CGI in health and life sciences

Enabling transformation across the U.S. healthcare ecosystem

CGI

Contents

Partnering for health and life sciences transformation

As a trusted partner to U.S. public and private health organizations, we help clients meet the growing expectations of a digital population.

What we help our clients achieve

- Modernize health IT and operations while keeping mission delivery at the center
- Improve patient, member and provider experiences through secure digital access and support
- Apply AI and emerging technologies responsibly, with an integrated focus on data, infrastructure, workforce readiness and governance

With more than 30 years of experience in health IT, we combine deep domain knowledge with global scale to help clients make more informed decisions and achieve better outcomes.

Proven impact at scale

$3.5B+	195M+	55M+	70+
Recovered improper healthcare payments	People covered by health plans we serve	Medicare beneficiaries supported through portals	CMS systems and projects since 1998
6.6B	200+	12,000+	$51B+
Health records managed	Providers and health departments served	AI and data professionals globally	Monthly Medicare payments processed

Deep industry expertise: Turning healthcare complexity into opportunity

U.S. healthcare organizations operate in a highly complex environment. They must keep pace with evolving regulatory requirements while delivering secure, seamless digital experiences that patients and consumers expect.
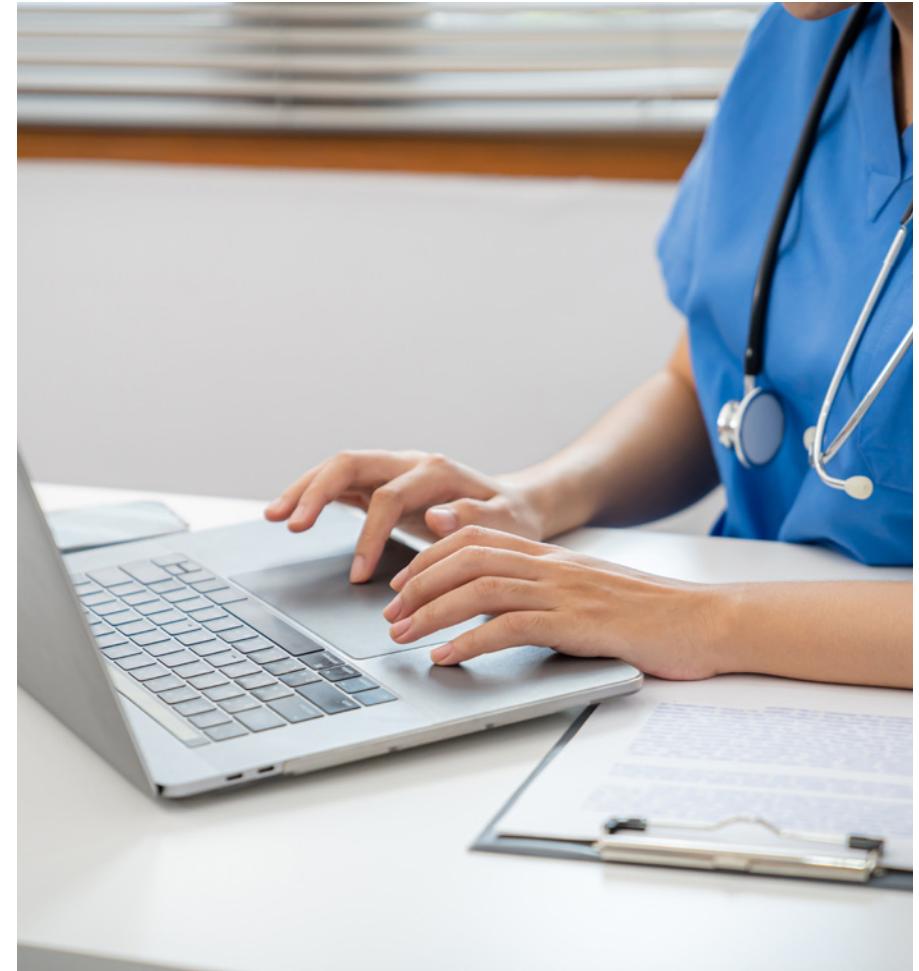
Focus areas shaping healthcare transformation

- ⊘ Interoperability and information sharing
- ⊘ Cybersecurity and privacy protections
- ⊘ AI and data-driven decision support
- ⊘ Health reform and federal IT modernization initiatives
- ⊘ Operations optimization

In the federal health market, agencies must balance mission-critical service delivery with strict security protocols, program integrity requirements, and large-scale transformation initiatives.

