1. Customer/Citizen

Why Society Demands Digital

- Customers expect their experiences to be seamless and consistent - wherever the channel they choose to interact with you.
- Satisfied customers are more likely to recommend your company to others.
- Information and data is displayed and presented in a way to help solve this challenge.

2. Employees

- Our employees have the ability to rapidly identify, predict and assess key areas of operational efficiency.
- Our employees have the tools to share knowledge productively and share ownership of operational improvements.

3. Operations

- Future Cities: What will the urban and industrial landscape be like by 2050? How can companies ensure they are prepared to make radical changes to their current ways of operating?
- Centenaries: Today’s 20-year-olds will be 100 years old in the not-so-distant future. How will companies ensure they are fit for the future?
- Demands Digital: How can companies transform their culture and technology for a digital world?

4. Environment

- Digital Delivery: What is the best way to delivertheproduct, offering the same level of convenience to the consumer, no matter where they are?
- Information and data is modelled to support the business decisions and insights needed to action successful strategies.

5. Collaboration

- Transforming for a Digital World: People, whether they are customers, citizens or employees, increasingly expect a simple, fast and seamless experience.
- Hypothesis-driven to ensure financial returns are achieved.
- Responsibility for governing risks and escalation.

Walking the talk - the expectations of the digital consumer.

- Fresh food, ethical living and a rise in wellbeing agenda that companies need to embrace.
- Information and data is displayed and presented in a way to help solve this challenge.

How CGI Can Help You Transform

- CGI will help companies redefine their future, create a digital strategy and roadmap, to deliver enjoyable, exciting experiences.
- Become truly customer centric.
- Satisfy customers, whilst driving operational effectiveness, efficiency and value.

Digital Insight

- Does your business have the critical information it needs to make the right decisions?
- Business outcomes are achieved and the necessary campaign management solutions.
- Algorithmic and intelligence solutions deliver agile insights that can then be echoed throughout a company.

Digital Delivery

- We go beyond designing the scope - we’re trusted to deliver the journey.
- We’re focused on delivering the value your business needs, not on delivering a project.
- Your business case has a positive customer impact.
- We’re focused on delivering the delivery of sustainable, shareable platforms.
- Efficient and effective governance through stage gate control and quick decision-making.

Digital Strategy

- At CGI, we help companies redesign their future, transforming their culture and technology for a digital world.
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- How can we transform our business to become competitive in this digital world?
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Transforming for a Digital World

- Today more than ever, companies are asking:
- Transforming for a Digital World

- CGI can help companies redefine their future, create a digital strategy and roadmap, to deliver enjoyable, exciting experiences.
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Digital Business

- Decisions are made in real-time, using data-driven insights
- Processes are automated
- Employees can collaborate with each other – and external partners
- The customer at the heart of the organisation

Digital journey of a customer

To be successful, digital transformation needs to have a clear focus on value. It also needs to be based upon insight and experience. At CGI, we have a way to help you solve this challenge.

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Existing Business

- Technology is bolted on to the existing operating model
- Change is approached in a fragmented way
- Nobody is driving the transformation from the top

Awareness

- How are digital technologies disrupting business models in my industry?

Value

- What value will new digital technologies deliver to my bottom line?

Experience

- How can I develop a clear business case that spells out the value up front?

Strategy

- How can I approach this as a joined-up strategy, rather than a series of ad-hoc projects?

Platform & deliver

- How can I deliver as much value as possible, so every phase has a positive customer impact?

Recognition

- "How does digitalisation threaten my company? What are the next concrete steps?"

Insight

- "Do I have the critical information I need to achieve my ambitions?"

Roadmap

- "How can I approach this as a joined-up strategy, rather than a series of ad-hoc projects?"

Decisions are made in real-time, using data-driven insights
Processes are automated
Employees can collaborate with each other – and external partners
The customer at the heart of the organisation

How can I develop a clear business case that spells out the value up front?

What can I do to maximise the value I am delivering to my bottom line?

How can I achieve the right balance between speed and quality in my transformation?

Do I have the critical information I need to achieve my ambitions?

How can I make the right decisions, using data-driven insights?

How can I design the right strategy, to ensure maximum value?

What value will new digital technologies deliver to my bottom line?

Do I have the critical information I need to achieve my ambitions?

How can I approach this as a joined-up strategy, rather than a series of ad-hoc projects?

How can I deliver as much value as possible, so every phase has a positive customer impact?

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