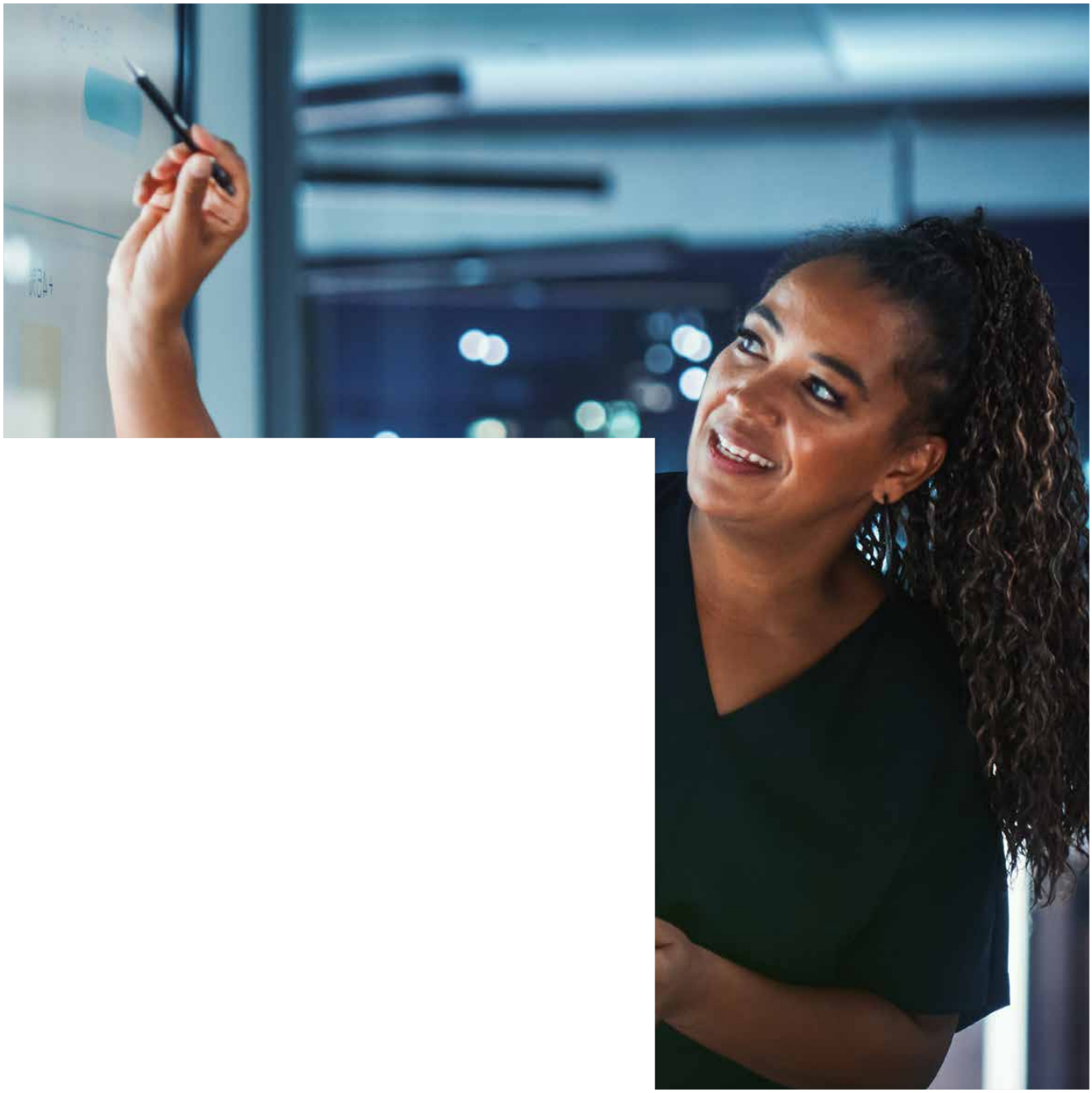
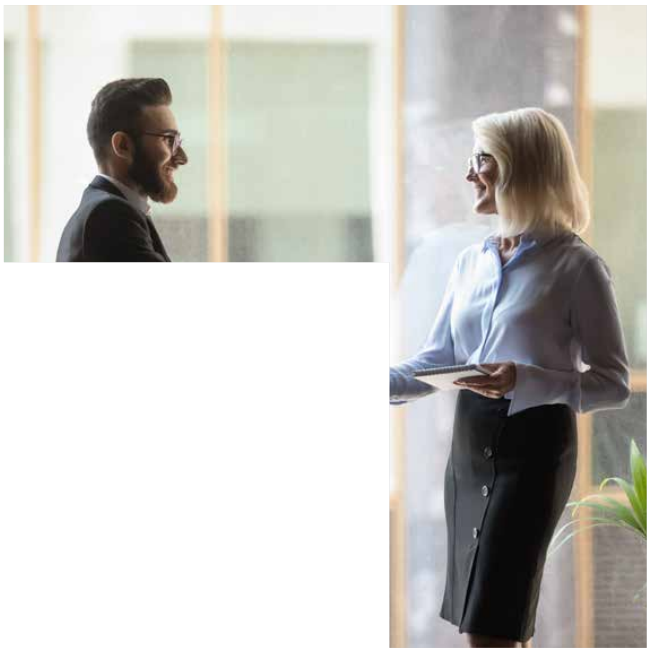


