AI at CGI

CGI

Empowering Federal Agencies for AI Benefits Realization, Insights and Efficiencies

CGI's Momentum® and Sunflower™ solutions are equipped to leverage generative and traditional AI capabilities with application programming interfaces (APIs) and accelerator packages.

AI technology has been moving at a rapid clip and shows no signs of slowing down. New generative AI solutions have a great deal of potential to transform ways of working as well as potentially transforming capabilities and services of agencies.

Momentum and Sunflower solutions leverage generative AI capabilities with RESTful APIs and accelerator packages. By using AI capabilities, our clients reap new benefits while having flexibility to adapt and adopt AI as relevant to their unique environments, enterprises and agency missions.

At CGI our approach to navigating the dynamic landscape of modern AI toolsets, includes:

Choice	Supported	Secure
Federal clients have control and options for how to optimize their solutions in their environment and to their specifications. Each agency can define their priority – they are not limited to a product roadmap.	Accelerator packages provide focused insight for particular domains or use cases, fusing intelligent toolsets with your existing data, models, or architecture.	CGI understands the need and value of ensuring that AI systems operate securely within federal agencies to protect critical data and information. Security is not an afterthought; it is embedded in our solutions.

> CGI is fully committed to developing and delivering AI-powered solutions that help federal agencies support the federal workforce—**responsibly and securely**—at the highest levels of agency tailoring to meet specific agency needs.

Three Core AI Principles for Momentum and Sunflower Customers

Choice

Recognizing that no agency is the same, CGI's approach allows for the highest levels of agency choice for ultimate flexibility. Our AI vision and Momentum and Sunflower solutions roadmaps are aligned with the principles of remaining agnostic as well as bring-your-own-consumption model (not CGI-owned). Our embrace of AI is broader. As a systems integrator, CGI offers our federal clients freedom and flexibility. With the ability to connect to any model, cloud or tool, our federal clients have ultimate flexibility to seamlessly add new AI capabilities into their existing applications. This approach allows agencies to gain new capabilities and leverage competitive pricing models, without being locked into a specific approach, engine or tool.

Supported

With access to AI capabilities that integrate seamlessly within our solutions, clients can easily maximize benefits of their solution with no disruption, implementation or risk. We recognize that generative AI presents new risks that must be balanced with benefits. For example, "hallucinations" can occur when the generative AI model presents incorrect responses that are based on the highest-probability data or bias in large data sets used by models. Our accelerator packages, which are prepackaged solutions that work against Momentum and Sunflower data, reduce the hurdles of adoption, whereby agencies can access generative AI benefits against the Momentum datasets with proven AI solutions. Accelerator packages are offered within the product suite as optional components and are fully supported, including access to CGI SMEs, to ensure adoption and maximized benefits.

Secure

On the forefront of cybersecurity for decades, our focus is on understanding threats in current context with real-world intelligence. Drawing on that experience, security is embedded into our solutions that are deployed to support some of the most mission-critical agencies within the federal government. We've built our APIs with government security standards in mind, right from the start, with guardrails in place to ensure government compliance.

The Right AI Use Case for Agency Mission and Enterprise

CGI is ready, willing and able to work with you to find the places where AI adoption produces quick, easy and significant results. CGI has extended the value proposition of Momentum and Sunflower with generative AI and accelerator packages, which are cloud and tool agnostic.

Predictive analytics

Many agencies respond to challenges reactively. With AI, you get ahead of events. The system sends warning signs, so you act proactively and minimize problems.

Trend analysis

AI systems collect, consolidate, correlate and deliver new insights. Agencies identify how their department or agency has been operating and can see how it can become better, make changes and become more effective.

Automate and streamline processes

With contract closeouts, the system recognizes when a device reaches its end-of-life or ceiling amount and automatically closes out the contracts rather than have an employee manually take those steps.

Natural language processing (NLP)

Queries that go beyond the existing embedded data analytics use cases to boost citizen satisfaction. Incorporating natural language processing into customer interactions, providing self-service, reducing processing time and lowering errors, improve citizen experience.

Responsible Use of AI at CGI

Our "Responsible Use of AI" methodology and framework is designed with this regulatory environment in mind and is in line with CGI's core values, including ethical use of technologies.

All AI services and solutions that we design, build or operate are:

Robust

We leverage our Client Partnership Management Framework (CPMF) for rigorous development, testing and operations processes; supported by our privacy and security policies and practices, to ensure reliability and safety of outcomes that are always in compliance with applicable laws and regulations.

Ethical

We adhere to design and delivery objectives that embed alignment to human values, that actively foster fairness and inclusiveness, and that ensure AI systems sustainably benefit individuals, society and the environment.

Trustworthy

We design systems relying on explainable and interpretable models, transparent input and outcomes and we remain accountable for AI technologies we maintain control of.

At CGI, especially in these early stages of generative AI, we believe in:

1 Using closed data sets where data provenance is clearly verified.

2 Ensuring a human-in-the-loop to verify assumptions and decisions AI uses to help root out bias and keep AI aligned to company values.

3 Implementing AI to make experts more productive, not to make lay people experts. We believe the business value of this new wave of AI will be what you add to AI, not the value you take from it.

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information on CGI's Momentum and Sunflower solutions, visit cgi.com/Momemntum and cgi.com/Sunflower.