

Managed network services



As the fourth essential utility, networks must provide seamless, reliable connectivity to support high-performing services from any location. CGI's managed network services meet the demand for visibility and automation, as we design, deploy and manage optimised networks that align with your organisational goals and elevate user experience.

The challenge

Modern enterprise networks face increasingly complex demands. You need solutions that enhance network visibility, simplify operations, and drive productivity – all while delivering agility, reliability, and security in a growing digital landscape.

Traditional networks were built for a simpler technological environment. With the rapid rise of cloud computing, hybrid working, and the internet of things (IoT), these legacy networks struggle to meet the demands of modern applications and services.

At the same time, cyber security threats have grown increasingly sophisticated, and many networks were not designed to handle these evolving risks. Historically, security efforts focused primarily on protecting the data centre, without managing the risk of exploitation from within.



We're here to help

As the need for digitalisation accelerates, your organisation needs deeper network visibility, seamless automation, and enhanced user experiences.

CGI helps you meet these demands with network solutions that enable:

- **Scalability** – Adapt quickly to changing workloads and user demands.
- **Security** – Manage sophisticated cyber threats from both external and internal sources.
- **Work from anywhere** – Provide agile, secure connectivity for remote teams.
- **Cloud migration** – Manage and secure data spread across hybrid and multi-cloud environments.
- **IoT integration** – Identify and secure a growing array of connected devices.
- **User experience** – Deliver high-speed, reliable connectivity that meets modern expectations.
- **Software-defined networking (SDN)** – Enable flexibility and automation for efficient network management.
- **Data insights** – Gain real-time visibility into network performance.
- **Cost efficiency** – Reduce operating costs while addressing increasing network demands.

CGI has the expertise to design, build, and manage the ideal network solution for your organisation. We deliver secure and reliable network services that align with business goals, creating opportunities to enhance everyday experiences for your users and customers.

Whether it's a full refresh using software-defined networks, or taking on specific network functions to ease the burden on your IT team, we'll help you transition to the future of networking.

We ensure that your technology aligns seamlessly with your specific business requirements to establish a flexible, automated, and insights-driven connectivity platform tailored to meet the needs of your organisation.

Our offerings

- **Managed wide area network (WAN)**
- **Software-Defined Branch (SD-Branch)**
- **Managed local area network (LAN) and Wi-Fi**
- **Managed firewall**
- **Software-Defined Access (SD-Access)**
- **Secure Access Service Edge (SASE).**

Tailored to support your organisation, our network services offer comprehensive features:

- **Combined network, enterprise security, and AIOps services** – Intelligent event management, automated ticket enrichment, and a single pane of glass view providing 24/7 network event management, incident management, and reporting.
- **Performance insights and analytics** – In-depth analysis of user and application experience to enhance operational efficiency.
- **Documented network architecture and design** – Clear, structured documentation ensures consistency and supports future management or scaling.
- **On-site hardware replacement** – Minimal downtime and continuity of operations.
- **Integration with public and private cloud networks** – Seamless connectivity across environments to enhance flexibility.
- **Scheduled patching and threat protection updates** – Keep systems secure and up to date, reducing vulnerability to cyber threats.
- **Flexible and scalable architecture** – Adapt to evolving business needs, with integration into IT service management (ITSM) platforms for agile environments.
- **Fully managed services** – Including network surveys, switch deployment, and wireless access point installations, ensuring optimal performance.

The benefits

With CGI as your managed network partner, your IT team can focus on business-critical priorities, knowing that our proactive monitoring and advanced support ensure optimal performance.



Focus on core business – Allow your IT team to prioritise strategic initiatives.



Scalability – Rapidly expand across new offices and locations.



Enhanced performance – Improve network efficiency with high-quality infrastructure.



24/7 monitoring and support – Comprehensive support from CGI's UK-based digital command centre.



Increased efficiency – Centralised tooling and AIOps improve operational efficiency.



Application insights – Access real-time data on application performance and user experience.



Improved digital experience – Boost productivity and collaboration for end users.