Proven expertise across the healthcare ecosystem

We partner with public and private health organizations and understand the regulatory and operational realities they face, including evolving standards for health information exchange and federal compliance frameworks such as FISMA, FedRAMP and NIST.

Our teams bring deep experience navigating complex procurement processes (FAR/DFARS), security authorization requirements, and the governance structures of federal health agencies.

Global perspective. Local proximity.

- Trusted advisor across the federal, state and commercial health spectrum in the U.S. One of the few providers with deep IT and operational technology expertise, with top client relationships averaging 30 years in length.

- Supports over 50 percent of the top 50 global biopharmaceutical companies across 500-plus biotech and pharma initiatives.

- One of the largest integrators and providers of health informatics and shared services in Canada. Primary provider to the BC Ministry of Health for 20 years, managing 80 to 90 core systems and delivering the Health Gateway used by over one million residents.

Leading healthcare IT provider in the UK and Nordics

UK	Sweden
Delivers national digital health platforms, including NHS Spine and the NHS App, and serves as digital delivery partner for NHS Scotland's Digital Front Door and NHS Notify, enabling large-scale citizen access and communications	Treserva platform supports integrated social and community care across 100-plus municipalities

Finland	Denmark
Developed world first clinical AI solutions with Helsinki University Hospital, including 98 percent accurate cerebral hemorrhage detection and AI-enabled clinical documentation	Modernizing diagnostics through digital pathology, enabling secure remote access and AI ready workflows across regional health systems

These global innovations inform how we serve U.S. clients, bringing tested approaches and proven technologies to every engagement.

What industry leaders are prioritizing

Insights from CGI's 2025 Voice of Our Clients

76%

cite technology and digital acceleration as the top macro trend impacting health and life sciences organizations. While most leaders have digital strategies in place, many are still early in realizing AI's full potential and establishing effective governance.

32%

report their organization is producing measurable results from digital strategies **(+8 pp YoY)**.

53%

say legacy systems continue to challenge digitization efforts **(+3 pp YoY)**.

A two-speed transformation

Health and life sciences organizations are advancing AI and digital ambition at an accelerating pace, yet execution remains constrained by cost pressures, regulation, and talent gaps, leaving organizations at vastly different starting points on the path to impact.
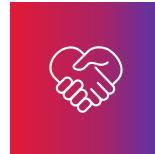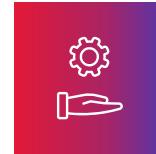
Capabilities built for health and life sciences

Health solutions and services
- ⊘ Payment integrity
- ⊘ Patient access and support
- ⊘ Diagnostic image exchange
- ⊘ Enterprise content management
- ⊘ Military health
- ⊘ R&D operations optimization
- ⊘ Agile transformation
- ⊘ Payer system transformation
- ⊘ Improper payment identification
- ⊘ Laboratory information management
- ⊘ Fraud, waste and abuse prevention
- ⊘ Total asset visibility

In-demand technology
- ⊘ Big data and analytics
- ⊘ Cybersecurity
- ⊘ Machine learning
- ⊘ Artificial intelligence
- ⊘ Mobility
- ⊘ Augmented/Virtual reality
- ⊘ Agentic AI
- ⊘ Robotic Process Automation (RPA)

IT and business services
- ⊘ Application management
- ⊘ Infrastructure services
- ⊘ Business process services
- ⊘ Systems integration
- ⊘ Strategic consulting
- ⊘ Clinical consulting