CGI SpeedOps

Driving strategic outcomes through intelligent operations management

Introduction

In today's rapidly changing and uncertain business environment, adaptation has become critical for business success. Organizations across commercial and government sectors are seeking to build more agile, efficient, and resilient operations. By delivering intelligent operations, CGI SpeedOps meets this need, transforming how organizations manage their daily operations and enabling them to achieve strategic business outcomes.



CGI SpeedOps digitizes operational processes quickly, while optimizing them, ensuring complete control and providing total transparency.

By combining human intelligence with robots, CGI SpeedOps identifies and centralizes all operational tasks to be performed.

Advanced algorithms are used to perform intelligent task distribution based on priority, criticality, and performance history. Humans and robots then perform the tasks best suited to their capabilities.

Because quality is fundamental to efficiency, CGI SpeedOps integrates algorithms that select representative samples for audits, as well as robotic auditors capable of performing mass validations. Through real-time dashboards and reports, and native integration with advanced analytics tools, organizations benefit from total operational transparency at all levels.

CGI SpeedOps is particularly effective in managing uncertain scenarios, as well as meeting the growing need for more transparent and efficient operations

Contents

Key operational challenges

Achieving more efficient and transparent operations that deliver more outcomes with fewer resources is a strategic and competitive need for most organizations. The challenge is to achieve this in the midst of unprecedented change, cost pressures, and hybrid work models (with data dispersed across various application ecosystems), as well as the need for more proactive and data-driven approaches.

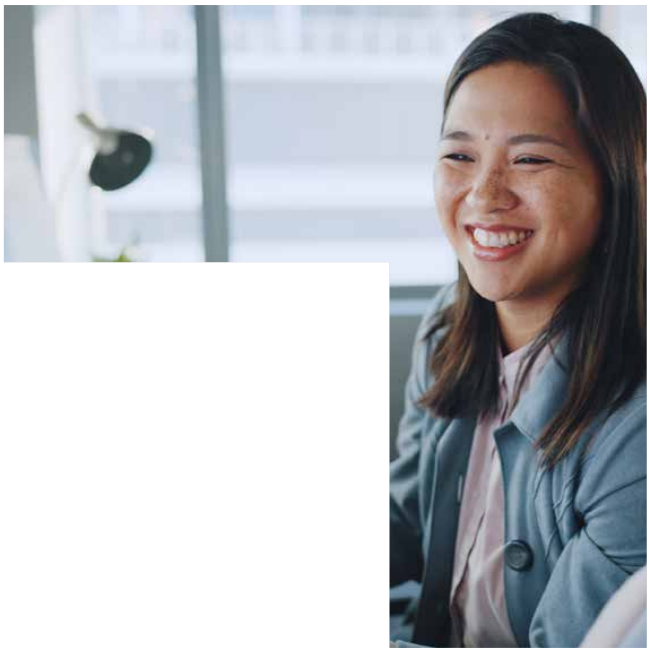
Fast-paced change

In recent years, the pace of technological, economic, regulatory, and social change has intensified, leading to an unpredictable business environment and constant disruption. This requires a capacity for rapid and continuous adaptation, which may involve adjusting processes, structures, technologies, and strategies.

