



# CGI in Aviation

Trusted to build, operate and  
evolve resilient aviation systems

**CGI**

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# Operating with confidence and efficiency

## Why CGI?

We are a global IT and business consulting services company, operating and evolving complex, mission-critical systems across aviation and other regulated industries.

The sector is operating in an environment shaped by complex technology estates, increasing cyber risk and the responsible adoption of AI, challenges that now define day-to-day operations.

40+



years supporting aviation, aerospace, defence and national infrastructure.

Trusted partner

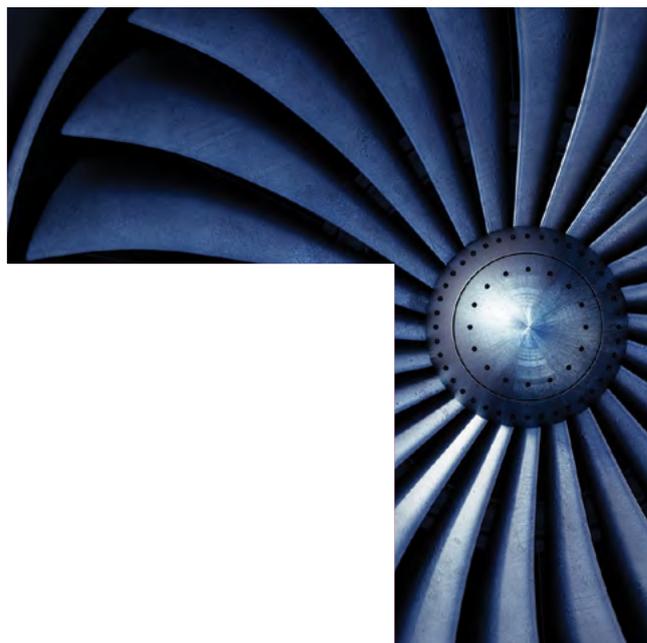


to **NATS**, supporting the modernisation of critical digital infrastructure underpinning UK airspace operations.

1,700+



**cyber security professionals** globally, including a strong UK-based capability across architecture, governance and security operations.



CGI operates and evolves complex, mission-critical systems across aviation and other regulated industries.

# Advanced AI, data and automation for cost-efficient operations

We embed data, AI and automation across operations to increase efficiency while improving performance and resilience in live, mission-critical environments.

By operationalising AI, embedding intelligence across platforms, processes and day-to-day operations, we reduce manual effort, simplify complexity and support more consistent, dependable outcomes at scale.

Our approach spans flight and ground operations, digital retail and distribution platforms, and is delivered on secure, scalable cloud environments, ensuring efficiency without compromising safety, reliability or regulatory assurance.

## Aviation experience at scale

We have more than 40 years of industry experience globally, delivering end-to-end services that support operations on the ground and in the air.

Our domain experience spans the full value chain from aircraft manufacturers and airspace management, through airlines, airports, ground operations, air navigation organisations and aviation authorities, helping clients improve performance, resilience and operational outcomes at scale.



Our aviation and airspace clients include:

**Lufthansa Group**, where we act as a strategic partner for infrastructure and digital transformation.

**Finnair**, where we delivered a modern API platform and DevOps model to support digital growth and ancillary services.

**NATS**, the UK's air traffic control services provider, where our work strengthens the resilience and scalability of safety-critical infrastructure underpinning UK airspace operations.

**Fraport**, where we support 24/7 airport operations by applying data, AI, machine learning and computer vision to improve punctuality, ground handling performance and passenger flow.

# Mission-critical and regulated environments

Our experience extends beyond commercial areas, and we are a key supplier in aerospace, space and national infrastructure, where operational continuity, data integrity and reliability are paramount.

We delivered core ground segment capabilities for the [European Space Agency's TRUTHS satellite mission](#), modernising satellite communications ground infrastructure, and supporting secure space domain awareness initiatives for UK defence partners.

We bring decades of experience delivering and operating mission-critical systems for regulators, government and defence organisations, including the [UK Ministry of Defence](#). Our default approach defines how we operate across aviation: safety-first, secure by design and focused on dependable operations.



We are involved in modernising regulated services for authorities such as the [UK Civil Aviation Authority](#), including migrating the drone registration service to a secure cloud environment to ensure compliance, resilience and continuity of service.

# End-to-end partnership in complex operational environments

## Travel ecosystem experience

Our work extends across the wider travel ecosystem, supporting organisations directly connected to airline operations and the end-to-end passenger journey, including more than **200 transport and logistics clients globally** across rail, maritime and road.

We apply data and AI across both **operational and commercial platforms** to enable smarter retail, distribution and more personalised customer journeys, while maintaining the controls and resilience required in safety-critical environments.

This experience includes supporting **large-scale, always-on operations** such as global retailer Circle K, and cross-industry solutions like **CGI Viewpoint POB**, which provides real-time personnel visibility and secure movement coordination. Together, these capabilities help airlines reduce friction across partners and improve data flow across the travel ecosystem.

## Cyber resilience by design

Cyber resilience is integral to safe and reliable operations. We embed security into platforms, operations and delivery activities, supported by assurance-led practices and evidence-based validation.

