



we deliver
BIG time

CGI

Experience the commitment®

Our solutions and services

<p>have generated</p> <p>\$5 billion</p> <p>in tax recoveries for U.S. states</p>	<p>maintain nearly</p> <p>\$1.6 trillion</p> <p>in assets for financial institutions</p>	<p>support production of</p> <p>18.6 million</p> <p>U.S. passports and passport cards</p>
<p>have recovered</p> <p>\$2.5 billion</p> <p>in improper medical claims payments</p>	<p>manage over</p> <p>\$700 billion</p> <p>in financials for federal, state and local governments</p>	<p>support over</p> <p>\$35 billion</p> <p>in electronic health record incentive payments through provider registration</p>
<p>manage over</p> <p>1 billion</p> <p>wireless call detail records every day for leading communications providers</p>	<p>support</p> <p>142 million</p> <p>U.S. households through utility distribution services</p>	<p>manage</p> <p>\$100 billion</p> <p>in fuel card payments per year</p>

At the heart of digital transformation

As a leading integrator and IT services partner for governments and large commercial enterprises, CGI is entrusted to build, modernize and manage our clients' most complex systems. We are one of the few global firms with the scale, talent and end-to-end services necessary to help clients succeed holistically with their digital transformation.

What does it take to deliver

BIG time?

Scale

Expertise

Proximity

Innovation

Flexibility

Quality

Strength

At CGI, **Experience the commitment** is more than a tagline—it is a promise we make to serve as a partner and expert of choice in delivering value.

Scale

CGI is one of the world's largest independent information technology (IT) and business process services providers. Over 68,000 CGI professionals serve 5,000 clients in hundreds of communities worldwide. Since 1976, we have managed multi-stakeholder projects with our leading track record for on-time and within budget delivery.

CGI provides:

- High-end business and IT consulting to develop digital strategies and roadmaps
- Systems integration to connect legacy assets with digital business and operating models
- Transformational outsourcing to help clients improve how they operate their organizations
- 150+ intellectual property-based solutions that serve as digital business accelerators
- Cybersecurity operation centers, common criteria labs, training academy and security experts that keep clients ahead of this rapidly evolving landscape
- Comprehensive global network that enables best-fit delivery options, including seamless onsite, onshore, nearshore and offshore capabilities

CGI is a

“Leader”

on the 2016 Global Outsourcing 100[®]

achieving “Sustained Excellence” status for having made the GO100 for 5 consecutive years.

Expertise

At CGI, we focus on bringing forward innovative solutions and services designed specifically to address clients' industry and market needs. We apply our deep domain knowledge and technology expertise to help clients navigate the complexity of digitalization across people, processes and technology. We are a leading IT services provider to the industries we serve.

Banking

- 22 of the top 30 banks in the world

Communications

- 6 of the world's top global providers

Government

- 2,000+ government organizations, including:
 - 100+ U.S. federal civilian and defense agencies
 - 46 states and 300 local government organizations

Health

- More than 1,000 healthcare facilities, including 230+ hospitals and departments of health

Insurance

- 7 of the top 10 global insurers

Manufacturing, retail and distribution

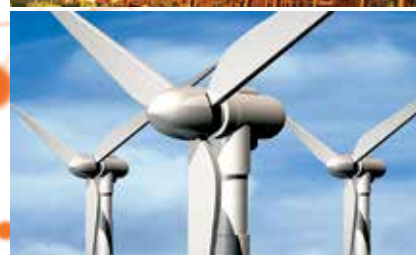
- 1,600+ clients in aerospace, mining and metals, automotive, industrial manufacturing, retail, consumer services, consumer packaged goods, aviation, rail and mail

Oil and gas

- All oil and gas majors

Utilities

- 8 of the 10 largest utilities in both Europe and North America



Proximity

CGI's best-fit delivery model combines the deep talent pool of our extensive global delivery network with locally based teams to deliver competitive services that are highly responsive to client needs. We have a 40+ year tradition of investing where our clients live and work and making a positive and enduring impact wherever we have a presence.

Our client proximity model empowers local teams to develop strong client relationships, gain deep knowledge of their industries and operations, and be firmly rooted in their markets and communities. These teams are backed by domestic and global delivery centers that operate seamlessly across 5 continents to provide consistent, high-value results.

We listen

CGI partners with clients on their most strategic and visible initiatives, helping to develop and innovate the technology that runs their business. This begins with our unique approach to listening to clients' perspectives through:

- Annual face-to-face Voice of Our Client meetings with 1,000 business and IT leaders across 10 industries and 20 countries to listen to priorities and offer practical insights to help shape future strategies
- Ongoing, in-person client satisfaction assessments to provide a "report card" on CGI's performance to make ongoing adjustments to ensure service excellence



9.1 out of 10
client loyalty score

is a testament our ability to listen to the needs of our clients, innovate together to create business value, and deliver on their long-term success.



Unique U.S. onshore delivery model

Across the U.S., CGI has 11,000 professionals in 80 offices in 33 states. Included are six full-service onshore delivery centers that help both public and private sector organizations diversify their IT sourcing models to reduce cost and risk with affordable managed services that are “made in America.”

