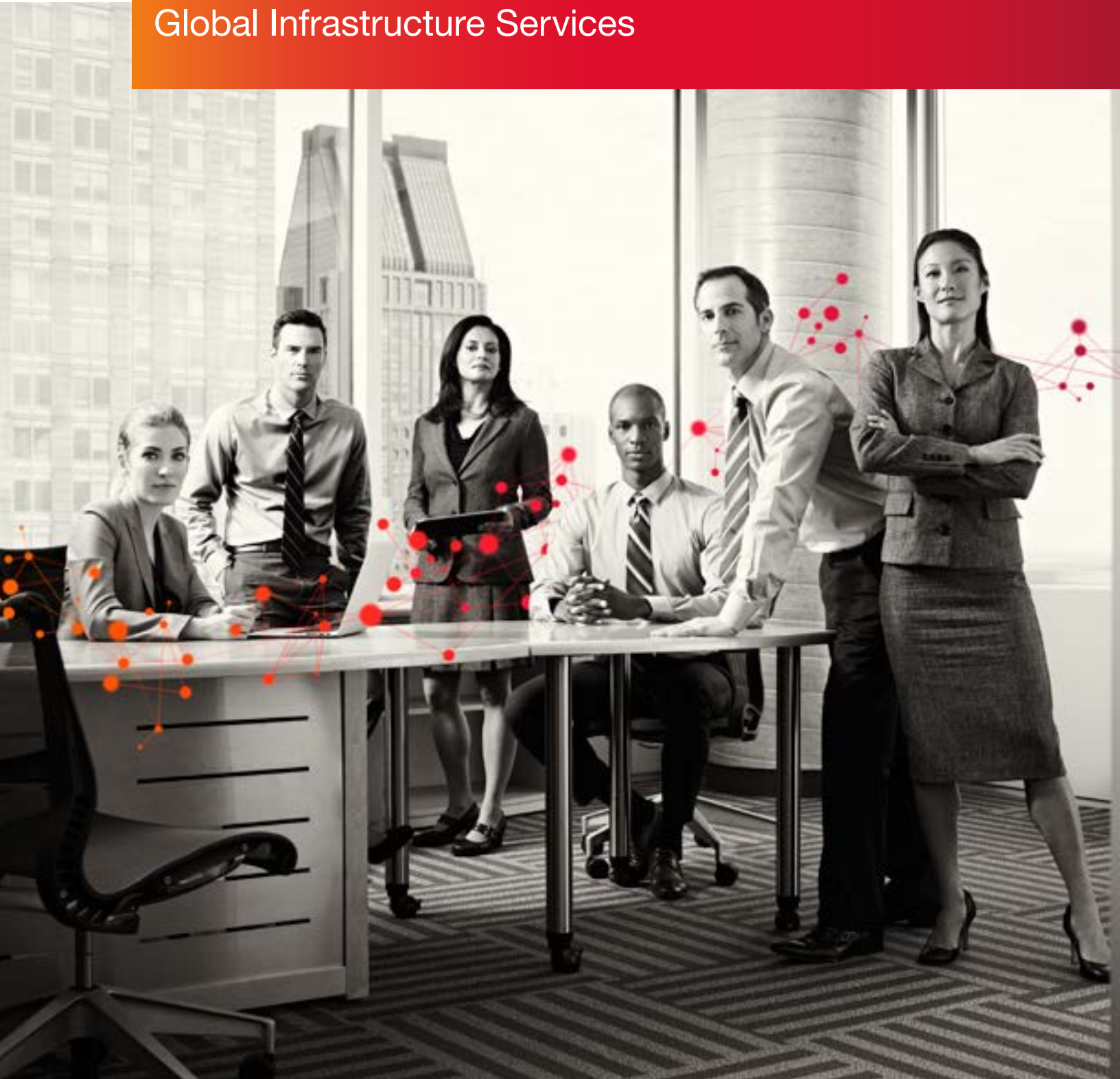




Experience the commitment®

Enterprise Service Management (ITSM)

Global Infrastructure Services





In any managed services relationship, seamless service, proactive and responsive interaction, and quality delivery should be a given. But sadly many providers fall short - even on these fundamental requirements.

