Hybrid Cloud & IT Management

Enabling digital transformation through a modern, flexible infrastructure
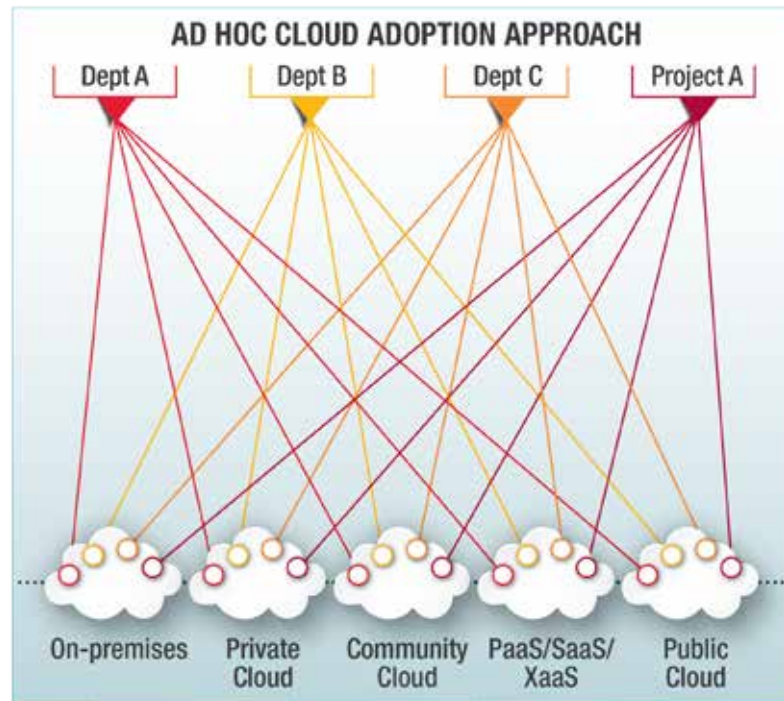
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Overview

Digital leaders and game changers are employing digital enablers, including advanced strategies and technologies, to accelerate their digital transformation journey.

As a key enabler of digital transformation, cloud computing continues to accelerate, leading to hybrid environments that combine cloud and traditional IT delivery models. These complex environments require a holistic management strategy and solid governance to minimize cost, risk and "sprawl," while maximizing security, agility, efficiency and innovation to drive value and speed-to-market.

Both governments and industries are seeking greater control of their hybrid IT environments, and CGI has responded. Our CGI Unify360 Hybrid IT Management Suite enables holistic management of both on-premise and cloud-based services, enabling organizations to optimize and modernize their IT portfolios to drive competitive advantage. CGI Unify360 also supports the IT department in re-inventing its role—from a traditional service provider to a strategic and flexible service broker.

AD HOC CLOUD ADOPTION APPROACH

Dept A Dept B Dept C Project A

On-premises Private Cloud Community Cloud PaaS/SaaS/XaaS Public Cloud

By 2018,

50%

of the applications running in public cloud environments will be considered **mission-critical** by the organizations that use them.

Source: Gartner Predicts 2016: Cloud Computing to Drive Digital Business, December 2015

By 2020,

70%

of **enterprise mobile apps** used in enterprises will be developed or adopted without IT involvement.

Source: Gartner Predicts 2016: Mobile Apps and Development, October 2015

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Business **drivers**

Organizations across the public and private sectors can drive digital transformation success with a modern hybrid cloud and IT infrastructure.

Accelerating digital transformation is a top priority of CGI clients based on the findings of our 2016 Global 1000 outlook.* Business and IT leaders are seeking ways to transform the entire digital value chain—from the front-end customer experience to the back-end management of complex hybrid IT environments.

The digital transformation journey

There is an urgent need for commercial and government organizations to embrace digital as a business model, not just as an efficient technology solution. And, successful enterprises in the digital world will excel on two fronts:

1. Optimizing how they run their legacy operations; and

2. Driving change that supports the launch of new digital services and an enhanced customer experience.

The first requires the deployment of smart automation and the increased use of robotics. The second involves combining agile development methods with DevOps and modern, flexible, cloud-based infrastructures, platforms and software services.

Both also require solid governance, flexible tools and new skillsets, as well as new organizational structures, roles and responsibilities.

Investment on both fronts will drive efficiencies and digital transformation while reducing continued sprawl of "shadow IT" and all of its associated risks.

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* The CGI Global 1000 outlook brings together the findings, insights, and CGI's point of view on the strategic topics that emerged through face-to-face interviews CGI consultants conducted with more than 1,000 business and IT leaders across 10 industries and 20 countries between January and April 2016.

Clients' digital value chain

▶ Digital customer experience

▶ Agile development

▶ DevOps

▶ Automation and robotics

▶ IT service broker model

▶ Hybrid cloud and IT infrastructure

▶ Transformational outsourcing

End-to-end solution

CGI helps organizations advance their digital transformation journeys with CGI Unify360, a full suite of hybrid IT management services and solutions that reduce complexity and increase agility.