Alliances
- ⊘ AWS
- ⊘ Databricks
- ⊘ Google Cloud
- ⊘ Microsoft
- ⊘ NetApp
- ⊘ SAP
- ⊘ Salesforce
- ⊘ ServiceNow
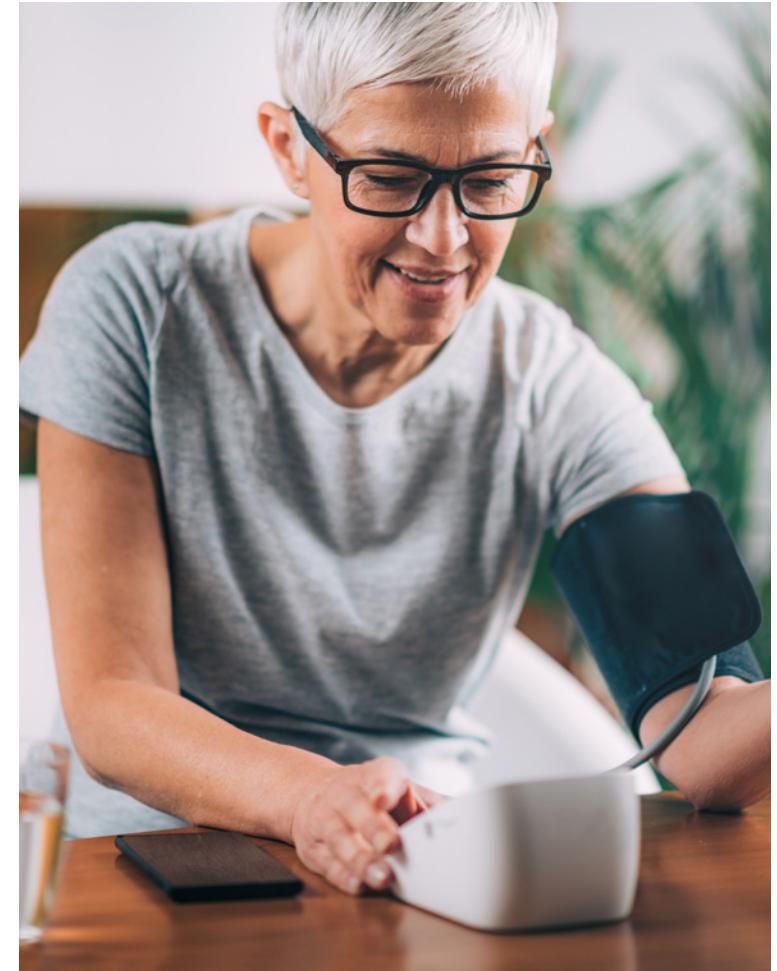- ⊘ UiPath

Responsible AI for health and life sciences

We help U.S. healthcare organizations scale AI responsibly and move from isolated pilots to enterprise-wide adoption by embedding intelligence across clinical, administrative and operational workflows.

Outcomes we deliver with AI

- **Claims and payment integrity:** AI-assisted detection and automation that accelerate reviews and reduce errors

- **Prior authorization and utilization management:** Automation that reduces backlogs and improves provider trust

- **Care management and population health:** Risk modeling and triage to support early intervention

- **Clinical imaging and diagnostics:** AI supporting faster, more accurate reads

- **Member and provider experience:** Conversational AI and agentic workflows that streamline service and navigation

How we deliver AI at scale

- **Assess and envision:** AI maturity assessment, strategy and roadmap, use case prioritization

- **Engineer and govern:** Architecture, data and interoperability, responsible AI principles, security and compliance