Ongoing cost and efficiency pressures

The pressure to reduce costs without compromising quality is increasing as competition intensifies and profit margins narrow. Organizations are challenged to operate in a more balanced way, optimizing resources and eliminating waste. Process optimization and automation, along with emerging technologies, such as artificial intelligence and machine learning, can help organizations achieve this goal.

Remote operations and teams
With the trend towards remote or hybrid working, many companies need to manage teams that are physically distant, which requires a robust technological infrastructure. Communication, collaboration, and performance monitoring tools are essential as well to guarantee employee productivity and cohesion.



Fragmented data and application ecosystems
Many organizations operate with disconnected information technology systems, where data is distributed and sometimes replicated across different platforms, without proper integration. This results in efficiency obstacles, which, in turn, prevent a holistic view of operations and hinder data analysis and strategic decision-making.

Real-time data to make more informed decisions
Transitioning to more data-driven operations requires the continuous collection and analysis of data from different sources to identify trends and problems before they occur. In addition, this transition requires technological adaptation and cultural change within an organization to ensure all processes and teams are effectively aligned with the new data-driven vision.

Visibility and operational control
With increased business complexity and the need for digital transformation, it is crucial to have a clear view of all processes and their performance. Lack of visibility can hide problems, inefficiencies, or inappropriate decision-making. To avoid these obstacles, systems integration and advanced tools can help organizations monitor key performance indicators (KPIs) and operations in real time, guaranteeing more detailed control and the ability to act quickly when faced with problems or opportunities.

CGI SpeedOps: The answer to smart operations

CGI SpeedOps introduces an advanced technological layer in operations management to increase operational efficiency, reduce costs, and improve service quality.

Designed to meet the specific needs of different user profiles, the platform has been specially designed for managing and optimizing mixed teams, allowing humans and robots to carry out the tasks/steps best suited to their capabilities.

The solution adapts to all market sectors and is especially aimed at transforming back-office operations, regardless of the multiple business units of an organization.

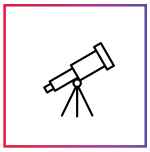
CGI SpeedOps is the technology foundation for CGI's BPO 5.0

Our experience in numbers:

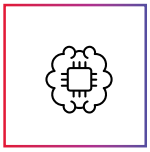
- More than 10 major clients in energy and utilities, as well as banking
- More than 500 active users, of which 100+ are robots
- Quick and simple setup (15 days for medium-sized operations and 1 month for large operations)
- Operational efficiency gains of more than 10%, which can exceed 40% if process automation is taken into account

What are the benefits of using CGI SpeedOps?

Real-time transparency that enables organizations to analyze the performance of all operational activities and processes on an ongoing basis, identifying problems and opportunities for improvement instantly, and making decisions based on accurate and correct data.



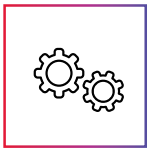
A significant degree of predictability, which enables organizations to anticipate problems and use simulation tools to test different scenarios. This way, they can better plan and, consequently, adjust their strategy based on reliable forecasts, minimizing risks and optimizing results.



Improved quality through the combination of automation and artificial intelligence, while at the same time greater customer satisfaction due to the ability to monitor and optimize each stage of a process. This, combined with the efficiency of predictive tools, ensures that services are delivered more quickly and with fewer errors.

Reduced operating costs by automating repetitive tasks and making optimum use of resources. This enables organizations to drastically reduce unnecessary costs, while maintaining or even improving the quality of the services provided.

Improved work quality by automating recurring tasks, enabling employees to focus on higher-value activities. This increases their satisfaction levels and, consequently, the quality of their work.



More resilient operations through greater agility when faced with challenges, quickly adjusting operations and resolving potential problems proactively.

Revenue growth resulting from efficiency and satisfaction improvements. Organizations that act with greater agility and quality become more competitive and increase customer satisfaction.

