

# CGI Unify360 Unified Hybrid IT Managed Services

**CGI**

Experience the commitment®

**A**s IT environments grow increasingly complex and hybrid in nature, enterprises require much higher levels of support. They need access to know-how and responsive service, but attracting, training and retaining top talent in a fast-moving environment can be challenging at best.

Our CGI Unify360 Hybrid IT Management Suite offers a full spectrum of managed services to support our clients' day-to-day service management operations, mitigating their need to find resources and solutions on their own.

In any managed services relationship, seamless service, proactive and responsive interaction, and quality delivery should be a given. At CGI, we take the business of managed services seriously, and offer a "best-fit" approach to provide end-to-end services that monitor all aspects of your infrastructure with a single system (the CGI Unify360 hybrid IT platform), proactively identify areas for enhanced efficiency, and deliver expected results.

We offer full or partial managed services for both on-premises and cloud-based infrastructure services. Key services include:

## **Managed IT services/Integrated IT Service Management (ITSM)**

Based on mature ITIL<sup>1</sup> processes, our CGI Unify360 managed services provide the visibility and control needed to achieve consistent, high-quality business performance, with:

- A fully-integrated, service portal for incident, ticket and request management that includes automated reporting of service level agreements (SLAs), approval workflows and templates for execution workflows
- An enterprise dashboard that provides management information in real-time with a wide variety of views and drilldown options
- A robust monitoring system that provides an unsurpassed level of transparency, integrated systems monitoring and issue resolution, setting CGI apart in the ITSM space.

## **Help/service desk**

CGI's complete and flexible service desk options allow clients to choose the level of delivery they need. Our fully managed services support integrates seamlessly and cost-effectively with existing in-house capabilities. Service desk operations can be provided across three continents, covering all time zones.



## **KEY BENEFITS**

- Permits IT organization to focus on requirements not execution
- Enhances control through service levels and reporting metrics
- Committed services for committed price
- Provider assumes delivery risk – productivity incentive
- Lower cost operating model than internal or staff augmentation models
- Transparent line of sight between service and cost
- Fosters IT planning and documentation of knowledge

<sup>1</sup>ITIL® is a registered trade mark of AXELOS Limited.  
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All incidents are registered in our ITIL-based incident portal management system, which ensures traceability and structured management of incidents, problems, configurations, changes and versions.

### Managed security services (NOC/SOC)

CGI managed security services track, defend and report the security status of compute resources. This includes output from the sentinel and defense systems resident in your hybrid IT environment. Early discovery of vulnerabilities is enabled through deep insights into operating system, application and database scans. Our local, dedicated teams are backed by our global security operations and network operations centers that maintain a state-of-the-art infrastructure. Offerings include security event and incident management, vulnerability management, intrusion prevention/detection services, endpoint protection services, and file integrity and configuration monitoring.

### Multi-source Services integration (MSI)/Service Integration and Management (SIAM)

IT service management in a multi-provider model is increasingly complex. CGI can support nearly any MSI/SIAM role and function, including:

- **Strategic guidance** to build a blueprint and roadmap in collaboration with the client and ensure it is correctly managed and implemented
- **CIO agent** to manage IT providers and day-to-day delivery of services, as well as long-term transformation
- **Transition management** to help clients build the skills necessary to run their own MSI/SIAM function and then transitioning operations when ready
- **Management structure** that supports IT leaders and users and promotes open communication, accountability, problem resolution and alignment with business goals
- **Operating-level agreements** defining how service providers will deliver services, interact to implement changes and resolve differences, report their activities and are managed by the MSI/SIAM function
- **Expert services desk** to provide a single point of contact between users and service providers

### COMPREHENSIVE, QUALITY APPROACH

When combined with our transformation enablement consulting, unified management platform and infrastructure services, we offer a complete solution for managing hybrid IT environments as a single accountable partner. All processes are based on the Project Management Institute's Project Management Body of Knowledge (PMBOK) as well as industry best practices, including ITIL®, SEI-CMMI, COBIT and ISO 9001. Our Client Partnership Management Framework provides the methodologies required to manage and support all outsourcing engagements, independent of their scope. Our approach focuses on business-IT alignment; fosters accountability, control and service delivery; is based on an optimal division of responsibilities; and goes beyond traditional models that focus on cost provisioning and labor arbitrage.

## UNIFY YOUR IT UNIVERSE

### CGI Unify360 HYBRID IT OFFERING FRAMEWORK



The CGI Unify360 Hybrid IT Management Suite enables holistic management of both on-premises and cloud-based services. It provides a portfolio of enablement consulting, managed services and infrastructure options, as well as a single management platform for operations, brokerage, governance and security. It also helps facilitate DevOps and other transformational practices.

### ABOUT CGI

Founded in 1976, CGI is one of the world's largest IT and business process services providers. We help clients transform into customer-centric digital enterprises end to end through high-end business and IT consulting, systems integration and transformational outsourcing services combined with a unique client proximity and best-fit global delivery model.