Wherever an organization may be in its level of cloud adoption and transformation, CGI Unify360 can help with:

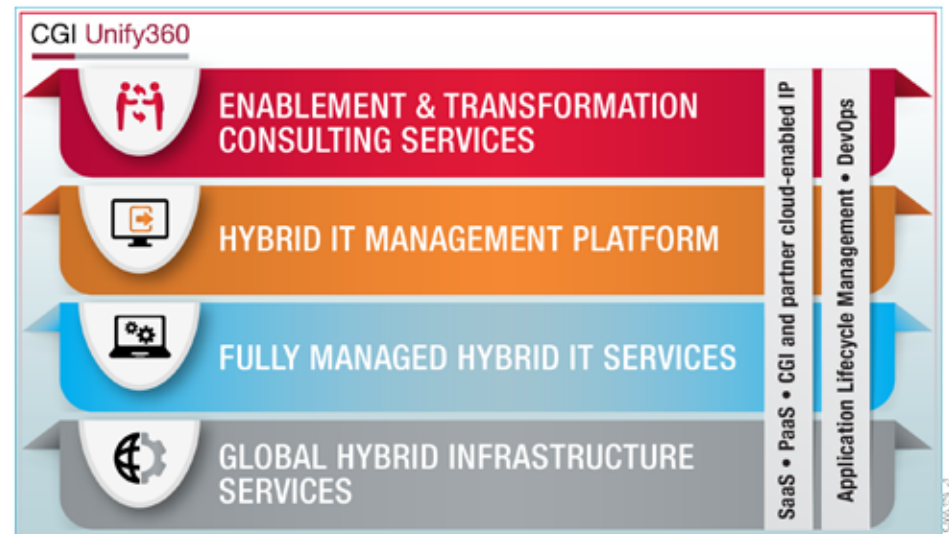**Enablement and transformation consulting services:** Expert guidance with strategy, applications, data and infrastructure for transitioning to a cloud-enabled hybrid IT environment

Hybrid IT management platform: Integrated platform for brokering, acquiring, operating, securing and governing all elements of a hybrid IT universe

Fully managed hybrid IT services: Full spectrum of managed services to support day-to-day service management operations, mitigating clients' need to find resources and solutions on their own

Global hybrid infrastructure services: Cloud and traditional infrastructure offerings that give clients the power to choose the best mix of cloud types based on their unique requirements

CGI Unify360 also includes processes and tools to enable agile and DevOps methods, and it supports the transformation and delivery of client, partner and CGI IP solutions to a software-as-as-service (SaaS) cloud model.

CGI Unify360

ENABLEMENT & TRANSFORMATION CONSULTING SERVICES

HYBRID IT MANAGEMENT PLATFORM

FULLY MANAGED HYBRID IT SERVICES

GLOBAL HYBRID INFRASTRUCTURE SERVICES

SaaS • PaaS • CGI and partner cloud-enabled IP

Application Lifecycle Management • DevOps

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Cost management

How can we better understand our cost of consuming IT from anywhere?

CGI streamlines asset management and increases asset utilization across the enterprise through automation, standardization and a best-fit infrastructure, reducing your operational costs and supporting more reliable, efficient and predictable budgeting through holistic cost management, aggregated billing and charge-back transparency.

Speed to value

How can we accelerate time to value for our line of businesses by brokering relevant IT services quickly and securely?

CGI's hybrid infrastructure services provide a full portfolio of automation utilities to improve service effectiveness, including a self-service storefront with a customizable approval workflow and automated provisioning that drives user convenience and adoption (and avoids shadow IT), while providing the enterprise with greater governance, control and security.

Simplification

How can we reduce the complexity of managing multiple IT services in a hybrid environment?

CGI helps you to develop a clear roadmap that aligns your business and technology objectives, identifies priorities and resources, and guides application rationalization, refactoring, workload transitions and balancing, all of which leads to an optimal hybrid IT management approach tailored to your unique needs and goals.

Visibility

How do we obtain a comprehensive and complete view of all our IT assets and incidents across the hybrid landscape?

CGI's hybrid IT management platform provides a "single pane of glass" view into spend, service availability, performance, security and compliance through a fully integrated service portal for incident, ticket and request management, an enterprise dashboard that provides real-time information tailored for different audiences, and a robust monitoring system that provides an unsurpassed level of transparency.

Innovation

How can we enable innovation while protecting our data and ensuring compliance?

Through a dedicated practice focused on driving innovation for clients, CGI offers creative approaches for preserving existing investments, filling gaps and maximizing the potential for modernization and rationalization. At the same time, we deliver advanced data security for continuous protection, accelerated threat response and robust compliance by drawing on decades of experience securing government and defense networks and systems around the world.

Security and compliance

How can we ensure our IT is secure from anywhere?

CGI implements a holistic security approach for all IT assets and services, enabling clients to deploy sensitive workloads with confidence, address emerging threats, and comply with data privacy and sovereignty regulations.

Governance and control

How can we view the business impacts associated with major IT incidents across the hybrid landscape?

CGI provides not only a "single pane of glass" view into incident, ticket and request management through our fully integrated service portal but also delivers the capabilities required to identify and assess the business impacts linked to IT incidents across the hybrid landscape to drive more effective governance and control.

