

Intelligent Operations Management



CGI SpeedOps is an innovative solution for the intelligent management of back-office operations that drives agility, efficiency, and overall performance.

Designed for dynamic and uncertain environments, CGI SpeedOps enables organizations to respond with agility and adapt quickly to changing needs. More than just a real-time task management tool, it also provides an integrated approach to business operations.

Further, CGI SpeedOps meets the specific needs of different user profiles and manages and optimizes mixed teams, enabling both humans and robots to perform tasks best suited to their abilities.

CGI SpeedOps adapts to any industry and, through robust and effective operational management, improves the overall performance and competitiveness of organizations.

Real-time control and optimization

CGI SpeedOps digitizes back-office operations, enabling full control and optimization with complete transparency. By combining APIs and robots, the platform identifies and centralizes all tasks to be performed. Using advanced algorithms, it intelligently distributes tasks based on priority and performance history.

Because quality is essential to efficiency, CGI SpeedOps builds algorithms that can select representative tasks for auditing and features robot auditors capable of mass validations. Total transparency is ensured at all levels of the organization through dashboards, real-time reports, and native integration with advanced analytical tools.

Our experience in numbers:

- **More than 10 major clients** in the Energy & Utilities and Banking sectors
- **More than 500 active users**, of which **100+ are robots**
- **Quick and easy setup** (15 days for medium operations and 1 month for large operations)
- **10% or greater operational efficiency improvement** (with process automation, this can **exceed 40%**)
- A differentiating factor and the technology behind the **BPO 5.0 offering** in Portugal

Advanced technologies

CGI SpeedOps integrates a variety of advanced technologies, including:

- **Robotic process orchestrator:** Automates repetitive and/or structured tasks to streamline workflows quickly and efficiently
- **Intelligent virtual assistants:** Provide immediate and precise support to users, guiding them through complex processes, with the help of GenAI
- **Dashboards and reports:** Provide clear information and help identify trends through **data analysis and predictive indicators**
- **Cloud technology:** Ensures scalability, security, and data accessibility.

Work is underway to incorporate **artificial intelligence** and **machine learning** mechanisms to analyze data in real time, anticipate problems, identify patterns, and suggest proactive actions, with a focus on adapting to business changes.

Competitive advantages

Benefits of CGI SpeedOps include:

- **Transparency and real-time control:** 100% transparency in operations, with real-time reports and dashboards for a global view of processes and their KPIs
- **Efficiency and reduced operational costs:** Tools to increase the efficiency of profiles, automate structured tasks, and optimize workflows, reducing human intervention and operational costs
- **Resilience and business continuity:** A flexible structure that supports operations in different geographies, as well as a combination of remote and face-to-face work, enabling fast adaptation to rapid change
- **Human-centric approach:** A focus on the development and progression of individual capabilities

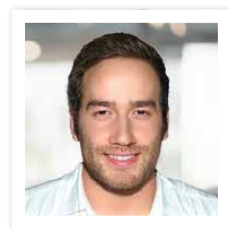
With the addition of predictive AI, the platform will be able to predict future behavior, simulate scenarios, and proactively optimize strategies.



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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.

More information at [cgi.com](https://www.cgi.com)