

# CGI ProAction-AS

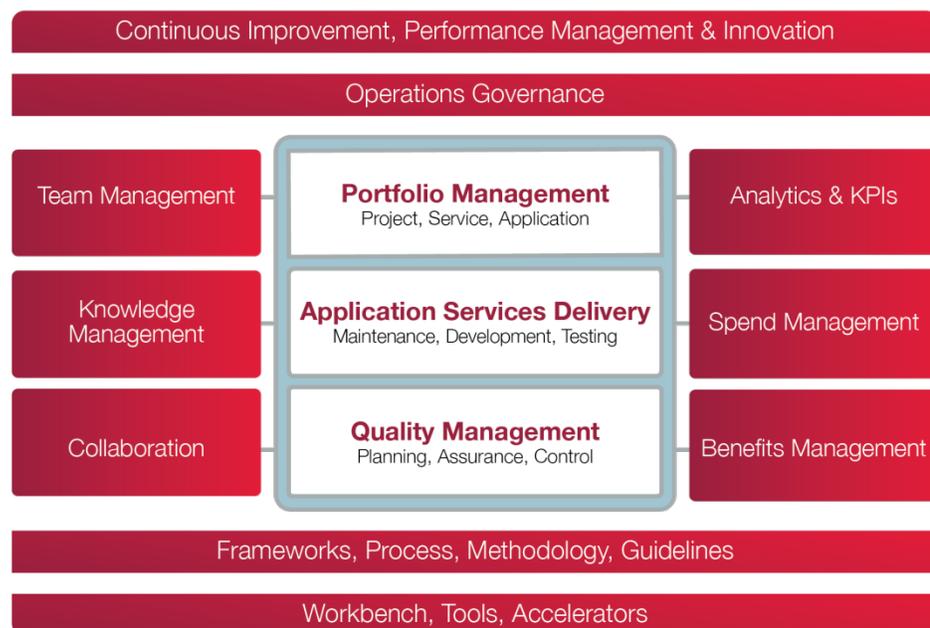
**C**GI ProAction-AS is a transformational approach to application services management focused on achieving client business objectives and delivering expected benefits and value. Based on an outcome-based model executed by high performance teams, CGI ProAction-AS is designed to continually improve performance, enhance quality and drive innovation.

## APPLICATION SERVICES AS A STRATEGIC DRIVER

Leading organizations are transforming application services (AS) management from an overhead cost to a strategic driver. This type of transformation requires a new approach to AS management—one that focuses less on resources and more on results. Aligned with industry standards (ITIL®, CMMI), the best application delivery approaches (Agile, DevOps) and CGI's Client Partnership Management Framework (CPMF), CGI ProAction-AS is driving strategic transformation and outcomes for organizations worldwide.

## CGI PROACTION-AS – A FUNCTIONAL VIEW

CGI ProAction-AS is a team-driven, highly collaborative approach that fosters ingenuity, knowledge sharing and transparency for the benefit of the client. Enabled by agile processes, an integrated tool ecosystem and a state-of-the-art workbench, CGI ProAction-AS also ensures the highest level of quality and continuous improvement.



## Moving beyond traditional application services management

CGI ProAction-AS is an innovative approach to application services management that delivers the following:

- End-to-end application development and maintenance
- Strong focus on business objectives and desired outcomes
- Predictive quality and continuous improvement
- Enhanced visibility and understanding of the application portfolio
- Disciplined and effective governance at all levels
- Clear, measurable results in terms of quality, operational excellence, security
- Incremental value, innovation, and long-term, sustainable business

## WHAT MAKES CGI PROACTION-AS DIFFERENT?



### EMPOWERED TEAMS

- Self-directed, agile-based teams that drive work streams and improvements
- Embedded knowledge acquisition, retention and collaborative culture
- Integrated, skill-based assignments and learning goals



### OUTCOME-BASED MANAGEMENT

- Heightened focus on business objectives, outcomes and value generation
- Managed performance based on KPI visibility and analytics
- Disciplined drive to continually improve quality and transform service



### INNOVATION

- Value-driven transformation of business and IT processes to shift spend from “keep up” to “step up”
- Higher levels of quality and performance through automation
- Modernization focus with longer term value and benefits generation

## CGI PROACTION-AS BENEFITS

IT organizations are increasingly challenged to do more with less and to manage services delivered by a global supply chain of vendors. CGI ProAction-AS enhances the entire software application life cycle, introducing continuous improvement to deliver significant benefits.

### Reduce “run” costs to re-invest in “change”

CGI ProAction-AS delivers **performance improvements** through process and technology **automation and innovation** that enables organizations to reduce the costs of running their business, and, in turn, re-invest the savings into business change activities. An agile and highly integrated process and tool suite including automation, workflows and analytics enables teams to deliver productivity improvements.

### Drive proactive and predictive delivery through digital insights

Analytic **tools and dashboards** share data and metrics to enhance team performance, resulting in measurable **operational improvements**. Performance intelligence and meeting improvement targets is fundamental to our outcome-driven delivery culture.

### Embrace new business models with agility and speed

**Flexible services and solutions** are efficiently delivered to respond to rapidly changing **business needs**, allowing for the agility to implement non-traditional, emerging business models, such as DevOps.



## Creating a culture of continuous improvement & innovation

CGI ProAction-AS drives value for clients by building systematic continuous improvement and innovation into our service delivery approach. It is designed to create a consistent, disciplined, performance-based and outcome-driven culture based on the following concepts:

- What gets measured gets managed and improved
- Putting the measures and metrics into the hands of the teams will drive rapid continuous improvements and enhanced business outcomes
- Team collaboration and process automation enabled by DevOps tools enable visibility and efficiency

## 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. 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. In the Insurance Market, CGI provides Advisory Practices by assessing the current state and business goals to help clients create a roadmap for return on value. As a demonstration of our commitment, our average client satisfaction score consistently measures 9 out of 10.

For more information about CGI, visit [www.cgi.com](http://www.cgi.com), or email us at [info@cgi.com](mailto:info@cgi.com).