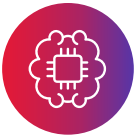![CGI logo]

CGI in higher education

Managed Services

Managed Services:
Key challenges

Adapting to technology

Universities must continually update systems to integrate emerging technologies like AI, cloud computing, and virtual learning environments, which can strain existing infrastructure

Balancing budgets

Implementing advanced IT solutions in parallel with managing and controlling technical debt while managing tight education budgets presents financial challenges

Ensuring security

Protecting sensitive student and research data from increasing cyber threats is a top priority for universities

Student experience

Ensuring that students and staff have reliable, secure systems and end user devices that are easy to use and engaging
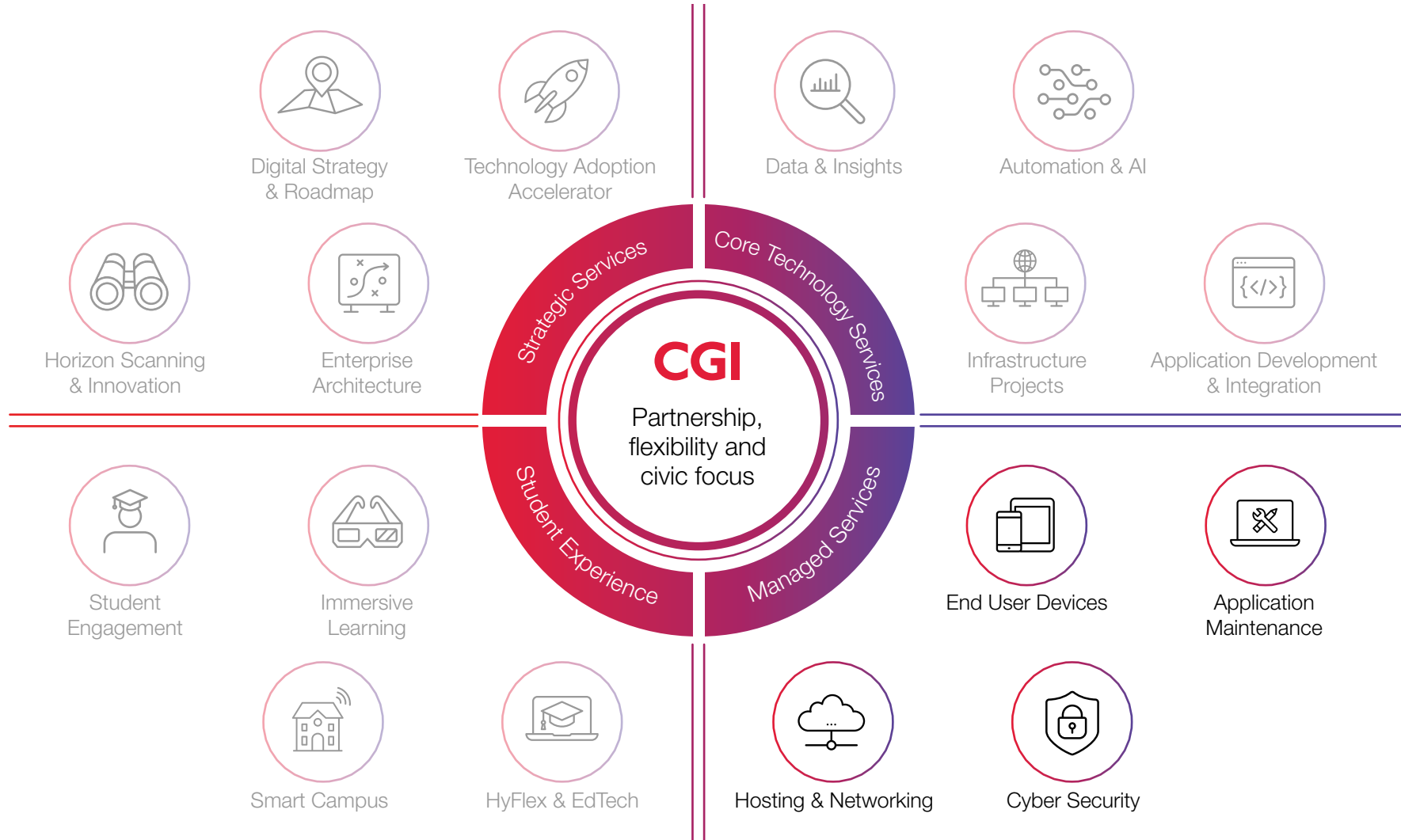
Capability

Universities need to ensure that they have right skills and capabilities to support the infrastructure

CGI solutions for higher education

Digital Strategy & Roadmap

Technology Adoption Accelerator

Data & Insights

Automation & AI

Horizon Scanning & Innovation

Enterprise Architecture

Infrastructure Projects

Application Development & Integration

Strategic Services

Core Technology Services

CGI

Partnership, flexibility and civic focus

Student Experience

Managed Services

Student Engagement

Immersive Learning

End User Devices

Application Maintenance

Smart Campus

HyFlex & EdTech

Hosting & Networking

Cyber Security

What we offer

End User Devices

Our **End User Devices** management services ensure that all desktops, laptops, and mobile devices are securely maintained, updated, and supported for optimal performance and productivity.

