



Experience the commitment®



# A Unique Perspective on Federal Shared Services

Policy mandates, budget pressures and the imperative to improve performance are driving federal agency executives to redefine their organizations. An important option is moving to shared services models for delivering IT, back-office, support and mission services.

**Supporting shared services** through systems integration, intellectual-property based solutions and secure cloud hosting:

#### **FOIAonline**

- Services 325,000+ FOIA requests
- Serve Commerce, EPA, CBP, NARA, Navy, GSA, many others

#### **ERP (Momentum®)**

- Commercial SSP for 10 organizations
- Support 9 government SSPs with 150+ customers
- Support multi-agency foreign currency payments through Department of State financial system

#### **Office of the National Coordinator's Federal Health Architecture (ONC FHA) CONNECT**

- Facilitates secure, seamless exchange of digital health information
- Available to commercial providers payers and government agencies to enhance clinical decision making and population health surveillance, achieve faster benefits determination, and reduce costs

#### **CGI Cloud**

- Clients include executive branch, judiciary and legislative branch shared services clients
- DOI Foundation Cloud Hosting award
- Hosting for FOIAonline and DHS Enterprise Talent Management System used by numerous agencies
- FedRAMP and DISA provisional authorities to operate
- Virtual machine and web hosting services

# Using shared services to achieve mission results

In a "shared first" era, careful planning and deep expertise are critical enablers to achieving the expected results of lower costs as well as better efficiencies, governance, productivity, functionality, transparency and service delivery.

CGI has an unrivaled breadth and depth of experience in the shared services arena, offering federal agencies unique solutions for planning and executing smart shared services to achieve long-term sustainability and success.

## A partner of choice

CGI is strongly positioned as a shared services partner of choice to help dramatically transform your agency using our depth and breadth of experience. We serve all facets of the shared services ecosystem, including hundreds of agencies and organizations across all branches of the federal government. We also support Shared Services Providers (SSPs) across many business lines. We are a trusted shared services partner to numerous U.S. state and local agencies and many governments around the globe.

As a recognized thought leader in shared services, we understand the transformation that must take place to create results-driven, streamlined government. We deliver the full spectrum of IT and business process shared services so federal agencies can focus on their mission and business goals.

CGI's experience in federal shared services dates back more than three decades. We not only help others benefit from shared services, but we also embrace shared services for our own internal processes. Shared services is in our DNA.



## The CGI difference

- Fluent in multi-varied business models
- Conversant with all stakeholders to deliver insights
- Deep well of best practices and lessons learned
- Single accountability model
- High proficiency running multi-tenant environments
- 40 years of experience
- Federal, state/local, global government and commercial clients

## Full-service capabilities

CGI is recognized across government for its world-class shared service enterprise resource planning (ERP) solution Momentum, which serves scores of agencies, boards, commissions, institutes, component bureaus and courts throughout the executive, legislative and judicial branches. Additionally, CGI has helped government clients realize improved performance through shared services models via FOIAonline as well as the DHS shared online learning management systems which operate in our FedRAMP authorized cloud.

CGI's offerings span all categories of shared services in the federal government, including IT infrastructure, enterprise IT, programmatic and back-office services, and as mission services.

### CGI shared services business lines

- Financial Management
- Grant Management
- Budget Management
- Acquisition Management
- Asset Management
- Property & Buildings
- Human Resources
- Project Management
- Infrastructure as a Service (IaaS)
- FOIA
- Online Learning

### Our many roles in shared services

- Intellectual Property offered as a Federal Shared Service
- Commercial SSP
- Software Provider
- Software as a Service (SaaS) Provider
- Systems Integrator
- Business Process Consultant
- GSA IaaS Provider





## Enabling successful outcomes

Since former Federal CIO Steven VanRoekel announced in 2009 plans for the government to do more with less by adopting a “shared first” approach, agencies have been exploring and implementing shared service options as a way to deliver higher productivity, better performance and greater returns on their IT investments.

In the years since, the landscape has become far more favorable to successful shared services outcomes. Cloud service delivery capabilities have expanded and improved. Many more best practices—as well as lessons learned—are available. Numerous communities of interest—such as ACT-IAC and the Shared Services Leadership Coalition—have applied their collective skills and expertise to mapping out smart shared services approaches and recommendations to guide federal agencies.

When combined with IT consolidation, standardization and optimization, shared services enable federal organizations to improve service delivery, decision-making, transparency and maximize return on investment. CGI is helping to lead many successful shared service implementations across all three branches of government as both a provider and in support of various federal SSPs in the civilian, defense and intelligence communities. This experience, gathered over more than three decades, enables CGI to offer clients a unique perspective on successful shared services strategy and implementation.

## About CGI

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Founded in 1976, CGI is one of the largest IT and business process services providers in the world, delivering high-quality business consulting, systems integration and managed services. We are a trusted IT and shared services partner to the federal government, backed by the resources and best practices of a global organization that is 65,000 strong in 400 locations.

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