- **Execute and scale:** AI Factory and MLOps, buy-or-make strategy, change management and managed services
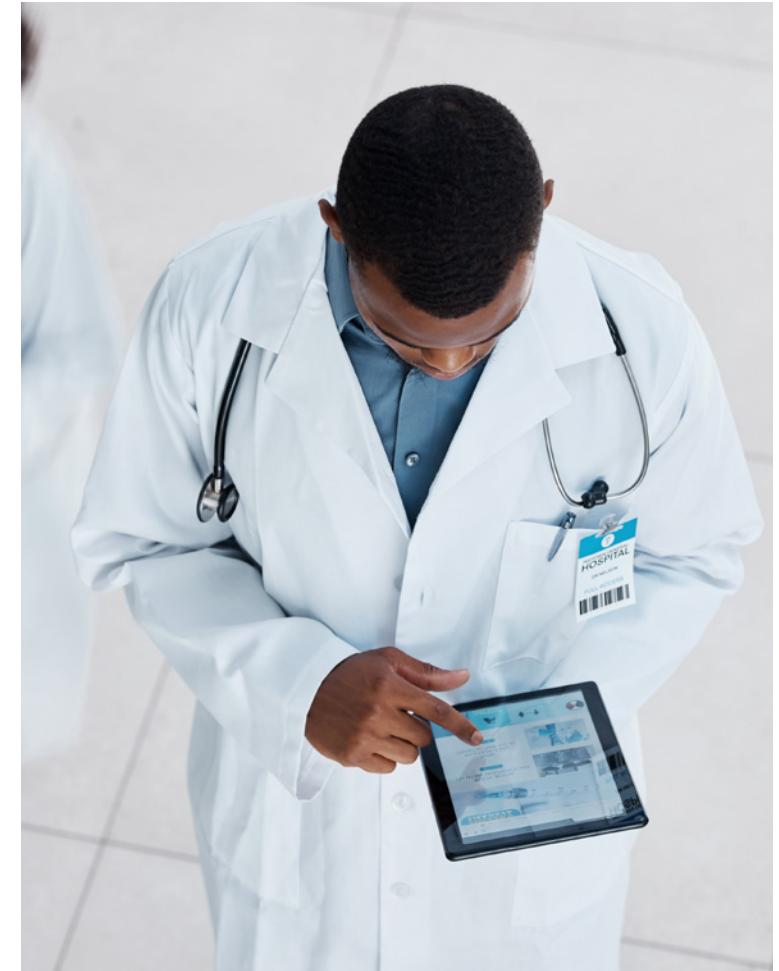
Scale you can trust

- **12,000+** AI and data professionals

- Expert teams in **17 countries**

- 250+ AI use cases across industries and 500+ generative AI projects

- Global accelerators including CGI SimpliSuite, CGI Navi and DevX; CGI ProperPay (including AI-powered virtual assistant AVA); CGI AI Launchpad; CGI InstaCode; and A3F

Proven AI impact

- **Claims operations:** Faster decisions, improved accuracy, better member and provider experiences

- **Prior authorization:** Backlog reduced ~30% with faster turnaround

- **Delivery productivity:** ~42% gain in coding tasks, ~39% improvement in unit testing and QA, ~38% improvement in knowledge transfer—under defined guardrails and continuous monitoring

Delivering results across the healthcare ecosystem

Federal health programs: Supporting Medicare, Medicaid and other U.S. health programs

Since 1998, we have partnered with the Centers for Medicare and Medicaid Services (CMS) on 70+ systems and projects to advance mission outcomes.

- **Medicare and Medicaid websites:** Increased plan enrollments by 52% over 3 years, reaching over 1.1M online enrollments.

- **Medicare Appeals System (MAS):** Reduced performance tickets by 66% with 34 releases deployed.

- **PS&R and STAR:** Enabled 86% of claim reports to generate in under 8 seconds.

- **Health Plan Management System (HPMS):** Improved geocoding times by 88–98%; Part D Improper Payment Measures module: Achieved a 50% success rate in prescription drug automation.

- **CMS MARx system:** Supported 56M+ beneficiaries, ensuring $51B+ per month in accurate payments; recent modernization reduced processing times by 75%.

- **API Gateway:** Connected data sources and reduced the need for investigators to access multiple systems. It enabled provider systems to accept data directly, promoting program integrity and strengthening efforts to combat fraud, waste and abuse.

