CGI in Public Safety & Justice

CGI

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THE CHALLENGE

Today's public safety and justice organizations recognize the need to modernize so they can improve citizen engagement and increase operational efficiency. Knowledge is the key focus, from sharing information securely with other agencies, to leveraging insight from social media. Ongoing budget pressures also make integrating and consolidating information a critical area of focus.

OUR ANSWER

CGI has built a deep understanding of criminal justice and public safety challenges across Europe, North America and Australia based on close relationships with our clients in this sector. Our integrated solutions help these clients adopt modern and efficient work practices to support crime prevention and community policing; crime detection and analysis; courts, prosecution and probation; judicial administration; and border management.

Public safety and justice organizations partner with CGI for better information management, through development of real-time solutions and connections with the networks of associated agencies. We also apply our cyber and enterprise security expertise to help them deliver multi-level secure systems. And we deploy innovative technology, such as cloud and mobile, to improve back-office efficiency and information accessibility. These clients have taken significant steps to transform their operations, increase citizen engagement and ultimately create a safer society.

REPRESENTATIVE EXPERIENCE AND EXPERTISE

CGI introduced a national electronic case management system for the **Crown Prosecution Service (CPS)** in England and Wales. We also rolled out secure mobile devices to support prosecutors working in court. Throughout the program, we have worked closely with the CPS to ensure that technology-enabled business change delivers tangible business benefits.

"In 2009 the CPS extended its contract with CGI not only because the deal was cost-effective but because the trust and confidence in the partnership was deeply embedded in both CGI and the CPS."

David Jones, Former CIO, Crown Prosecution Service (UK)

We are working with the **Quebec Ministry of Justice** to enhance and manage their applications and technology infrastructure for their records management and certification registries. CGI will serve as web solutions expert to help improve client service levels.

FACT SHEET

Some important facts

- CGI provides service to approximately 5 million U.S. visa applicants annually in 68 countries in 35 languages
- Community policing (Burgernet) in the Netherlands is a great success thanks to CGI, with more than 1.5 million people participating nationwide
- We provide secure cloud infrastructure to support the U.S. Department of Homeland Security and other agencies
- CGI has helped 150,000 users from the Police and Gendarmerie Nationale in France forces to access 62 million judicial proceedings in a single database of 10 million objects
- We designed, built and currently operate the Police National Database (PND) serving all UK police forces, containing more than 2.5 billion records. To date, the UK police forces had carried out more than 4.6 million searches across the PND.

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The **U.S. Department of State, Bureau of Consular Affairs,** awarded CGI a contract to provide visa processing services. We provide the business process support services to assist with the processing of non-immigrant and immigrant visa applications, including providing information to applicants about the application process, fee collection, appointment services and document delivery. Currently, we support visa processing operations in 57 countries around the globe.

With the help of CGI, the **Dutch government** has increased citizen participation in creating a safer society through the innovative Burgernet initiative — a cooperative effort between citizens, municipalities and the police. The system enables citizens to help police locate persons and vehicles in their neighborhood following an urgent alert. Burgernet has contributed significantly to increasing the likelihood of "catching someone in the act."

"All expectations and projections about the rollout of Burgernet have been surpassed. Burgernet works!"

Ivo Opstelten, Minister of Security & Justice, Netherlands

The Police National Database (PND) is changing the way British police forces work. The former National Policing Improvement Agency, now part of the **UK Home Office**, needed to extract data held in five different databases within 43 individual police forces and associated organizations into a common format to minimum quality standards. CGI developed a comprehensive database that provides the first complete picture of police intelligence held across the UK. The PND gives UK-wide forces rapid accessto search people, objects, locations and events. It also provides improved data quality and accuracy, and intelligence available in real time.

CGI was selected by the **U.S. Department of Homeland Security** (DHS) for its DHS-Wide Public Cloud Web Content Management Services contract. CGI delivered a public cloud solution for all DHS public-facing websites, including DHS.gov, FEMA.gov (Federal Emergency Management Agency), USCIS.gov (U.S. Citizenship and Immigration Services) and other websites, including ICE, CBP, TSA, Coast Guard, USSS, Federal Law Enforcement Center and National Protection Programs Division.

For **Helsinki City Rescue Department,** CGI implemented Merlot Medi, an electronic patient record and resource management system for emergency care**.** As a result, the department has experienced notable positive changes in their operations. Fast, easy-to-use, complete information support high-quality patient care; and accurate, timely information optimizes both resources and processes, saving lives and reducing costs.

WHY WORK WITH CGI?

We've worked successfully with a wide range of organizations in the criminal justice sector and agencies responsible for public safety around the world. We are well-placed to lead you through the successful transformation of operations, whether day-to-day, niche or highly sophisticated. You can trust us to produce and implement clear, flexible and forward-thinking strategies that support your business needs as they evolve.

ABOUT CGI

Founded in 1976, CGI is a global IT and business process services provider delivering high-quality business consulting, systems integration and outsourcing services. With 68,000 professionals in 40 countries, CGI has an industry-leading track record of on-time, on-budget projects, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

For more information, visit us at www.cgi.com/government or email us at government@cgi.com.