



Experience the commitment®

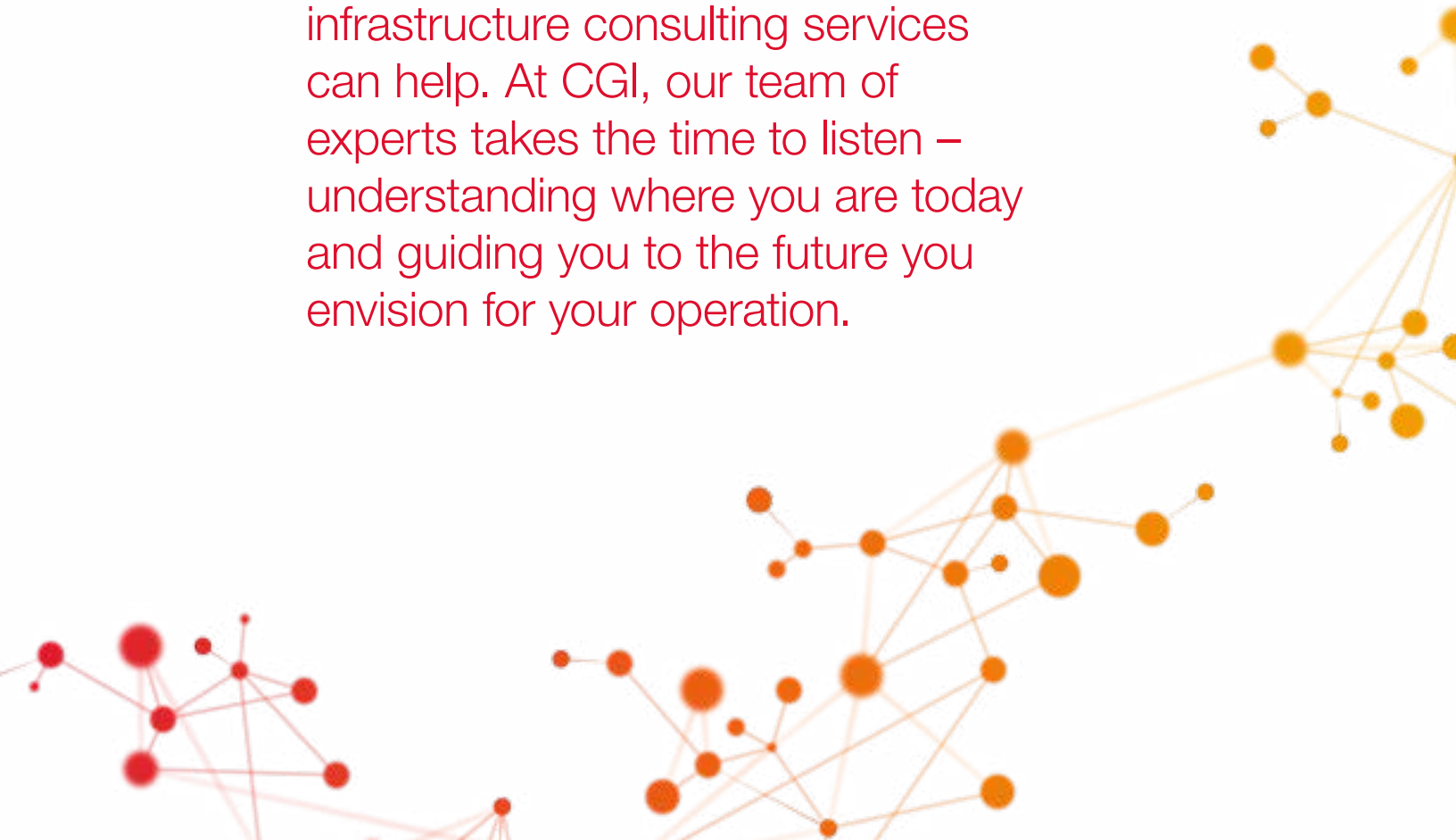
Infrastructure consulting

GLOBAL INFRASTRUCTURE
SERVICES



Operational costs...systems availability...compliance and security...energy and power usage... disaster recovery...all contribute to today's increasingly complex IT environment. Managing your infrastructure on a day-to-day basis can be challenging.

