

# Enterprise Content and Records Management for Government



Experience the commitment®

The volume of unstructured information, including documents, web pages, social media and emails is exploding, challenging agencies to deliver the right information, at the right time to the right people in a compliant and secure manner. Technical advances in cloud storage, mobility and analytics are providing agencies unprecedented opportunity to meet compliance mandates and transform the way content is accessed, collected and managed.

For agencies requiring enhanced content and records management capabilities to deliver information, maintain compliance, improve operational efficiencies, and reduce costs, CGI provides expert ECRM solutions based on cutting-edge industry capabilities. CGI's ECRM solutions transform business processes, improve citizen outcomes via case management, solve risk and compliance challenges, and accelerate efficiency and agility with cloud and mobile solutions.

CGI supports agencies in implementing ECRM solutions with:

## Expert guidance

Leverage CGI's expert strategic and consulting services to design an overall approach to ECRM and compliance from software selection, to functional goals, to determining effective rollout strategy and schedules.

## End-to-end implementation

Leverage CGI's technical support and network of partners to implement best-in-class, out-of-the-box ECRM software packages to maximize adoption and meet agency business objectives.

## Customized solutions

Customize off-the-shelf ECRM services from market-leading software providers based on CGI and industry best practices to ensure the right approach to ECRM for programs.

## Cloud enablement

Achieve agile, user-centric solutions by leveraging cloud and mobile apps to capture, preserve and deliver enterprise-wide content anytime and anywhere, on any device.

## Strong partnerships

Implement the best solution for enterprise content and records management requirements through CGI and our extensive partner network.



## FACT SHEET

### ENTERPRISE CONTENT AND RECORDS MANAGEMENT GOALS

- Plan strategies by carefully identifying goals and priorities
- Substantially reduce an organization's operating costs
- Meet regulatory requirements, ensure business continuity and reduce risk of litigation
- Manage content from the time of creation or aggregation

### KEY FEDERAL MANDATES FOR ENTERPRISE CONTENT AND RECORDS MANAGEMENT

- Presidential Managing Government Records Directive
- Federal Records Act
- Freedom of Information Act
- eDiscovery mandates

## BENEFITS OF CGI ENTERPRISE CONTENT AND RECORDS MANAGEMENT SOLUTIONS

- **Regulatory compliance** - Comply with the Presidential Managing Government Records Directive deadlines, Federal Records Act, Freedom of Information Act, and eDiscovery mandates.
- **Strategy alignment** - Implement ECRM solutions that align with agency modernization, customer service, cost saving and strategic business initiatives.
- **Business optimization** - Optimize business operations and customer responsiveness by streamlining and accelerating essential business processes through workflow automation, digitization and business application integration.
- **Secure storage** - Implement ECRM and content storage in compliance with federal security standards. Balance ease of access with information security control.
- **Content mobility** - Enable secure content access and collaboration for a mobile workforce, anywhere on any device, including smart phones and tablets.

## CGI SUPPORTS AGENCY ENTERPRISE CONTENT AND RECORDS MANAGEMENT OBJECTIVES

CGI ECRM solutions focus on helping agencies improve their practices in information management and recordkeeping in order to enhance management of information as a business critical asset, improve operational efficiencies, and enable records management policy compliance. CGI supports agency compliance with Federal mandates, including the Presidential Managing Government Records Directive deadlines:

- December 31, 2016 – All federal agencies must manage all email records in an electronic format that supports records management and litigation requirements.
- December 31, 2019 – All permanent electronic records in Federal agencies will be managed electronically to the fullest extent possible.

The demand for cloud-based services is growing across government, requiring agencies to expand their cloud strategies. Use of mobile devices and the emergence of the remote workforce has challenged agencies to provide a consistent user experience irrespective of the device being used.

## BEST-OF-BREED PARTNER SOLUTIONS

As a trusted advisor, CGI leverages its network of partners to enable the right solutions for your organization's requirements. CGI has a rich history of success in designing and implementing powerful ECRM solutions with partners such as Documentum, Open Text, Microsoft, and IBM.

### ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business process services providers in the world. We combine innovative services and solutions with a disciplined delivery approach that has resulted in an industry-leading track record of delivering 95% of projects on time and within budget. Our global reach, combined with our proximity model of serving clients from 400 locations worldwide, provides the scale and immediacy required to rapidly respond to client needs. Our business consulting, systems integration and managed services help clients leverage current investments while adopting technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our client satisfaction score consistently measures 9 out of 10. Visit [cgi.com](http://cgi.com) for more information.

For more information about our enterprise content and records management solutions for government, visit [cgi.com/en/us-federal/enterprise-content-management-and-records-management](http://cgi.com/en/us-federal/enterprise-content-management-and-records-management) or contact [info@cgifederal.com](mailto:info@cgifederal.com)