

SovereignOps



Secure, resilient, UK-based
IT operations



Built for the needs of Critical National Infrastructure, CGI SovereignOps is delivered entirely from within the UK – giving you confidence and full control over the performance of your mission-critical IT. We bring together infrastructure, applications and digital workplace support into one intelligent, secure and scalable service, combining local delivery, advanced automation and integrated support to keep your organisation compliant and resilient in the face of constant change.

The challenge

As part of the UK's Critical National Infrastructure (CNI) ecosystem, you're under pressure to deliver secure, reliable services in an increasingly complex and uncertain environment.

From the ever-evolving geopolitical landscape, to rising cyber security threats, regulatory scrutiny, and public demand for value – expectations have never been higher. Yet many organisations still rely on siloed, legacy infrastructure and support models that are costly, inconsistent and difficult to govern.

Disconnected systems, fragmented tooling and duplicated effort make it harder to maintain service quality, respond to change or optimise performance. This lack of integration across platforms and teams not only creates inefficiencies, but also increases risk and limits resilience.

To thrive in this environment, you need a streamlined, sovereign support model – one that gives you full visibility, improves accountability, and supports the long-term performance of your critical services.

We're here to help

CGI SovereignOps is our unified support model, purpose-built to meet the needs of CNI. Delivered entirely from within the UK, it provides a secure, scalable and compliant foundation for managing and modernising your digital operations.

By replacing fragmented systems and siloed teams with a single, integrated support model, SovereignOps gives you greater visibility, agility and control across your entire estate.

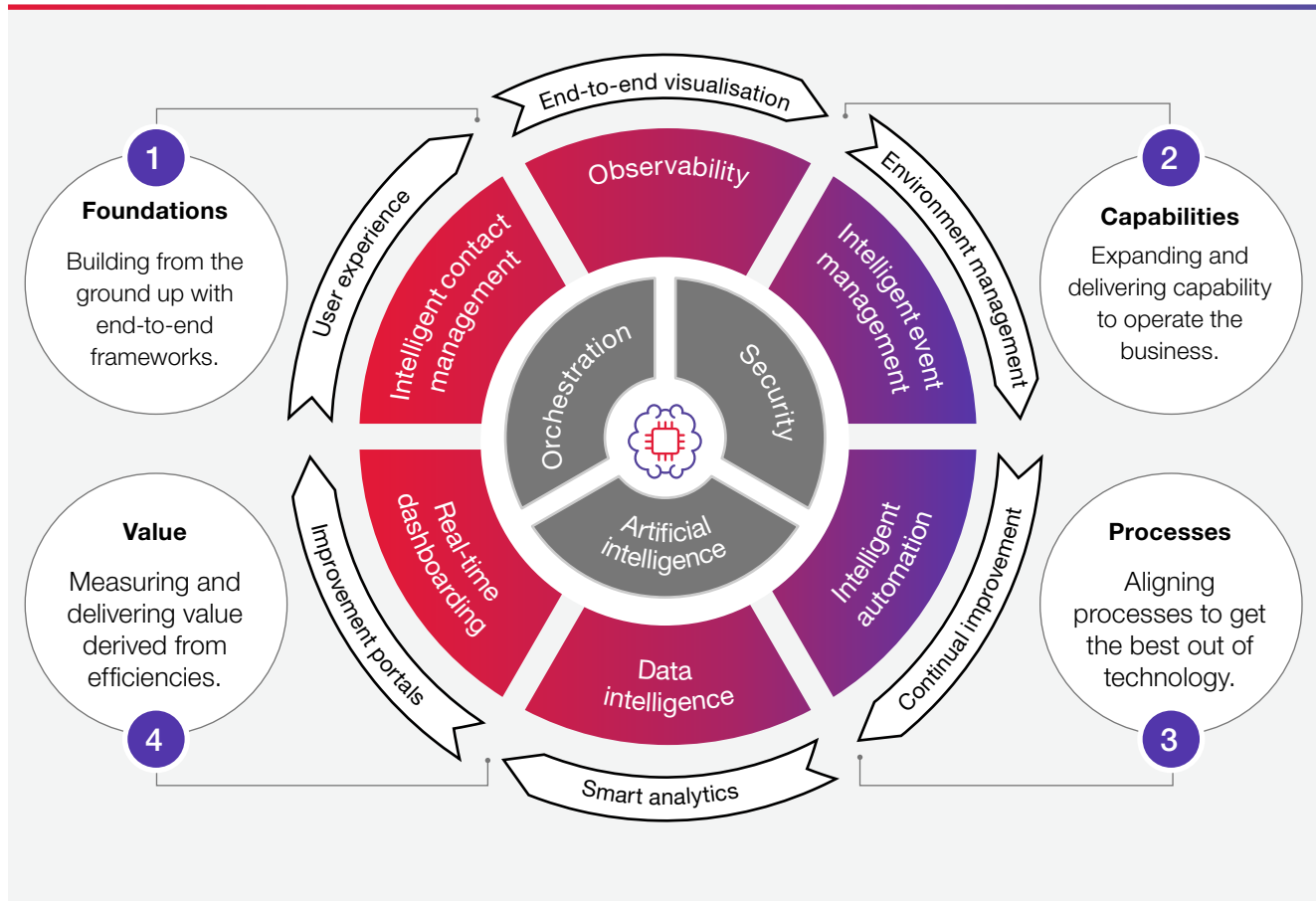
It's powered by [CGI's AIOps](#), bringing together artificial intelligence, automation and real-time observability to proactively detect issues, prevent incidents and drive continual improvement. This helps eliminate operational friction, reduce duplication and unlock efficiencies – all while improving service performance and simplifying governance.

