Agility, innovation and efficiency through Managed IT and Business Process Services Solutions

An accelerator for building a digital organization that drives growth

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Global IT spending will reach

over $4.1 trillion in 2024

and the CAGR (for the period 2019-2024) will be the highest for education, healthcare and insurance driven by technologies that support digital workplace and mobility of staff.

CGI's Client Global Insights

CGI's **Client Global Insights**, a global antenna informed by approximately 1,447 in-person client interviews, covering 100+ topics, revealed that becoming a digital organizations to meet customer / citizen expectations remains the most impactful trend.

Our research indicates that clients producing results from their digital strategies – the digital leaders – have several common characteristics:

31%
Have implemented enhanced process automation

17%
Are using substantial managed services

27%
Report having a highly agile business model

In a business climate marked by constant change and increasing economic and competitive pressures, executives today seek a trusted partner to help increase business agility to provide them **accelerators to advance their digital journey** and drive shareholder value.

As organizations and economies continue to experience unprecedented change, CGI is helping clients re-examine their business value chains and ecosystems **to accelerate digitization and achieve both cost savings and revenue growth.**

Business leaders continue to see the customer / citizen experience as their primary focus as well as becoming digital to meet these expectations, optimizing operations, IT modernization, and implementing new products and services amongst their highest priorities.

While

IT leaders are emphasizing become more digital to meet customer / citizen expectations, modernization, cybersecurity, Cloud delivery and addressing regulatory and legal compliance as their rising priorities.

CGI's Managed IT & Business Process Services (BPS) solutions **facilitates the agility, innovation and efficiency** needed to bridge both business and IT priorities to deliver maximum value to clients.
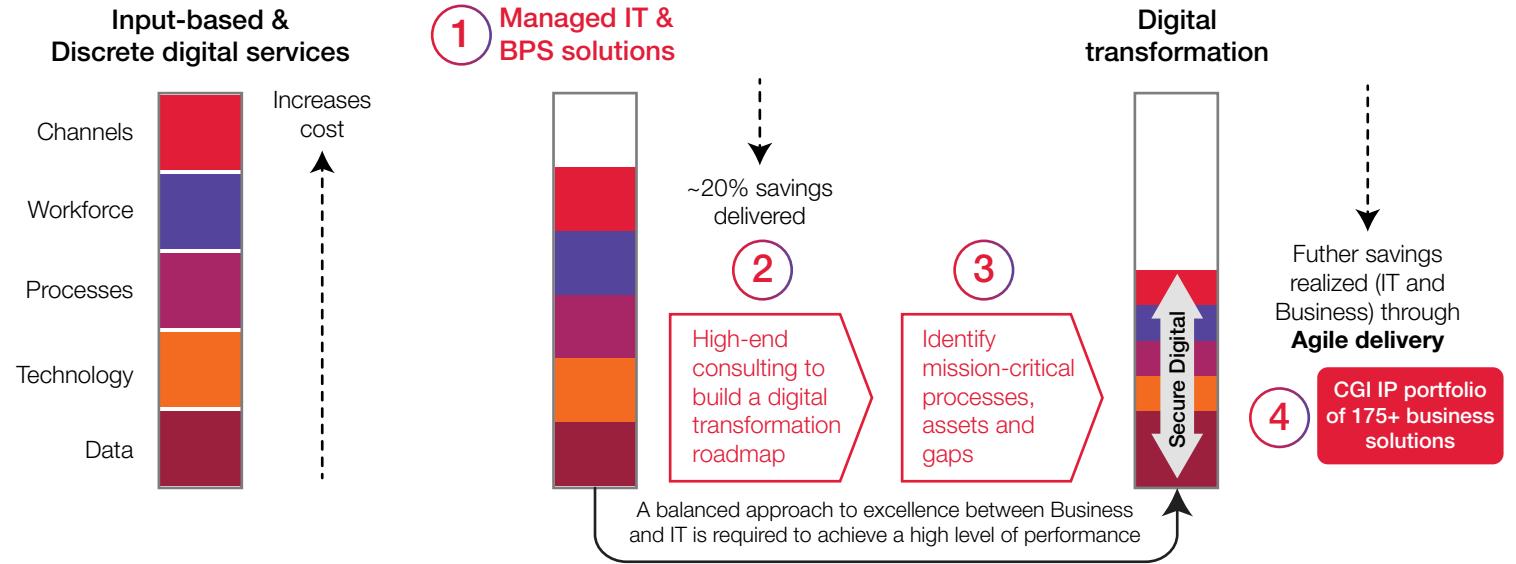
Source: CGI's 2020–2021 Insights to Action

Client executives indicate their priorities are evolving, with increasing emphasis on the customer and citizen experience
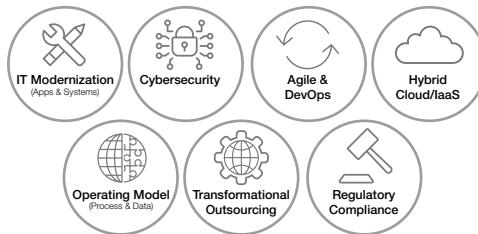
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CGI's Managed IT & BPS solutions

… enables organizations to free-up capital through improved cost optimization, which allows for re-investment into the creation of a digital transformation roadmap

Our solutions are designed to be an accelerator to advance your digital journey

Input-based & Discrete digital services

- Channels
- Workforce
- Processes
- Technology
- Data

Increases cost

1 Managed IT & BPS solutions

~20% savings delivered

2 High-end consulting to build a digital transformation roadmap

3 Identify mission-critical processes, assets and gaps

A balanced approach to excellence between Business and IT is required to achieve a high level of performance

