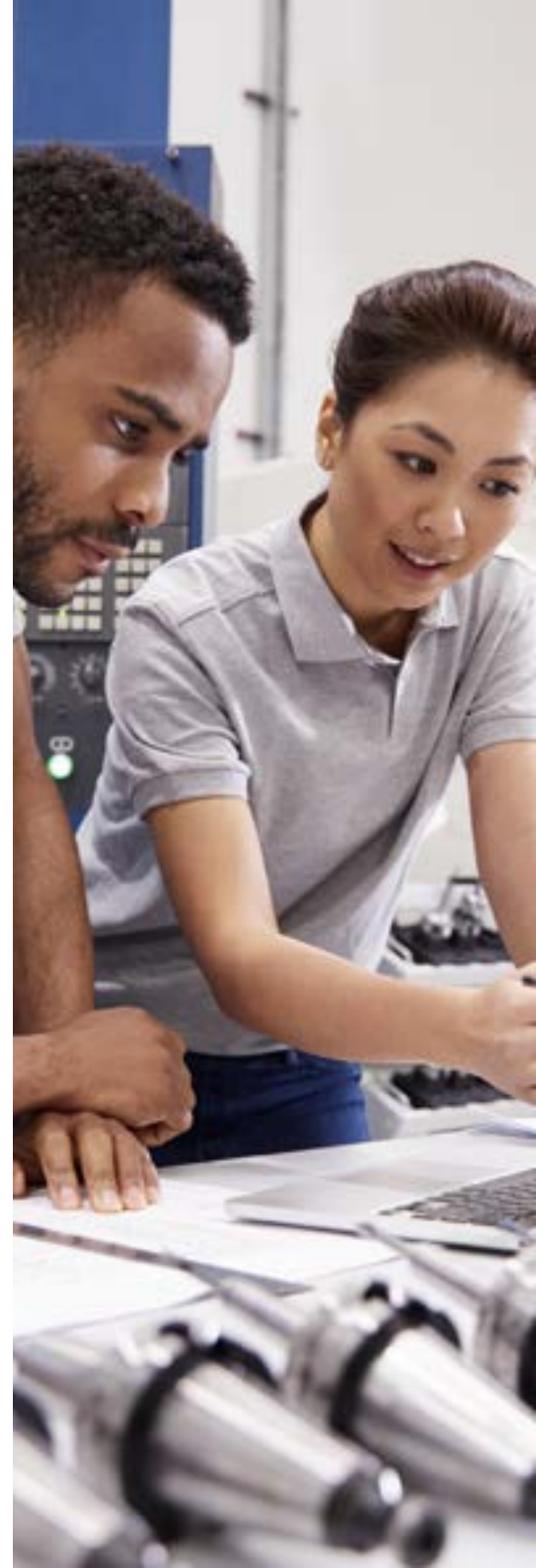
Increased risk of single point failures

due to limited capacity to support existing teams.



Difficulty scaling resources in line with demand

leading to under or over utilisation.





What we

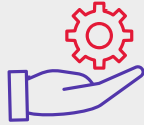
Offer

BUSINESS PROCESS SERVICES



Flexible options and bespoke services

To meet the needs of your organisation



HR Transactional support

Varied HR processes



Pensions administration

Portal management and auto enrollment administration



External portal management

- Private medical insurance management
- Childcare vouchers management



Miscellaneous administrative tasks

Related to any industry



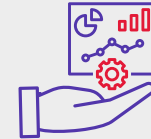
Payment services management

Compliance with the latest security and financial regulations



Recruitment and reference activity

Reference management for new employees



Management reporting support

Configuration and distribution of data reports



The Benefits



Delivery models that complement your capabilities

offering a scalable charging structure with options to outsource either an entire process or in parts



Reduced labour-intensive processes

freeing up resources to work on value-add activities



Improved operational efficiency and reduced running costs

freeing up budget to be used elsewhere



Less time and effort needed

to be spent on challenging administrative recruitment processes



Shared and flexible team model

managing the fluctuating demands of workloads, avoiding under utilisation, increases capacity and reduces risk of single point failures in existing teams



Continuous review of current processes

with improvement recommendations provided to generate further cost benefits and increased end user satisfaction

Why CGI

CGI provides a full range of Business Processing Services (BPS) supporting clients seeking to outsource a specific administrative process, right through to an entire business function alongside our heritage Managed Payroll Services.

Our Business Process Services are trusted by some of the UK's largest public sector and commercial organisations, to help achieve one or more outcomes.

Our Payroll BPS is underpinned by infrastructure accredited to the security levels required for handling Government and Policing data as examples, allowing us to deliver a secure service based solely out of the UK.

Broader Business Process Services can additionally utilise your own systems thus providing seamless integration within your own teams.



40+ years

experience bring
deep industry
knowledge

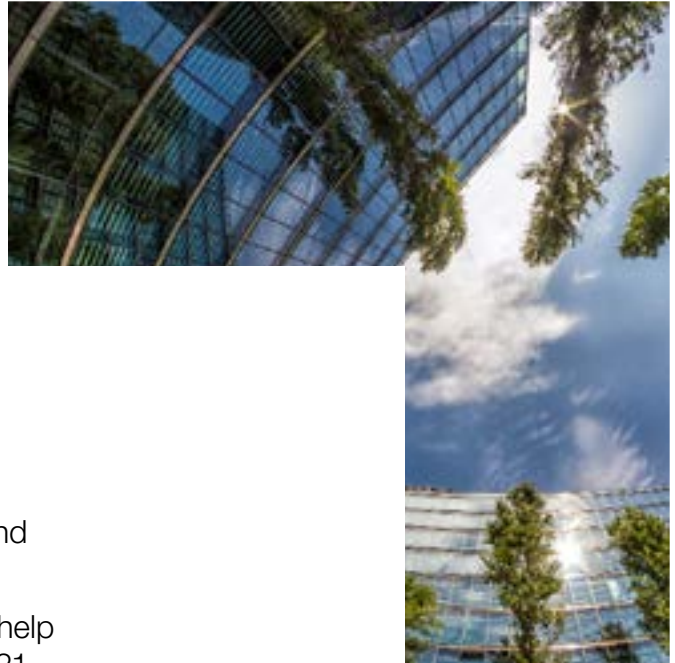
100%

on-shore workforce
where data is never
moved outside the UK

2030

A drive to reduce
our carbon footprint
and become carbon
neutral by 2030





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 21 industry sectors in 400 locations worldwide, our 91,500 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Our commitment: Insights you can act on.

Business process services | CGI UK

Get in touch

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