Healthcare payers: Driving digital transformation and payment integrity

We help U.S. payers digitally transform operations to streamline administrative costs, strengthen provider collaboration and increase member engagement.
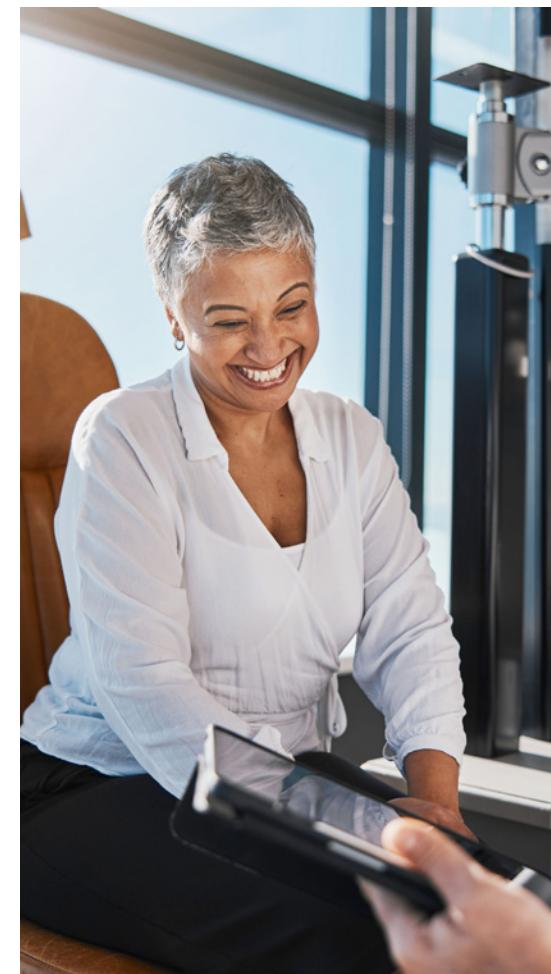
With 35+ years of leadership in healthcare payment integrity and $4B+ in improper payment recoveries for Medicare, Medicaid and commercial payers, we serve 195M+ people covered by health plans.

- Digital transformation and agile operations

- Enterprise optimization with intelligent automation for claims processing and auto-adjudication

- Application modernization to enhance interoperability and operational excellence

- Cybersecurity and risk services

- AI-powered claims review and payment integrity through AVA, part of the CGI ProperPay platform

Client impact

Transforming healthcare delivery and cutting costs for a top five U.S. payer

A large U.S. payer modernized its technology landscape to improve healthcare access, reduce costs and enhance member experiences. We helped migrate legacy systems to cloud-native platforms, develop member-facing tools like the mobile app and implement automation and AI to streamline claims and compliance processes. The collaboration has delivered strong business value, including over $25M in monthly savings, faster claims processing and improved system availability, while blending local expertise with global delivery for scalable, cost-effective support.

Healthcare providers: Modernizing patient information and operations

We help care providers transform how patient information is managed through enterprise content solutions and back-office optimization – enabling greater focus on patient-centered care. Our focused expertise and offerings include:

- **Enterprise content management** that modernizes how hospitals manage information, including content and records management and medical imaging services that streamline operations, reduce costs and support better patient and revenue cycle outcomes.

- **Administrative systems support** that improves efficiency and lowers costs by modernizing back-office and IT operations using configurable solutions, proven technologies and flexible delivery models.

- **Diagnostic image exchange** solutions that securely deliver images across hospitals in seconds, supporting faster, more accurate diagnosis.

- **EMR integration** that improves clinical efficiency and outcomes, supporting more than 230 hospitals and 200,000 users.

- **Advanced analytics** that integrate structured and unstructured data to enable predictive insights, support early intervention, and drive administrative efficiency.

Client impact

Driving IT transformation for a major senior living facility operator

A major U.S. senior living provider partnered with us to cut costs and modernize IT service delivery. This move eliminated $3M in annual costs and improved service quality through SLA-driven performance and monthly KPI reporting. With access to global talent, they now benefit from faster and more cost-effective delivery, supporting their long-term IT goals and a growing strategic partnership.

Life sciences: Connecting R&D, regulatory and commercial operations

We help pharma, biotech and medical device firms transform their businesses
to drive high performance, compliance and digital connectivity.

- R&D operations optimization ensures our clients' clinical and regulatory operations are effective, monitored and inspection-ready. We deliver an innovative, strategic approach to driving high performance for therapy development teams.

- Regulatory information management (RIM) is one of our leading practices, where we bring together regulatory data, systems implementation, technologies and process efficiencies to facilitate the development of a future state RIM strategy and road map for managing regulatory information and systems across the organization.