And because we deliver through a sustainable, UK-based model, you also benefit from local expertise, faster response times, and access to our secure talent pipeline.

Our approach

SovereignOps isn't a one-size-fits-all solution – it's a flexible model we tailor to your organisation's needs.

It spans four key pillars with expanding capabilities that align to your existing and future processes and services, to deliver business-focused outcomes that support your long-term strategic goals.



Areas of service

- Infrastructure
- Database
- Networks
- Applications
- End user compute/digital workplace
- Storage
- Backup
- Cloud
- Service support centre
- Business operations
- Digital command centre
- DevOps

Benefits

- **Full data sovereignty** through a UK-hosted delivery model.
- **Improved security, resilience and compliance** across critical systems.
- **24x7x365 support** through a scalable, shared service model.
- **Proactive issue prevention** with automation and AI-powered monitoring.
- **Reduced operational costs** through standardisation and resource optimisation.
- **Greater performance and satisfaction**, with CGI client satisfaction scores consistently exceeding 90%.
- **Simplified governance** with unified tooling, processes and reporting.
- **Flexible, SLA-driven pricing** models based on real usage and service complexity.
- **Sustainable service continuity** through local talent and robust succession planning.

Applying SovereignOps to deliver maximum value and resilience



Unified target operating model

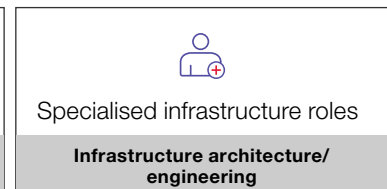
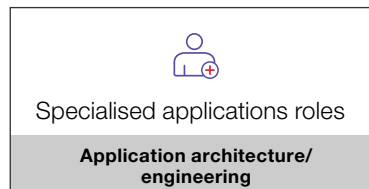
We design and implement a joined-up approach that brings together areas including infrastructure, applications, [digital workplace](#) and [service desk](#) support – reducing fragmentation and streamlining delivery.

Here's how this unified approach might look across the different levels of your organisation – bringing together teams, tools and services to create a cohesive operating model:

Level 4

Specialist architecture and strategy roles to consolidate the application/ infrastructure landscapes into core business outcomes.

Level
4

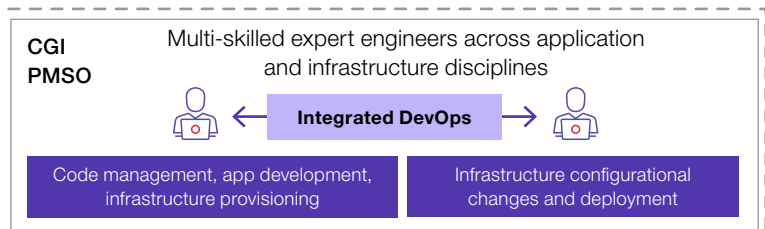


Management and governance

Level 3

Continuous integration/continuous delivery (CI/CD) with multi-skilled teams performing common **DevOps activities** across the entire service ecosystem.

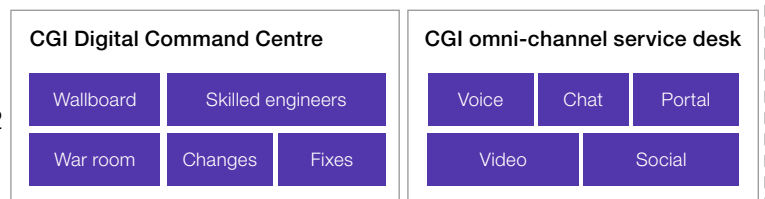
Level
3



Level 2

Automated enrichment using AI, enabling CGI to support more **cross-functional services** with AIOps always available for assistance.

Level
1 and 2



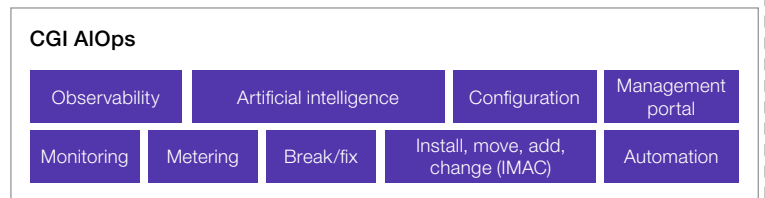
Level 1

Increased capacity to manage more applications due to high automation and integrated delivery, with higher skillsets in place.

Level 0

Integrated digital tooling for **autonomous** detection and prevention of incidents, proactive operations, and real-time dashboarding.

Level
0



UK-sovereign, UK-hosted service

All services are delivered entirely from within the UK, ensuring full compliance with local regulations and enabling secure control over your sensitive and critical data.



Integrated digital tooling and automation

Powered by our [AIOps](#) platform, we enable real-time monitoring, predictive analytics and autonomous incident resolution – helping prevent outages, reduce tickets and speed up resolution times. This includes integrated functions such as our Digital Command Centre, providing continuous visibility and proactive service management.



Cross-functional, multi-skilled support teams

We deploy engineers who work across infrastructure and application domains, enabling faster fixes, more consistent service and smarter decisions.



Customisable service and pricing models

We offer scalable, SLA-driven pricing based on actual resource use, allowing you to adapt services to your needs while maintaining control over costs.



Strategic service transformation

Beyond seamless day-to-day operations, we help you modernise. Our experts consolidate your digital landscape, reduce complexity, and align IT with business goals.



Sustainable, local delivery model

Our delivery hub in Wales – supported by over 900 professionals, whom we call CGI Partners to reflect our unique ownership culture – offers long-term continuity, robust succession planning and access to skilled talent.



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.

For more information

Visit [CGI managed IT services](#)

Email us at enquiry.uk@cgi.com

