

# Robotic Process Automation

**T**oday's modern workforce needs advanced technology solutions that empower them to excel in new digital service delivery models. Robotic process automation (RPA) has gained traction for automating repetitive, high-volume manual processes involving multiple applications, enhancing employee productivity and lowering costs.

## Enabling virtual workforces

CGI helps organizations evolve from human-first to hybrid, human-robot workforces, addressing both technological and organizational change. Our RPA automations optimize the digital employee experience by handling tasks and sequences that do not require human intervention, freeing employees to focus on higher-value work to improve quality and customer satisfaction, and create innovative digital services.

Our holistic approach focuses on your workforce, your processes and the best mix of automation technology. CGI's RPA experts bring deep knowledge of leading vendor technologies, such as BluePrism, UiPath, Automation Anywhere, Kapow and Work Fusion, among others. We deliver accelerated benefits through agile automation design, effective business change, efficient process redesign, and post-implementation monitoring and optimization.

## Delivery approach

CGI's low-risk RPA delivery methodology combines our deep industry and process expertise and automation technology experience to offer:

- ▶ **RPA Exploration:** Half-day workshop to explore the enterprise-scale RPA benefits case and identify process areas for a possible RPA Proof of Value (POV)
- ▶ **RPA POV:** Six-week rapid discovery and analysis, and agile development and testing of production-ready automations for select processes on a preferred RPA platform
- ▶ **RPA Factory engagement:** Developing, testing and optimizing process automations using a templated, repeatable approach, with continuous review of the RPA roadmap and process backlog to maximize benefits
- ▶ **RPA Managed Services:** CGI offers turnkey virtual workforce management. This includes operating the RPA platform, the bots and the automations—ensuring change control with automations managed as a new enterprise asset class. Through our flexible commercial models, clients can license robots on leading RPA platforms annually or monthly, or can use our innovative **RPA as a Service** that is metered and billed on a pay-as-you-go model. We can host leading RPA platforms in our secure data centers or manage them on client premises or in the cloud.



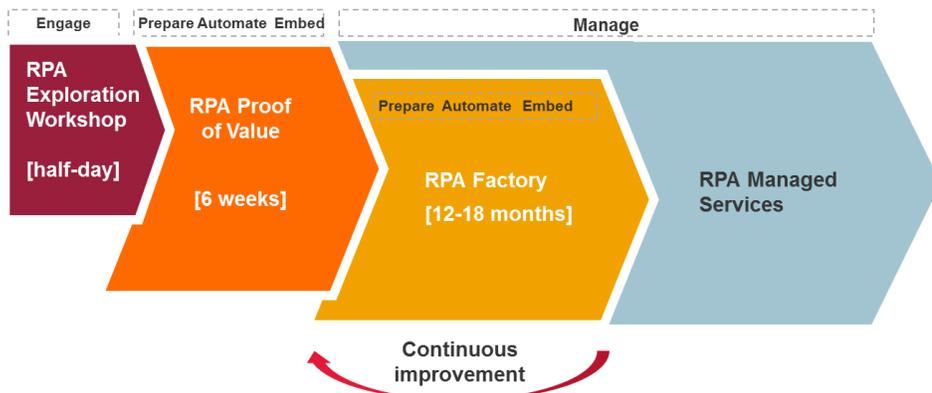
## Delivering real-world RPA results

CGI's RPA clients realize results such as:

- 20%–50% process cost reduction
- 15% greater transaction throughput capacity, enabling rapid scalability and responsiveness
- 20% improved quality, reduced error rates and process variation
- POV live in 4 weeks with €300,000 annual savings and 4 FTE's freed-up for higher value work
- 1,500+ hours of workload per week delivered by software robots
- 60% reduction in average transaction processing time

CGI also uses RPA to power our industry-leading business process outsourcing services, as well as intellectual property-based business solutions for commercial and government clients.

We also use continuous measurement and feedback on live automations to increase the levels of automation and reduce exceptions.



*“CGI’s RPA experts were key to rapidly scaling up our RPA factory.”*

— **Manager, Process Development & RPA**

### Accelerating digital transformation

**CGI’s RPA services are part of our end-to-end intelligent automation services** ([cgi.com/automation](http://cgi.com/automation)) Many organizations tend to start with RPA due to its efficient implementation, low-risk and rapid return on investment. CGI helps clients go beyond RPA by combining it with enhanced technologies—such as chatbots, and artificial intelligence (e.g., machine learning, deep neural networks, natural language processing, computer vision, augmented/virtual reality, etc.)—to automate complex processes and enable new digital operating models.

. Contact us at [info@cgi.com](mailto:info@cgi.com) to learn how we can help you accelerate your RPA journey.

*“We have found CGI a reliable and innovative partner to continue with expanding and deepening our process automation and digitalization program.”*

— **Director, Customer Service Center**

### 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.

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