- Contract strategy and operations help clients obtain preferred formulary placement and maximize channel value when it comes to commercial contracting. We leverage advanced analytics and insights to ensure compliance, mitigate risk, revenue leakage and drive cost-effectiveness.

- Health consumer engagement solutions enable relevant strategies, content and services across the entire customer spectrum, including patients, caregivers, providers and payers. Our data-driven, evidence-based solutions enhance patient outcomes and drive revenue growth.

- Patient support and access services help clients analyze direct and indirect customer needs by assessing behaviors, experiences and opportunities to develop relevant strategies and services.

- Laboratory information management services (LIMS) increase lab efficiencies, reduce cost and turnaround time with specific options to address key challenges when selecting a LIMS, upgrading platforms, or bringing on new labs and technology.

Client impact

Deploying the lab of the future through LIMS

Accelerating its digital transformation journey, one of the world's largest global pharmaceutical companies turned to us to help transition from a local, site-based LIMS to a global LIMS. With deep knowledge lab personnel operations with LIMS and an understanding of constraints, we provided project management, data migration and validation, training, change request management, LOA leadership, hardware management and continuity expertise, ensuring a connected, paperless and real-time laboratory environment.

CGI ProperPay: Empowering payment accuracy

We strategically partner with payers, providers and government entities to create claims payment transparency and empower users to identify and correct coding and pricing errors with CGI ProperPay.

CGI ProperPay is a holistic solution used to identify and address claims that have been improperly coded or priced. Its cloud-agnostic, modular-based structure is customizable to align with an organization's strategic objectives while addressing key operational needs. Its flexibility allows for hosting on-premises or in the cloud by us or the client and integration with existing internal and external systems, providing scalability. CGI ProperPay leverages artificial intelligence, machine learning and natural language processing in conjunction with industry expertise to streamline payment integrity processes, maximize claim coding and pricing accuracy and strengthen payer-provider relationships.

Benefits of leveraging CGI ProperPay:

Optimization
- Reduce bottlenecks through integration
- Simplify medical record reviews
- Leverage AI for automation with guardrails
- Accelerate identification with user-friendly rule building

Transparency
- Single source of data for insights
- Actionable insights across all parties
- Explainable findings
- Increase internal cross-collaboration

Financial performance
- Sunset old applications
- Expand insourcing
- Decrease Total Cost of Care (TCoC)
- Reduce administrative cost by shifting to prevention

Client impact

Advancing claims innovation for a leading U.S. health organization

A large integrated U.S. health system expanded its long-standing partnership with CGI to improve claims payment accuracy and drive innovation using CGI's ProperPay platform. The collaboration has delivered consistent recoveries, high audit uphold rates, and improved efficiency in claims review. Through the renewed agreement, CGI is enhancing analytics and introducing AI-enabled capabilities to automate high-volume processes, strengthen payment integrity, and support better outcomes for providers and members.

The right partner for health and life sciences transformation

Turning modernization, experience and trust into measurable outcomes

The path forward for healthcare and life sciences organizations centers on modern, secure platforms that can adapt to evolving demands. Success requires a partner with deep domain expertise and end-to-end delivery capabilities.

We bring 30+ years of health IT experience and trusted partnerships across the federal, state and commercial health spectrum—plus global scale and local proximity. We help organizations modernize health IT and operations, improve user experiences and apply AI and other emerging technologies responsibly with an integrated focus on data, infrastructure, workforce readiness and governance.

Ready to accelerate impact?

- **Health plans and payers:** Streamline operations, strengthen payment integrity and increase engagement

- **Public sector health agencies:** Modernize mission-critical platforms securely and deliver trusted digital services

- **Life sciences organizations:** Optimize R&D and regulatory operations and build connected digital ecosystems

Connect with us to explore how we can help you deliver measurable, lasting outcomes.

Our industry and technology experts deliver insights and outcomes our clients can count on:

$3.5B+
Recovered improper healthcare payments

55M+
Medicare beneficiaries supported through portals

195M+
People covered by health plans we serve

6.6B
Records for health systems

Partner to 200+
Hospitals and departments of health

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.

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