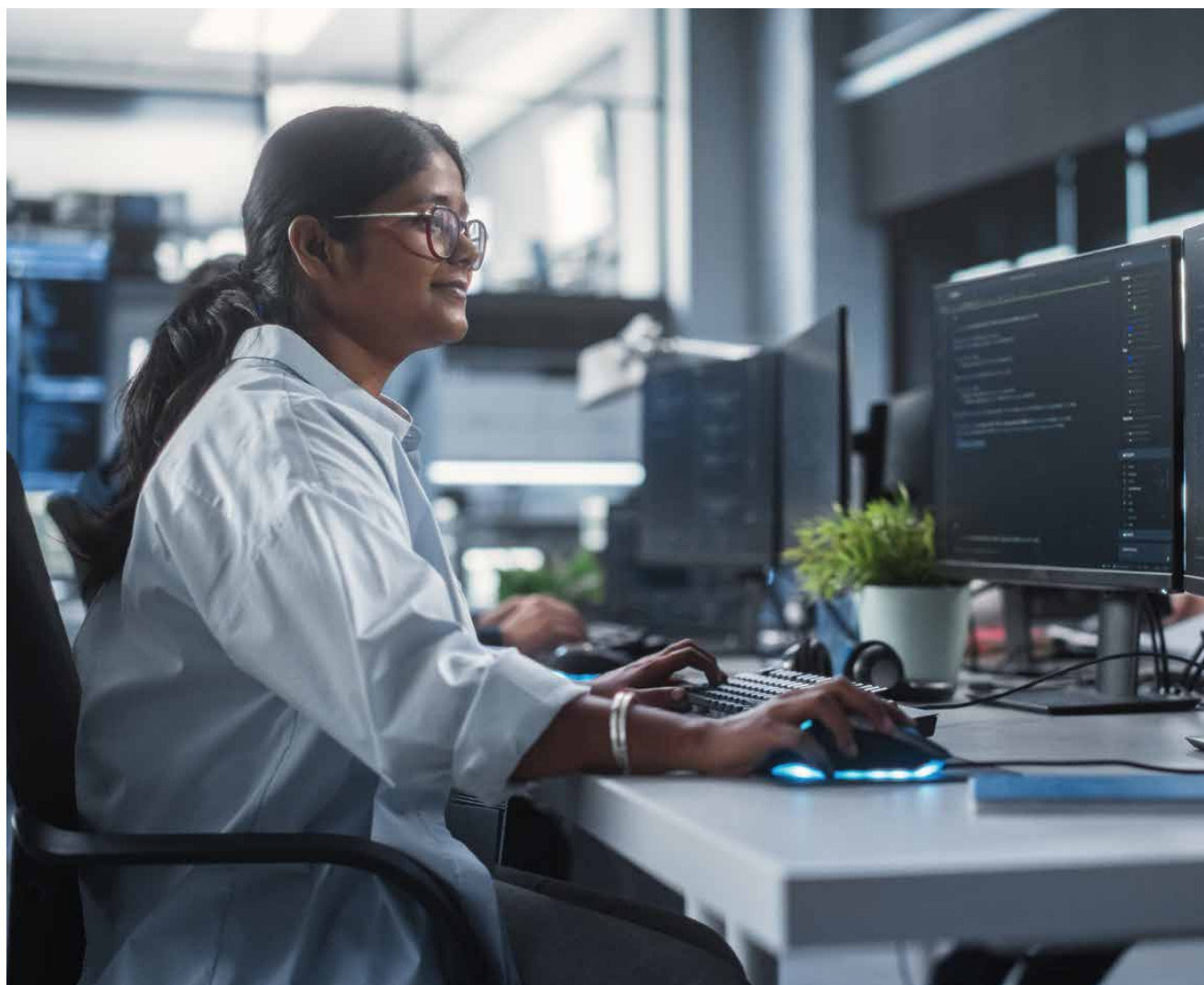
Risk reduction – Address technical debt and reduce security risks.



Enhanced security posture – Reduce the attack surface and support compliance initiatives.



Optimised application performance – Ensure applications run at peak efficiency, supporting productivity and enhancing user experience.



Our approach

We take a holistic approach, considering every aspect of your network topology and business needs to empower you with the right solution.

Whether for large campuses, multi-site branches, or specific network functions, we tailor our managed network services to your exact requirements. Our established partnerships with leading vendors and telecommunications providers enable us to deliver the right technology and connectivity solution for your organisation, from the data centre, to branch locations, and into the cloud.

Our dedicated project management and network architect teams ensure the stability and efficiency of your network transition, with proof of concept, pilot sites, and rigorous testing to minimise disruption and maximise impact. We stay ahead of emerging trends and offer unbiased guidance every step of the way to ensure the success of your network transformation.

Our managed network services are provided from our UK digital command centre, where we offer 24/7 1st, 2nd, and 3rd line support backed by an ITIL-aligned service management model. Our experts deliver secure, reliable network solutions with a centralised single pane of glass view, providing monthly reporting, and using CGI's AIOps engine for intelligent event management.

We can also provide 5-star accredited service desk support, security operations centre (SOC) services, and integration into IT service management platforms such as ServiceNow.

Why CGI?

With over 25 years' experience in managed network services, CGI is trusted to design and manage secure, high-performance networks for public and private sector clients.

We support over 100 organisations, managing more than 3,000 WAN links, 20,000 LAN devices, and 15,000 fixed phones.

At the heart of our operations is an ITIL-aligned, 24/7 UK digital command centre – a central hub manned by certified professionals to monitor and manage critical infrastructure and applications.

We are a Cisco Cloud and Managed Services Advanced Partner, a Microsoft Gold Certified Partner, a Fortinet Expert Level Partner, and a Zscaler Alliance Partner. Our experts hold advanced certifications, including Cisco (CCNA, CCNP, CCDP, CCIE), Check Point (CCSA, CCSE), Fortinet (up to NSE7), and Juniper (JNCIA).



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.com/uk/managed-it-outsourcing-services

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