Digitization support

How can we best be supported in our journey to the cloud and digital transformation?

CGI Unify360 provides all of the services and solutions required to successfully transition to and manage a cloud-enabled hybrid IT environment that drives efficiencies, agility, digitization and competitive advantage in today's increasingly digital world—from strategic planning, to solution identification and implementation, to ongoing management and evolution.

Robust platform,
value-driven services

CGI Unify360 features an integrated platform for acquiring, operating, securing and governing all elements of a hybrid IT environment, along with a full spectrum of consulting, outsourcing and infrastructure services.

CGI Unify360 platform features:

Consolidated user portal: Single, integrated portal for IT service consumption with CIO dashboards and comprehensive reporting

IT and business orchestration: Automated incident resolution and request fulfillment that accelerates service onboarding, supports "self-service" and increases service availability

Event management correlation: Business and service impact analysis using artificial intelligence systems and machine learning

Monitoring and data gathering: Tools for real-time monitoring of application, database and infrastructure landscapes

Hybrid integration: Connecting all environments—from public services to private services, and new or existing environments

Multi-channel, 24/7 service management: Multiple service support channels (e.g., email, Web, IVR, phone) to improve the user experience

Billing and chargeback: Aggregated billing and chargeback across both cloud and legacy IT assets to improve IT consumption planning and cost control

Security, audit and compliance: Processes and technologies to keep systems secure and compliant with national, international and industry-specific regulations and policies.

CONSOLIDATED USER PORTAL
Anytime, anywhere

HYBRID IT INTEGRATION FABRIC
Unified & Integrated

IT & BUSINESS ORCHESTRATION
Automated

MULTI-CHANNEL & 24X7 SERVICE MANAGEMENT
Preferred

CGI Unify360
PLATFORM

EVENT MANAGEMENT CORRELATION
Intelligent & Proactive

BILLING & CHARGEBACK
Transparent

MONITORING & DATA GATHERING
Aggregated & Insightful.

SECURITY, AUDIT & COMPLIANCE
Secure & Compliant

Value-driven
services

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CGI Unify360 also offers a full range of services that support your cloud and infrastructure goals—from enablement and transformation consulting services that support your transition and transformation, to fully managed hybrid IT services that manage daily operations, to global hybrid infrastructure services that help you implement and run the most optimal hybrid model for your organization.

Depending on your organization's cloud maturity, strategy and tactical pain points, we can engage with you and deliver services from a number of angles:

▶ From application cloud readiness assessment to cloud transformation and migration

▶ From the implementation of an IT service broker model to the cultural and technological change required for DevOps

▶ From optimizing your "run" operations to helping you gear up for digital "change"

Our service delivery approach is driven by flexibility, collaboration and responsiveness, with the goal of building long-term partnerships. It's governed by ISO 9001 and CGI's Client Partnership Management Framework and has led to an industry-leading track record of performance and client satisfaction. Ninety-five percent of CGI projects are delivered on time and within budget, and we have a 9 out of 10 client satisfaction rating.

CGI's Experience Room

Test drive the CGI Unify360 platform in our Experience Room, which provides an interactive, cloud-based demonstration of the platform. Explore the platform's features and benefits through a hands-on user experience.

Why **CGI?**

Collaboration. Experience. Value.

▶ Trusted partner with front-line experience in migrating, managing and governing cloud services globally

▶ Long-standing cybersecurity practice, including a global network of security operations centers and IT security certification labs

▶ High-touch, client-centric service model with global presence and local accountability

▶ 40+ years of IT service management expertise

▶ 10,000+ infrastructure professionals

▶ Certification for highest security workloads

▶ ISO certified management framework to ensure consistent results

▶ Expertise across legacy and digital environments that uniquely enables us to help clients at every point in their digital transformation journeys

Driving your digital transformation

CGI helps clients achieve superior value through end-to-end digital transformation. Our expertise across legacy and digital environments uniquely enables us to support clients at every point in their digital transformation journeys.

We have the methodology and capabilities to assist clients in defining their digital strategies and roadmaps, as well as the breadth and depth of experience to deliver their transformations through key digital enablers. CGI's enterprise digital transformation capabilities and industry expertise help clients embark on their transformations and succeed in becoming customer-centric digital organizations.

Learn more about our digital transformation capabilities and industry expertise by visiting:

cgi.com/digital-transformation or by contacting us at info@cgi.com.

Learn more about our cloud digital enabler by visiting:

Web: http://www.cgi.com/en/cloud
Blog: www.cgi.com/en/blog/cloud

Contact us at info@cgi.com to learn how we can help your organization. Inquire about accessing our cloud-based Experience Room for a hands-on demonstration of the Unify360 platform.

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About **CGI**

Founded in 1976, CGI is one of the largest end-to-end IT and business process services providers in the world, helping clients become digital organizations through high-end consulting, enabling IP solutions and transformational outsourcing. With a deep commitment to providing innovative services and solutions, CGI has an industry-leading track record of delivering 95% of projects on time and within budget, aligning our teams with clients' digital transformation strategies to help them better run, change and grow their businesses.

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