

Outcome-based Outsourcing

Moving beyond out-tasking to outsourcing driven by outcomes

Over the past several years, enterprises pursued global outsourcing partnerships primarily to reduce operating costs. Many quickly moved to an offshoring model based on FTEs and Time & Material (T&M) pricing. Today, these enterprises recognize that labor arbitrage benefits of out-tasking alone do not represent the full value of an outsourcing relationship. Instead, they seek partnerships based on mutual investment to further reduce costs, create sustainable value by aligning IT outcomes with business goals, and bring industry best practices, thought leadership and improved quality to the organization.

ARE THESE CHALLENGES FAMILIAR?

- Is there a need to sustain productivity and quality in IT operations?
- Can the IT organization support end-user needs quickly and effectively?
- Is more effective governance needed?
- Is there a need to reduce operational costs and achieve greater cost predictability?
- Can IT be better aligned to business goals?
- Are qualified resources needed to support fluctuating needs?
- Should more resources be focused on the core business?

CGI solves the challenge

CGI's Outcome-based Outsourcing approach is an outcome-driven relationship that puts business priorities and end-user experience at the forefront, while delivering better throughput and quality through more efficient processes and a strong governance framework for a fixed price with agreed service levels.

Proven approach

High-performing enterprises succeed where others fail by implementing effective IT governance. CGI's governance framework — the cornerstone of our value model that is focused on stakeholder alignment — brings the rigor, transparency and control that is necessary for superior results.



FACT SHEET

BENEFITS

- IT alignment with business objectives
- Ability to focus on core and strategic business activities
- Lower and more predictable costs
- Improved transparency
- Better throughput and quality
- Improved service to end users
- Greater speed and agility
- More stable application portfolio.

In addition, our global delivery model allows the right mix of offshore, nearshore, onshore and onsite sourcing to maximize value, while our client-proximity model ensures local accountability. We also offer a full spectrum of IP-based solutions and industry expertise to transform existing environments to meet future needs.

Why CGI?

- **Business-IT alignment:** CGI solutions are aligned with client business and IT strategies, operational priorities and investment decisions through comprehensive service planning, architecture roadmap development and excellence in execution.
- **Optimized service and costs:** As best-fit solutions generate savings through productivity and global delivery gains, resources are freed for more strategic initiatives, including modernization and rationalization opportunities.
- **Deep business and technical expertise:** With more than 30 years of experience, and an extensive presence in business centers around the world, CGI offers IT services that are relevant to our clients' lines of business.
- **Effective application portfolio management:** Through detailed assessments, evolution planning and regular reporting on application portfolios, we help clients make important investment decisions that improve service to end users while reducing costs.
- **Predictable spend with flexibility for change:** Our arrangements provide flexibility for peaks and valleys while balancing predictability. We provide client visibility and cost control while preserving accountability and result-driven pricing. With access to a wider range of skills, clients reduce the risk of retooling when environments change.
- **Proven innovation:** CGI's long history of successful partnerships has led to leading-edge solutions and innovation in managed services.
- **Tailored transition programs:** With a proactive change management approach and a strong project management practice, CGI's transition programs ensure smooth migrations to delivery models specifically engineered for the client's environment and preferences, minimizing impacts on core business functions.

The cost of doing nothing

Pressure on organizations to improve performance and provide better customer services are mounting. With current economic conditions and global market competency, organizations are stressed to achieve results. CGI's Outcome-based Outsourcing provides a platform for improving service quality and reducing operational costs, while bringing greater transparency, agility and flexibility to your organization.

ABOUT CGI

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. With a deep commitment to providing innovative services and solutions, CGI has an industry-leading track record of delivering 95% of projects on time and within budget, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

For more information about CGI, visit www.cgi.com or email us at info@cgi.com.