All too often, planning for the future succumbs to dealing with more immediate issues. That's where our infrastructure consulting services can help. At CGI, our team of experts takes the time to listen – understanding where you are today and guiding you to the future you envision for your operation.



Delivering global solutions, locally

Available globally, CGI's Infrastructure Consulting offerings bring clients a high level of industry and best-in-class technology knowledge combined with actionable recommendations tailored specifically to your business. With our objective, unbiased and forward-looking view, we help clients explore new technologies and solutions. This enables them to maximize investments and realize tangible business results.

CGI's track record of quality delivery is confirmed by our clients (9/10 satisfaction score from 2,500 signed client assessments).

Bringing our best to your table

With 36 years as a full-service IT outsourcing and infrastructure services provider, CGI leverages industry best practices and proprietary processes and tools.

CGI's time-tested consulting approach helps clients better understand their current environment and recognize improvements that optimize their operations – reducing costs, enhancing service and systems response, and supporting compliance. In each practice, our model includes four phases that examine your entire IT infrastructure.

A model based on experience

- 1** **Frame Phase**
In this phase, we create a shared vision among top executives and key stakeholders that represents the organization's high-performing future.
- 2** **Envision Phase**
The objective of this phase is to develop a clear, comprehensive blueprint by building upon the vision and developing the process models to achieve high performance.
- 3** **Create Phase**
During the Create phase, all components that are part of the Envision phase are designed, constructed, fully tested and integrated within the organization. There may be multiple Create phases – one for each transition segment identified during the Envision phase.
- 4** **Achieve Phase**
The primary objective of the Achieve phase is to integrate the components built in the Create phase into the organization's business.

Our infrastructure consulting practices

Infrastructure planning

To effectively leverage IT as a business enabler, the CIO must optimize funding, improve time-to-market and align technologies with the overall business vision. To do so effectively requires two key building blocks – an enterprise-wide infrastructure roadmap and a sound approach to governance. Without these components, IT leaders can struggle to appropriately prioritize projects and leverage current investments.

CGI's Infrastructure Planning team guides clients in building a roadmap that provides the basis for future investments. Our experts can provide insight on the direction of IT infrastructures and industry trends. We identify quick win areas for improvement and cost savings. We will align technology “wish lists” with business priorities. We can help your operation adopt a longer-term vision that supports planning and decision-making.

Data center optimization and consolidation

Your data center houses the entire IT Infrastructure that keeps your business running. Having a clear strategy for managing and optimizing data center operations is critical. Many organizations are burdened with the high operational costs and capital investments of running multiple data center facilities (through organic growth, organizational changes or acquisition). CGI has the knowledge and expertise to help clients map their business and technical requirements to create a data center consolidation and migration strategy solution that will deliver significant savings and efficiencies.

For example, we develop recommendations for optimizing in-house facilities through the use of dedicated or shared centers. We apply the expertise we've gained in building and managing our own “green” data centers to help clients achieve savings by introducing environmental friendly technology solutions. We help clients determine if using innovative technology such as cloud computing can further improve efficiencies.

CGI can also provide a full offering of managed data center services, which can be delivered at a client's site remotely or through the use of our own data center facilities. We've made significant investment in relevant technologies and provide hosting services for agencies and enterprises requiring high levels of security.

Mainframe consulting

You rely on your mainframe computer's availability and security to manage your organization's most critical data and processes. Yet, without proper planning, the necessary upgrades, migrations and consolidations can be disruptive and costly.

We've harnessed the expertise we've gained from 36 years of designing and operating an extensive network of data centers and, through our Mainframe Consulting offering, we assist clients on all aspects of mainframe transformations. CGI's strong team of professionals has expertise in the installation, customization and support of mainframe software, such as IBM's z/OS and z/VM and Unix Systems Services, and in managing and implementing virtual tape technology, storage, partitioning and resource-sharing projects.

We can help integrate the strengths of the mainframe and provide systems programming and planning expertise to achieve success and minimize transition impacts.

Business continuity planning

Unanticipated business interruptions, whether caused by man-made threats or natural disasters, can devastate an organization. Safeguarding your business and its reputation by providing for the continuity of operations has become a top priority.

Based on a client's unique internal risk profile, CGI's experts define the recovery (IT and non-IT) requirements needed to provide for the continuity of operations that meet financial objectives, comply with regulations, and meet or exceed client expectations.