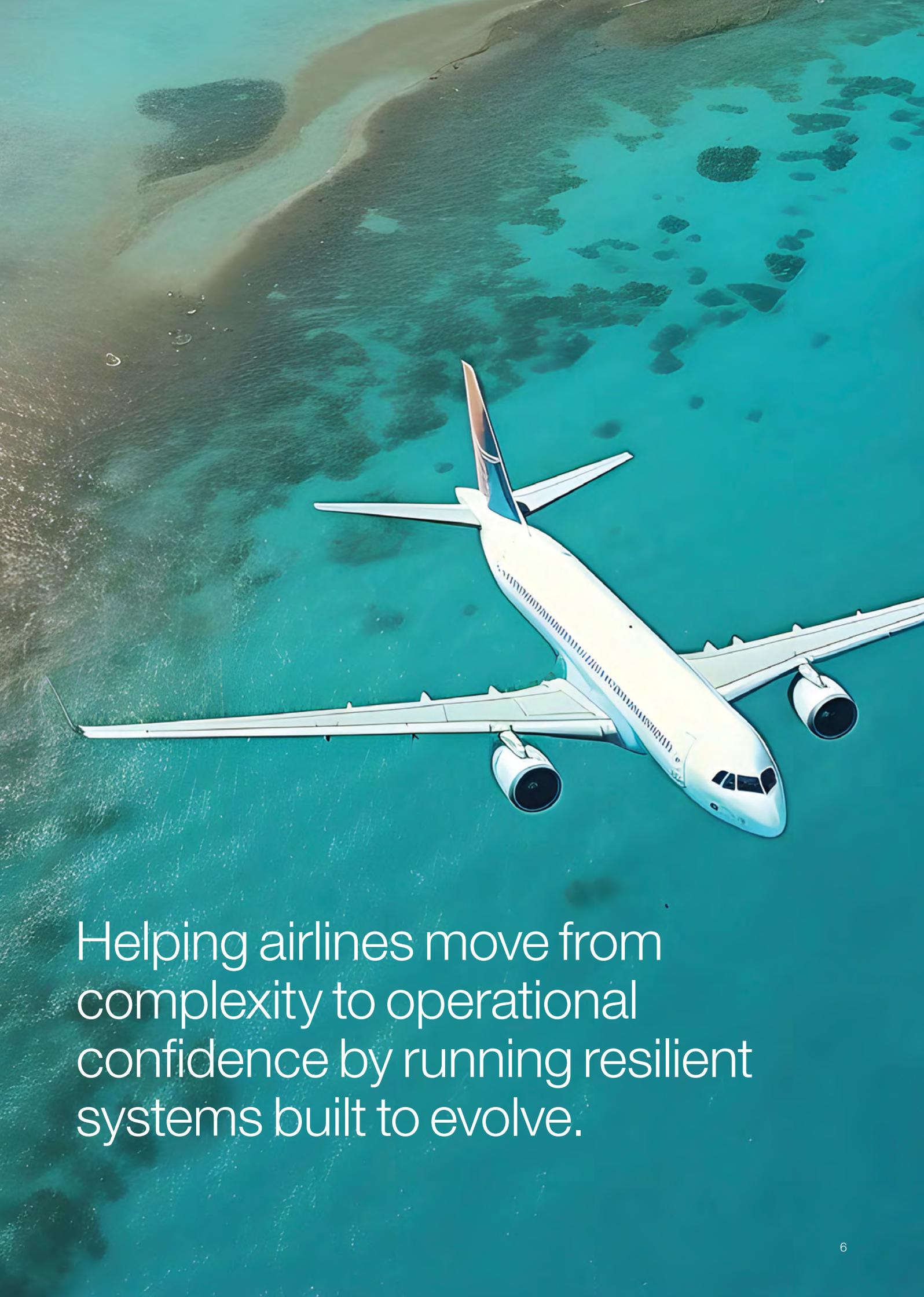
CGI operates an **[NCSC-assured Cyber Resilience Test Facility \(CRTF\)](#)** in the UK, enabling organisations to validate real-world resilience across complex, interconnected environments. Our cyber capabilities are complemented by aviation safety innovation such as **[CGI VirtualFlightRecorder](#)**, developed with support from the European Space Agency and UK Space Agency.

## A next-generation, long-term transformation partner

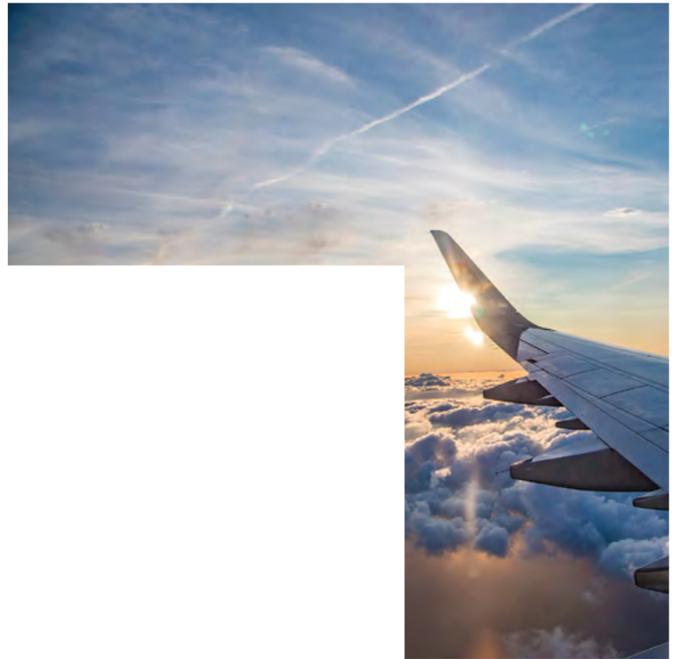
We operate as a long-term, accountable partner in complex, large-scale operational environments, taking responsibility for the stability, performance and evolution of critical systems, through:

- [AI and intelligent automation](#)
- [Cloud and platform modernisation](#)
- [Digital transformation](#)
- [Cyber resilience](#)
- [Business change](#)
- [Deep technology, aviation and transport domain expertise.](#)

We are outcomes-focused, enabling safer operations, improved productivity and systems designed for long-term reliability.



Helping airlines move from complexity to operational confidence by running resilient systems built to evolve.



## 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 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.

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