Improved management of multi-geographical operations. By having integrated dashboards and real-time information at their disposal, organizations can monitor and adjust operations in different locations centrally, which is essential for the efficiency and productivity of remote employees.

Customized reports and alerts that enable managers to configure metrics and notifications based on their objectives. The platform provides detailed, real-time reports that help organizations maintain total control over performance, service quality, and operational efficiency, enabling for more informed and assertive decision-making.

5 pillars of value

CGI SpeedOps is an approach based on five interrelated pillars: resilience, transparency, efficiency, predictability and human centricity / humans in the loop:

1

Resilience through the acquisition, distribution, and organization of tasks
The intelligent distribution of tasks, supported by advanced algorithms, enables them to be distributed based on performance indicators, such as service level agreement terms, quality, and productivity history. This type of distribution is essential for increasing productivity and responding appropriately to peaks in activity. In addition, CGI SpeedOps offers multilingual and multioperational support, which facilitates interaction among different users in different contexts and provides maximum flexibility for combining face-to-face and remote work. Customization is another key factor, with the configuration of personalized alerts that enable a faster and more efficient response to users' specific needs, driving agile and assertive intervention. Finally, the solution's robust architecture and recovery mechanisms ensure business continuity in the event of technological failures.

2

Transparency through personalized, real-time reports and dashboards
Real-time operational and management reports and dashboards give various stakeholders full visibility of operations and access to all KPIs, whether from a mobile phone or a computer, enabling detailed analysis of common indicators.

These reports include information such as service level agreement terms, quality, pending issues, and other parameters that support quick and informed decisions. Dashboards integrated with machine learning provide a clear and intuitive view of the state of operations, using color maps to highlight areas requiring immediate attention. The platform also integrates with analytical solutions to generate knowledge by combining operational information with business information (presented in technical and commercial systems).

3

Predictability through data science and machine learning
Integrating operations data into analytical platforms in real time enables organizations to extract valuable knowledge and transform raw data into actionable information. This, in turn, supports more precise decisions based on hard data and a greater ability to predict patterns and trends.

CGI SpeedOps incorporates a machine learning engine that identifies trends and projects future data. Anticipating volume and team capacity or capability fluctuations to meet service levels is critical.

The integration of predictive intelligence makes it possible not only to control the present, but also to predict the future, making operations more agile and precise.

4

Efficiency through artificial intelligence and hyper automation

Operational efficiency requires the following:

- **Providing supervision and coordination teams** with all the information they need to act immediately on situations that could potentially negatively affect performance or quality in real time
- **Enabling assistants to increase their productivity and enhance their professional development**
  With CGI SpeedOps, a panel of assistants gathers all the information needed to understand assistant roles, strengths, and weaknesses to help direct continuous improvement. A knowledge base is also available via direct access or a virtual assistant (GenAI), which, by combining procedural manuals with contextual information, guides assistants in solving tasks.
- **Empowering hybrid teams** where humans and robots are managed in the same way, enabling each to carry out the tasks/steps best suited to their capabilities
- **Making the most of intelligent automation and, above all, GenAI** to minimize manual work and improve quality, allocating the most capable resources to tasks with greater added value

5

Human-centricity to ensure ease of use

CGI SpeedOps' user interface (UI) increases productivity, quality, and user satisfaction through an experience that is intuitive and tailored to the specific needs of each user. The UI's design follows the guidelines of user-centered usability, ensuring that CGI SpeedOps is easy to use and accessible to all. The layout is simple and organized, with a logical ordering of elements, contributing to clear navigation and quick location of key features. The colors are clear to reduce visual fatigue and optimize clarity. Finally, and most importantly, CGI SpeedOps is designed based on a human-in-the- loop approach, ensuring efficient management of hybrid and collaborative teams (human/robot) that leverages the unique capabilities of each team member.

CGI SpeedOps is a robust solution that combines artificial intelligence, automation, and data analysis with a human-centric approach to drive more efficient, resilient, and intelligent operations.

Solution design and architecture

CGI SpeedOps is designed to ensure integrated operations with well-defined communication flows linking users, data processing, and external systems.