This innovative model has created more than 1,500 quality jobs, generated hundreds of millions of dollars in local economic activity and represents strong partnerships with communities, educational institutions and government at all levels.

Located within 1-2 time zones from any contiguous U.S. location, our onshore delivery centers—in Alabama, Louisiana, Maine, Texas, Virginia and Wisconsin—effectively support projects that require tight collaboration, immediate communication and sensitive timelines.

IT services that are “made in America”

- Pioneer of U.S. domestic delivery since 2006
- Highly skilled professionals delivering IT services from each of these communities
- Helping to transform communities into economic, technical and educational hubs
- Effective partnerships with clients, governments, academic institutions and veterans organizations
- Commitment of time, talent and resources to support local, community-based organizations



Belton, Texas



Lafayette, Louisiana



Lebanon, Virginia



Troy, Alabama



Wausau, Wisconsin



Waterville, Maine

Innovation

For clients transforming to become digital organizations, CGI delivers tangible innovation that works. Whether implementing new technology or finding creative ways to digitalize current investments, we align our innovation programs and investments to the needs of our clients.

Client projects make up our “shop floor” and, through these projects, we innovate together to accelerate our clients’ digital transformation. At the core of this co-innovation is engaging regularly through our Client Partner Management Framework and Voice of Our Clients program.

CGI offers 150+ mission-critical intellectual property (IP) solutions to support the industries we serve as well as their cross-industry functions. Our IP portfolio encompasses software applications, reusable frameworks, tools, methodologies and delivery methods that reflect years of investment in capturing our industry and technology expertise.

These solutions, which include agile, DevOps, automation, cloud/SaaS, mobility, Internet of Things, data analytics and cybersecurity capabilities, are at the heart of our end-to-end offerings. We continue to harness, generate, assess and fund new innovation that benefits our clients through our Innovation, Creativity and Experimentation (ICE) program.

Accelerating transformation through CGI’s business solutions

- CGI’s world-class solutions for credit management have been implemented for more than 350 complex organizations in the financial services, telecom, government and utility sectors around the globe.
- CGI has successfully implemented more than 500 government ERP systems. Currently, CGI built-for-government ERP systems manage in excess of \$700 billion.
- Used in 100 locations and 70 countries, CGI Atlas360 provides a global contact center network via SaaS and omni-channel customer relationship management.
- With nearly 100 implementations, Ratabase provides insurance rating and underwriting software across personal and commercial lines of business.
- Our Asset & Resource Management (ARM) and Pragma solution suites provide asset, outage and mobile workforce management for some of the largest electric utilities in the world.
- CGI ProperPay, our medical claims fraud, waste and abuse solution, has helped recover \$2.5 billion in improper payments for healthcare payers.

Flexibility

At CGI, we invest to meet our clients' future challenges through a full-service portfolio and flexible delivery options that balance cost, quality and risk. We are known for our flexibility and a willingness to share the risk in developing, delivering and supporting solutions for our clients.

Clients give us high marks for our consultative approach of blending into their unique cultures and collaborating closely to get the job done.

Innovating business process services

Drawing on decades of business process services (BPS) experience and industry domain knowledge, we increasingly apply automation, context-aware capabilities and real-time insight to meet client demands for quality and compliance, while decreasing costs.

Pioneering and harnessing the cloud

We were the first large systems integrator granted Federal Risk Authorization and Management Program (FedRAMP) and Defense Information Systems Agency (DISA) provisional authorities to operate (ATO) to deliver secure U.S. government-wide cloud services. Today, recognizing that many clients will have a hybrid environment of both cloud and traditional IT delivery, we offer expert consulting, seamless integration and visibility into our clients' entire hybrid IT universe through our CGI Unify360 Hybrid IT Management Suite.



Quality

CGI clients want consistency of service wherever and whenever they engage us. Our management and governance frameworks provide a consistent approach to quality and satisfaction. In addition, our client proximity model provides local accountability for project success.

Highlights of our quality attributes and program include:

- Quality system with certified and continuous improvement processes
- ISO 9001 certified operations
- CMMI Levels 3 and 5-compliant global delivery centers
- CGI Management Foundation governing service delivery, as well as client, member and shareholder relationships
- Rigorous project monitoring, resulting in consistent on-time, within-budget delivery

Strength

CGI is proud of our four decades of disciplined performance and sustained growth that have facilitated long-term relationships and large-scale engagements. Our solid profitability, cash flow and backlog demonstrate our focus on running a sound and stable business for the long term.

Highlights include:

- Revenue of \$10.7 billion
- Average return on investment of 19% per year for last 30 years
- Backlog of long-term signed contracts of \$20.9 billion
- 80% of professionals are shareholders
- Among the top 10 IT/BPO providers within the Global Outsourcing 100 ranking
- Listed within top CSR indices including RobecoSAM and S&P Dow Jones sustainability indices

Fiscal 2016 results. All figures in Canadian dollars.

Built to **grow** and **last**





Experience the commitment®

11325 Random Hills Road
Fairfax, VA 22030
Tel: +1 703-267-8000
cgi.com/us

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 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.