1 **Device Provisioning and Setup:** We manage the deployment and setup of desktops, laptops, and mobile devices, ensuring they are ready for immediate use.

2 **Lifecycle Management:** From procurement to retirement, we handle the entire device lifecycle to maximise efficiency and cost savings.

3 **Security and Updates:** Regular software updates and security patches are applied to keep devices secure and compliant.

4 **Ongoing Support and Troubleshooting:** Our dedicated team provides technical support and rapid issue resolution to minimise downtime and maintain user productivity.

Application Maintenance

Application Maintenance services ensure that university software systems remain secure, updated, and optimise, with continuous support and performance enhancements.

1 **Continuous Monitoring and Optimisation:** Always ensure your applications run smoothly with regular performance checks and fine-tuning for optimal efficiency.

2 **Security Updates and Patching:** Timely updates and security patches protect your applications from vulnerabilities and keep them compliant.

3 **Issue Resolution and Support:** Provide quick troubleshooting and fixes to minimise downtime and maintain seamless operations.

4 **Functional Enhancements:** Regularly enhance application features to meet evolving needs and improve user experience.

Hosting & Networking

Hosting & Networking services provide secure, scalable cloud solutions, data center management, and optimised network infrastructure to ensure high performance and seamless connectivity across all environments.

1 **Cloud Hosting Solutions:** We provide secure, scalable cloud environments to support your critical applications and data storage needs.

2 **Data Centre Management:** Our services ensure reliable, high-performance data centres with round-the-clock monitoring and maintenance.

3 **Network Infrastructure Optimisation:** We manage and optimise your network to ensure fast, seamless connectivity across all devices and locations.

4 **Security and Compliance:** Our hosting and networking solutions are designed with robust security measures to meet industry compliance standards and safeguard your data.

Cyber Security

Our **Cyber Security** services ensure that universities are protected through advanced safeguarding and maintaining operational integrity.

1 **Threat Detection and Incident Response:** We provide continuous, proactive monitoring to detect cyber threats in real-time, ensuring swift response to mitigate breaches and minimise damage to university operations.

2 **Data Protection and Privacy Compliance:** Robust security frameworks protect sensitive data, such as student and research information, while ensuring compliance with regulations like GDPR and other data privacy laws.

3 **Vulnerability Assessments:** Regular, comprehensive assessments help identify potential weaknesses in your IT infrastructure, allowing timely fixes to prevent exploitation.
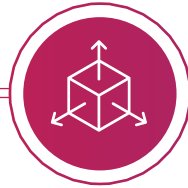
4 **24/7 Security Monitoring:** Around-the-clock surveillance ensures consistent protection against evolving cyber threats, providing peace of mind and minimising downtime.

Benefits

Make **cost savings** by cutting down on **IT infrastructure**, **applications** and **management expenses**

Increase **scalability** by **seamlessly** expanding or **adjusting IT systems** as required

Protect student, staff and research data with **advanced security**

Gain **specialised** IT knowledge **without additional hiring** using **expertise**

Achieve **operational efficiency** by ensuring **smooth, uninterrupted** operations with **24/7 support**

Free up **internal resources** to **engage with faculties** to support the **strategic focus**

CGI in higher education

We work closely with our higher education clients, helping them to accelerate their digital transformation journeys.

Our solutions improve outcomes for students, staff and researchers, enabling universities to improve their brand reputation and positioning.

Within student engagement we offer a full range of services from strategy, user research, implementation and optimisation.

Our values

Local
We live and work in the same communities as the universities we serve, supporting your civic responsibilities.

Inclusive
We are proud to support diversity, equity and inclusion across CGI, and in the way we work with client teams.

Sustainable
We are committed to reaching Net Zero in the UK by 2030. Through our SEEDS programme we collaborate with universities, using data science to tackle real-world sustainability challenges.

Our capabilities

Cyber security
We leverage deep industry expertise and innovative technologies to deliver tailored, end-to-end cybersecurity solutions that protect businesses from emerging threats, ensuring robust security and compliance across all digital environments.

Hosting and networks
CGI's approach to hosting and networks emphasises secure, scalable, and tailored solutions, leveraging our deep expertise in cloud, hybrid IT, and network management to optimise performance, resilience, and business outcomes for clients.

Application maintenance
We focus on continuous optimisation, combining automation and innovation to enhance performance, reduce costs, and ensure alignment with evolving business needs.

Our approach

Trusted partner
Our partnering approach enables universities to balance ownership and risk, combining CGI's expertise with the best of your existing team.

Higher education focus
We combine sector-focused thought leadership and expertise along with fresh thinking from other sectors.

Flexibility
We can supplement your team, take on discrete areas or support you in building your capability through a 'Transform and Transfer' model.

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-focused to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 94,000 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.

cgi.com/uk/education/higher-education