Users with different profiles (assistants, managers, coordinators, and administrators) access the platform using HTML5 and Bootstrap, which ensures a user-friendly and responsive experience. The use of HTML5 makes it possible to create dynamic and modern web pages, while Bootstrap provides consistent and adaptable visual aesthetics, with predefined styles that make it easy to develop an appealing and functional graphic interface.

Communication between all parties is designed to be bidirectional, so that data flows continuously and efficiently.

CGI SpeedOps' modular, cloud-based architecture with clear separation between layers facilitates scalability, maintenance, and customization, enabling the integration of new services and ensuring efficient and flexible operations in an increasingly dynamic environment.

CGI SpeedOps is divided into two main layers:

- **Front-end:** This layer manages user interactions, displaying information and enabling data to be manipulated in a visual and intuitive way.
- **Back-end:** Developed using Django and Python, this layer is where primary data manipulation and management processes take place. To manage data, the platform uses PostgreSQL, which, guarantees robustness, scalability, and compliance with SQL standards to ensure data integrity and support complex operations.

In addition to internal interactions, the platform also interacts with external entities via a REST API built using the Django REST framework. This API enables data to be exchanged with external systems in a standardized and secure way, which is crucial for scenarios that require the integration of third-party services.

CGI SpeedOps has an architecture that seamlessly integrates users, data, and external systems, ensuring fluid and scalable operations where technology and efficiency come together to drive outcomes in real time.

CGI SpeedOps client success story

As a strategy to gain scale within the business process outsourcing (BPO) market and at a time when our main clients in the utilities sector were preparing to outsource their operations, CGI in Portugal decided to invest in a new solution—an intelligent operations management platform that transforms operations in three fundamental aspects: visibility and transparency, operational efficiency, and quality.

This commercial strategy was successful and resulted in CGI assuming responsibility for the operations of a major utilities in Portugal.

Use case in numbers:

+40%

operational efficiency (reduction in human effort)
+100 robots

100%

of tasks scanned and imported automatically

1,000%

of quality audits carried out

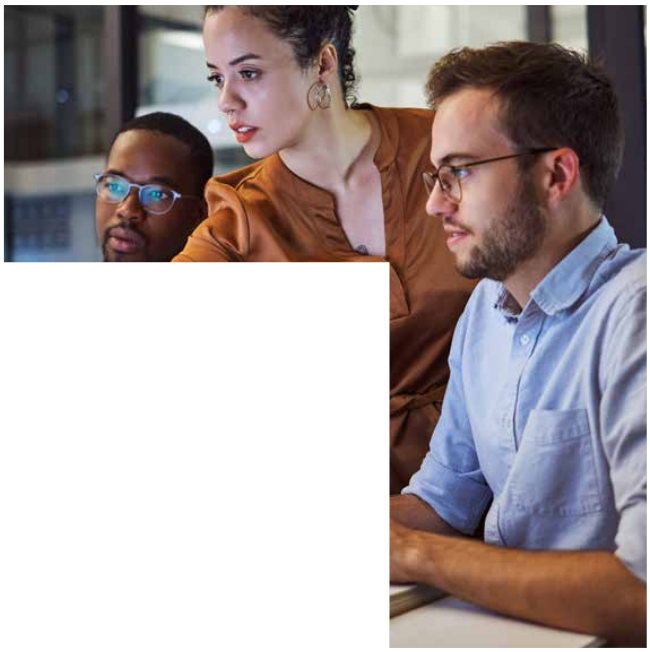
Full visibility and transparency in real time

Implementation of CGI SpeedOps made it possible to completely digitize the utilities' operations, centralizing all operational information previously scattered in Excel files and guaranteeing access to operational KPIs in real time, a process that previously took two weeks to gather. Aimed at optimizing the management of hybrid human/robot teams, CGI SpeedOps automated processes in a controlled manner, with the real and virtual agents managed and audited by the same criteria.

In terms of quality, sample definition is now based on advanced algorithms capable of guaranteeing their representativeness, and the entire auditing process is based on a CGI SpeedOps flow that enables interaction between auditors and auditees. Further, by blocking the distribution of anomalous task types, CGI SpeedOps makes it possible to block errors.

