

CGI in Retail and Consumer Services

CGI supports more than 800 clients globally across the retail, wholesale, consumer packaged goods and consumer services sectors. Our 4,300 experts and broad portfolio of services and solutions help companies drive digital transformation to enable seamless, real-time and personalized customer experiences, create new revenue streams through product and service innovation, empower and enable employees, and protect against cyber threats.

CGI is at the forefront of driving change in the retail and consumer services (RCS) industry and works with some of the world's largest brands, helping them to achieve effective digital transformation.

Smartphones, tablets and e-commerce have revolutionized the way people shop. As shopping behavior continues to evolve and customer expectations continue to rise, retailers face increasing pressure to implement seamless omni-channel strategies to improve the overall customer experience, enhance personalization and provide real-time benefits and offers. This is key to improving loyalty and driving differentiation and growth.

DELIVERING VALUE

We help you drive IT modernization to accelerate digital transformation.

We deliver IT modernization programs that reduce costs, increase agility and efficiency, and generate funding for new technology investments. We accelerate value creation with our portfolio of mission-critical IP solutions, automated tools, global expertise and our world-class Retail and Consumer Services Center of Excellence (CoE). We offer an integrated and end-to-end approach to modernization, supported by CGI's industry expertise, agile delivery methodologies, use of emerging technologies and global delivery network.

We help you to deliver on the promise of digital.

We deliver programs that digitalize people, processes and technology and improve collaboration across the enterprise to increase productivity, reduce costs, improve the customer experience, and create new sources of revenue.



HELPING CLIENTS TRANSFORM INTO DIGITAL ENTERPRISES END TO END

CGI is one of the few firms with the scale, reach and capabilities to meet clients' digital transformation needs. We provide innovative, end-to-end IT and business consulting services from a mix of client-proximity locations and domestic and global delivery centers across hundreds of locations around the world. Our services include:

High-end IT and business consulting and systems integration: We partner with clients to provide expert advice in defining their digital strategy and roadmap, and for adopting an agile, iterative approach that enables them to innovate, connect and rationalize legacy systems to deliver enterprise-wide change.

Outsourcing: By assuming full or partial responsibility for our clients' IT and business functions, we deliver innovation, significant efficiency improvements and cost savings that allow them to improve how they operate and transform their business.

Intellectual property (IP): CGI's 150+ digital business solutions support our clients' mission-critical business functions and accelerate their digital transformation.

We help you to better understand your customers.

We deliver big data and analytics programs that enable you to shape business models, tailor products and services, innovate and improve the customer experience. Through the use of predictive analytics, we help you to gain real-time insight into customer behavior and provide new levels of personalization.

We help to protect your customer relationships, brand equity and financial results from cyber crime.

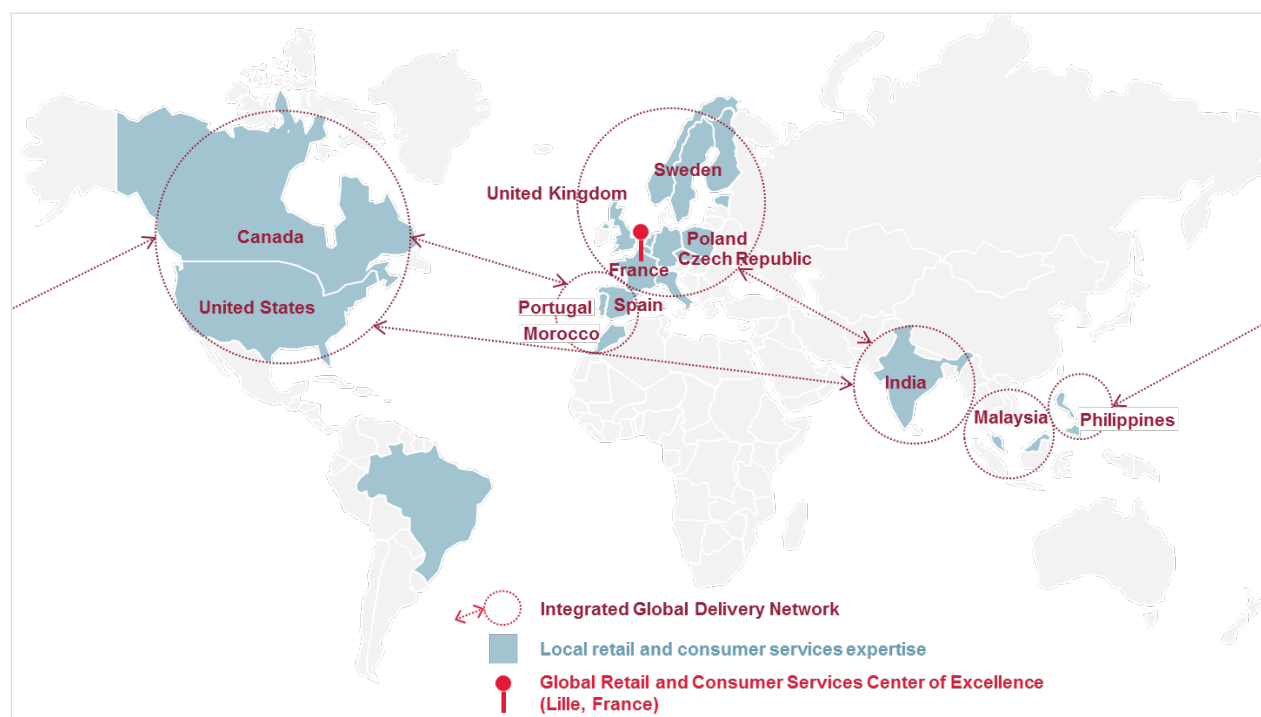
At CGI, security is part of everything we do. We deliver cybersecurity programs that continually enhance regulatory compliance and minimize risks by developing and implementing a systematic methodology to protect your business and empower you to operate with confidence.

DRIVING INNOVATION

We work with some of the largest global RCS clients, delivering digital transformation services that enable full visibility across the entire value chain. We provide integration services for the physical and digital worlds, creating an omni-channel customer experience by using a wide range of technologies, including mobility solutions, the Internet of Things, cloud, iBeacon, mobile point-of-sale/clienteling and wearables.

Our global **Retail and Consumer Services CoE**, located in Lille, France, serves as an innovation hub to share knowledge, deepen talent and accelerate value creation for our clients. We offer RCS organizations a unique end-to-end experience that enables them to look into the future and gain insight into the differentiated experience they can provide to their customers.

CGI'S GLOBAL FOOTPRINT IN THE RETAIL AND CONSUMER SERVICES INDUSTRY



HELPING CLIENTS TURN CHANGE INTO OPPORTUNITY

- We have partnered **with 5 of the world's top luxury goods brands** to improve customer personalization through the better use of data and analytics.
- We have **helped 6 of the top grocery chains in Europe** build omni-channel environments to improve and enhance the customer experience.

ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI professionals help clients to achieve their goals, including becoming customer-centric digital organizations. We deliver an end-to-end portfolio of capabilities, from high-end IT and business consulting to systems integration, outsourcing services and intellectual property solutions that help accelerate clients' results.

For more information about CGI in the retail and consumer services industry, visit www.cgi.com/retail or email us at info@cgi.com.