The CGI Business Continuity Management approach and methodology supports the identification, assessment and development of your organization's policies and procedures for addressing operational risk should it materialize. It includes proper response, communication, assessment, execution, monitoring and reporting activities.

Audit and compliance

CGI's Audit and Compliance team works closely with clients to help them understand varied and evolving compliance needs. Clients gain visibility so that they know what to comply with and how CGI will help them achieve compliance. Our controls, based on sound risk management practices, are continuously reviewed to ensure they are relevant to today's requirements and positioned for the future.

CGI's approach includes developing a clear understanding of the business and IT environment and managing the audit and compliance process end-to-end by establishing the best ways to collect data, identify control objectives, respond to ad-hoc audit requests and manage external auditor relationships.

Strengthen your bench
with CGI's expertise

CGI's consultants bring firsthand expertise from years of experience combined with industry certifications to help our clients achieve their goals. We deliver on our promises.

IT governance and process consulting

Without a strong process for IT governance, organizations often experience decreased transparency and accountability, and increased risk. An effective governance model draws together all aspects of the IT operation, from daily activities to major programs and investments.

CGI Governance and Process Consulting professionals assess the effectiveness of a client's governance process and help enhance its effectiveness through clear, concise IT mandates and priorities. Clients experience the right level of control by aligning and engaging key stakeholders, defining control mechanisms and establishing the metrics needed for the regular reporting of key performance indicators.

IT service management

In today's competitive environment, CGI's clients require technology and infrastructure solutions. Our solutions will protect existing computing stability, and ensure performance and integrity. They provide the agility to adapt to technological changes and continuous improvement initiatives — all in a controlled and secure manner.

Using standardized, mature ITIL®-based processes and workflows, our IT Service Management Consulting offerings are strategically and progressively based. We review current capabilities and make recommendations based on organizational priorities, culture and challenges. We provide IT process assessments, solution development and governance modeling to meet clients' needs today and into the future.

Among the lowest attrition rates in the industry – with **87%** of professionals as owners

9/10 satisfaction score from **2,500** signed client assessments

36+ years of long-term growth with **71,000** professionals in **400+** offices

Committed to world-class service levels with over **98%** exceeded or met

Rigorous project monitoring resulting in **95%** on-time, on-budget delivery

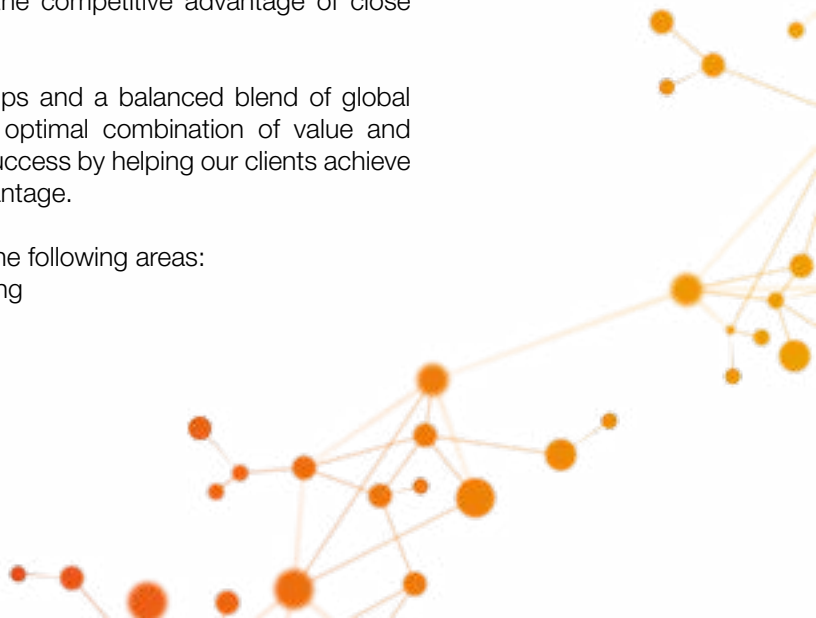
At CGI, we're in the business of satisfying clients by helping them win and grow.

Since our founding in 1976, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has a strong base of 68,000 professionals operating in 400 offices worldwide, giving us the competitive advantage of close proximity to our clients.

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 & Consulting
- Managed Application Services
- Systems Integration and Consulting
- Business Process Services





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With 68,000 professionals operating in 400 offices across 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

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