Later, in 2022, a robotic auditor feature was developed, which made it possible to mass produce quality audits.

The success of this transformation was reflected in higher customer satisfaction, public recognition through two awards, and a contract renewal for five years.



"We know we are making a difference when our clients tell us that they have more visibility and control over their operations in a BPO format with CGI than they do as an internalized operation".

Carlos Loureiro,
Senior Vice-President, Consulting Services

Evolving CGI SpeedOps

CGI SpeedOps continues to evolve as an integrated and intelligent operations management platform. By leveraging advanced technologies such as artificial intelligence, machine learning, and intelligent automation, CGI SpeedOps is well suited for organizations seeking to transform their operations and be prepared for the challenges of the future.

Continuous evolution of CGI SpeedOps algorithms will improve the solution's predictive capabilities, helping organizations to identify hidden trends and patterns, optimize processes, and prevent possible failures with increasing precision.

CGI SpeedOps' ability to integrate with automation suites also will continue to evolve, making it possible to record and control the entire automated ecosystem. By providing a unified view of the performance and status of automations, the solution increases operational efficiency, enables predictive maintenance, and facilitates rapid adjustments, strengthening the resilience and agility of organizations in an increasingly technological scenario.

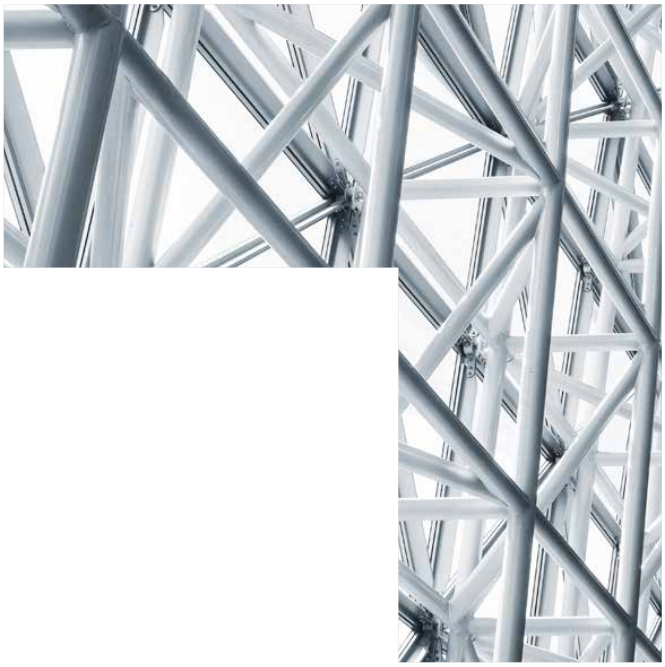
The evolution of CGI SpeedOps also provides for greater customization and flexibility, adapting to the evolution of different industries and business models. The customization of dashboards, performance indicators, and workflows according to the requirements of each organization will make CGI SpeedOps essential for efficient management and continuous improvement.

In addition, CGI SpeedOps will be able to collect and analyze data in real time from connected devices and external systems, providing valuable information and the ability to respond almost instantaneously to critical events, strengthening the pillar of resilience and enabling companies to quickly adapt their strategies in response to market or operational changes.

The integration of CGI SpeedOps into business process outsourcing (BPO) operations could also represent a technological breakthrough, combining virtual assistants with advanced algorithms for intelligent task prioritization. This synergy optimizes workflows, automates processes with precision, and increases operational efficiency, ensuring rapid execution and continuous adaptability while generating strategic value and increasing competitiveness in the marketplace.

Finally, the platform's adherence to security and regulatory compliance will be fundamental to its future evolution. As privacy laws and compliance standards become more stringent, the platform will be continually enhanced to ensure the protection of sensitive information and compliance with all regulatory requirements. The integration of audit capabilities and advanced traceability will enable organizations to monitor and document all activities, ensuring transparency without compromising security.

The future of CGI SpeedOps will be marked by its ability to lead digital transformation in the corporate environment. With a focus on automation, artificial intelligence, and personalization, this platform will become increasingly indispensable for organizations seeking to drive efficiency, agility, and security, guaranteeing them a competitive edge in the global market.



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-focused 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.

cgi.com