At CGI, we take the business of managed services seriously and offer a 'best-fit' approach through our Enterprise Service Management offering. We are not a 'one size fits all' provider. Instead, we provide tailored, end-to-end services that monitor all aspects of your infrastructure with one system, proactively identify areas for enhanced efficiency, and deliver expected results.

Based on mature ITIL® processes, CGI's Enterprise Service Management (ESM) provides the visibility and control clients need to achieve consistent, high-quality business performance.

Our services

CGI's innovative and integrated ESM offers our clients the following:

- A fully-integrated, web-based service portal for incident, ticket and request management that includes automated reporting of service level agreements, approval workflows, and templates for execution workflows.
- An enterprise dashboard that provides management information in real-time with a wide variety of views and drill-down options.
- A robust monitoring system that provides an unsurpassed level of transparency by using the knowledge gained by our highly skilled team. We offer a unique, knowledge-based system that recognizes trouble tickets requiring immediate action versus those that are reviewed for long-term trending. Typical scripts used to resolve both common and complex troubles have been documented and programmed into our ESM solution. These scripts can be immediately executed, resolving issues quickly and without human intervention, before a trouble ticket is created. This level of integrated systems monitoring and issue resolution differentiates CGI as an innovative provider in the ESM area.

Leveraging our experience to maximize visibility, control and compliance

To effectively run operations and serve customers, every business must rely on highly available systems that deliver optimal performance. Each IT function, technical service desk, incident management, release management, and system monitoring tools, must work together seamlessly to deliver this level of service.

Throughout our 35 plus years as a provider of IT infrastructure services, CGI's clients have benefited from our ability to deliver and monitor their IT services through a cohesive ESM solution. In fact, we've been so successful at delivering this integrated approach within our own data centers and networks, that many of our clients are now using it to manage their own in-house operations.

To see the performance of your operation at a glance, our enterprise dashboard delivers summarized management information, providing visibility on quality metrics and financials. Our ESM tool integrates with other major third-party systems so that clients have control over business policies and IT processes through our full featured workflow engine, which automates the approval and assignment of tasks. We can tailor the delivery model from fully managed to partially managed based on your unique requirements at your site or ours.

An unsurpassed level of service for end users

Using standardized, mature ITIL-based processes and workflows, CGI ensures consistent service quality. Yet, it is our unique approach to integrated incident, problem and knowledge management processes that differentiates CGI as a provider that consistently exceeds our clients' expectations.

CGI's Enterprise Service Management solution allows for reactive and proactive event and incident management. Load balancing and failover strategies complement CGI's ability to monitor thresholds and capacity to proactively manage system resources and availability.

As an ESM provider, we work closely with each client to guarantee a strong, consistent operational framework. Three types of integrated teams support each client:

- Specialized transformation teams deliver new services into production.
- Our client partnership management team ensures the effective management of services and contracts.
- Our operations teams ensure availability of services and issue resolution.

For the end user, we create a seamless environment, enabled by both a live help desk and a robust self-service portal, to resolve issues in a timely manner and in line with service level agreements. In fact, CGI's track record of quality delivery is confirmed by our clients with a 9/10 satisfaction score on average over the past decade and service level agreement metrics where more than 98% were exceeded or met.

Achieve operational efficiencies and cost savings

Our client-facing framework utilizes a suite of fully-integrated IT service management tools. The enterprise dashboard is designed to track, monitor and report on system performance and service level achievements in a standalone mode or across IT service provider groups.

The framework ensures that IT services are delivered in a consistent and controlled manner and that lessons learned, corrective actions and service improvement initiatives are applied to gain efficiencies. Where possible, we deploy leading market technology that supports automation to help reduce transition, operations and ongoing maintenance costs.





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At CGI, we are in the business of satisfying clients by helping them succeed.

Founded in 1976, CGI is a global IT and business process services provider delivering high-quality business consulting, systems integration and outsourcing services. With 68,000 professionals in 40 countries, CGI has an industry-leading track record of on-time, on-budget projects, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the optimal combination of value and expertise required for their success. We define success by helping our clients achieve superior performance and gain competitive advantage.

We offer services to clients across the globe in the following areas:

- infrastructure services, solutions and consulting
- application management
- systems integration and consulting
- business process services.

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