Digital transformation

Secure Digital

Futher savings realized (IT and Business) through **Agile delivery**

4 CGI IP portfolio of 175+ business solutions

Operating model transformation

- IT Modernization (Apps & Systems)
- Cybersecurity
- Agile & DevOps
- Hybrid Cloud/IaaS
- Operating Model (Process & Data)
- Transformational Outsourcing
- Regulatory Compliance

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Customer-centric business transformation

- Customer Experience
- Innovation & Collaboration
- Digital-First Customer
- Customer Value
- Marketing

People and technology transformation

- Digital Insights
- Digital Employees
- Automation & AI
- IoT & Intelligent Machines
- SaaS
- Open Source
- Payments Transformation

We focus on delivering outcomes, helping you to produce greater results from your digital strategy through a collaborative partnership model

CGI's approach to delivering Managed IT & BPS solutions ensures alignment of the four stakeholders (client executives, lines of business, the IT strategic function and the IT execution function... the "**IT stakeholders**") by applying the following organizational principles:

- The organizational model implies clarity of decision rights and accountability to foster engagement of all positions and avoids work duplication throughout the IT value chain

- Ensure common agendas and reporting at all levels through adherence to CGI's Managing for Excellence process

- Outcome-based metrics focusing on business value creation are established to measure performance from the perspective of each of the IT stakeholders to provide alignment

- Standard operational IT processes are agreed upon across the client's business operations

- Visibility of results is provided to all management levels

- Discretionary spend investments are managed at the senior executive level to ensure alignment with the business plan

In all we do, our goal is to build trusted partnerships, with a focus on business outcomes that help you meet the needs of your customers and citizens.

1. CGI Management Foundation

CGI Management Foundation is our repository of best-in-class IT knowledge and practices.

It is structured around well-defined principles, processes, methods, tools, metrics and dashboards that provide a high performing and cost-effective IT delivery supply chain aligned with clients' business values and business plan.

Contained in the Management Foundation is an overview of the full spectrum of services CGI offers to help clients become digital enterprises, including strategic IT and business consulting, systems integration, intellectual property, application and infrastructure services, and business process solutions.

4. Transformation roadmap

A comprehensive roadmap that identifies the activities and investments required to migrate from the current IT state to the targeted future IT state. In addition to the client-business-centric IT governance model and IT services metrics, the roadmap includes:

- CGI Executive presence and engagement
- Dedicated transformation leadership team
- High level of transparency and communication
- Business process alignment with IT, IT organization development and change management process
- Integrated "baked-in" security controls aligned with industry best practices

2. Client-business-centric IT governance

CGI's IT governance model provides clear delineation of accountabilities between the client's line of business, the IT strategic function and the IT execution function. It ensures seamless and effective integration of IT activities among the IT stakeholders. The client remains in control of its IT strategic and investment directions and decisions.

IT governance provides clarity around decision rights, fosters the achievement of business value for our clients, and offers adaptable pre-defined processes for the management of the IT services and effective reporting. It also avoids unnecessary or duplicated IT activities across IT stakeholders.

As a result, operational savings are delivered to the client, which helps fund the digital transformational roadmap.
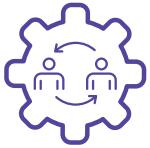
3. IT services metrics aligned with business values

CGI's approach consists of measuring the performance, quality and efficiency of IT services linked to the client's business values to be achieved from IT. In doing so, the IT future state services are tightly tied to business outcomes.

The associated measures, metrics and ratios are defined with the client at the beginning of the relationship.

Transformation roadmap

CGI Management Foundation

Client-business-centric IT governance

IT services metrics aligned with business values

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5 Innovation and continuous improvement

Innovation and continuous improvement processes are embedded in the governance of the relationship to drive recurring business value for both organizations. For example, under certain business parameters, a joint innovation program that is co-funded could be implemented.

CGI follows a practical and collaborative approach characterized by the following attributes:

- Client-centric with a focus on achieving client business goals
- Alignment of people, processes, technology and security towards our client's digital transformation plan
- Freeing up of capital through improved IT run costs, allowing re-investment into the digital transformation journey

6 Framework, processes and tools

CGI's Client Partnership Management Framework (CPMF) that includes proven processes and tools to deliver efficient, high quality and secure IT services, including IT governance, service planning, service management and support, and technology and application service delivery processes.

CPMF provides an end-to-end set of IT supply chain delivery processes that combine client and CGI experiences, as well as leverage industry best practices (e.g., ITIL®, SEI-CMMI, COBIT, ISO 9001, ISO 27002) and tools, such as agile development, DevOps, automation and robotics.

7 Global delivery

CGI's global network of delivery centers providing access to the right skills from the right location at the right time and for the right price.

One of the distinct characteristics CGI's global delivery model offers is our consistent approach of conducting all IT activities requiring face-to-face interactions on site with our client. This proximity approach ensures the client's requirements are fully covered and understood.

The model, through a set of work distribution levers, allows for continuous work adjustments providing a tailored solution that evolves with our client's business needs.

8 Managing for Excellence

CGI's Managing for Excellence process, which increases the visibility and transparency, as well as reinforces the accountability and ownership of IT services performance and results.

To maintain equilibrium among the IT stakeholders, CGI's Managing for Excellence process:

- Encourages teamwork and sharing of best practices
- Facilitates quick decision-making
- Contributes to continuous improvement in performance
- Monitors the execution of the transformation roadmap

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Innovation and continuous improvement

Framework, processes and tools

Global delivery

Managing for Excellence

8

> "Meeting market share goals and customer expectations requires accelerating the digital transformation of our business. At the same time, we want to optimize the return on our IT investments. As our future success relies more and more on technology, we require an outsourcing partner that meets our exceptionally stringent requirements. CGI has shown us its ability and credibility in such a strategic partnership."
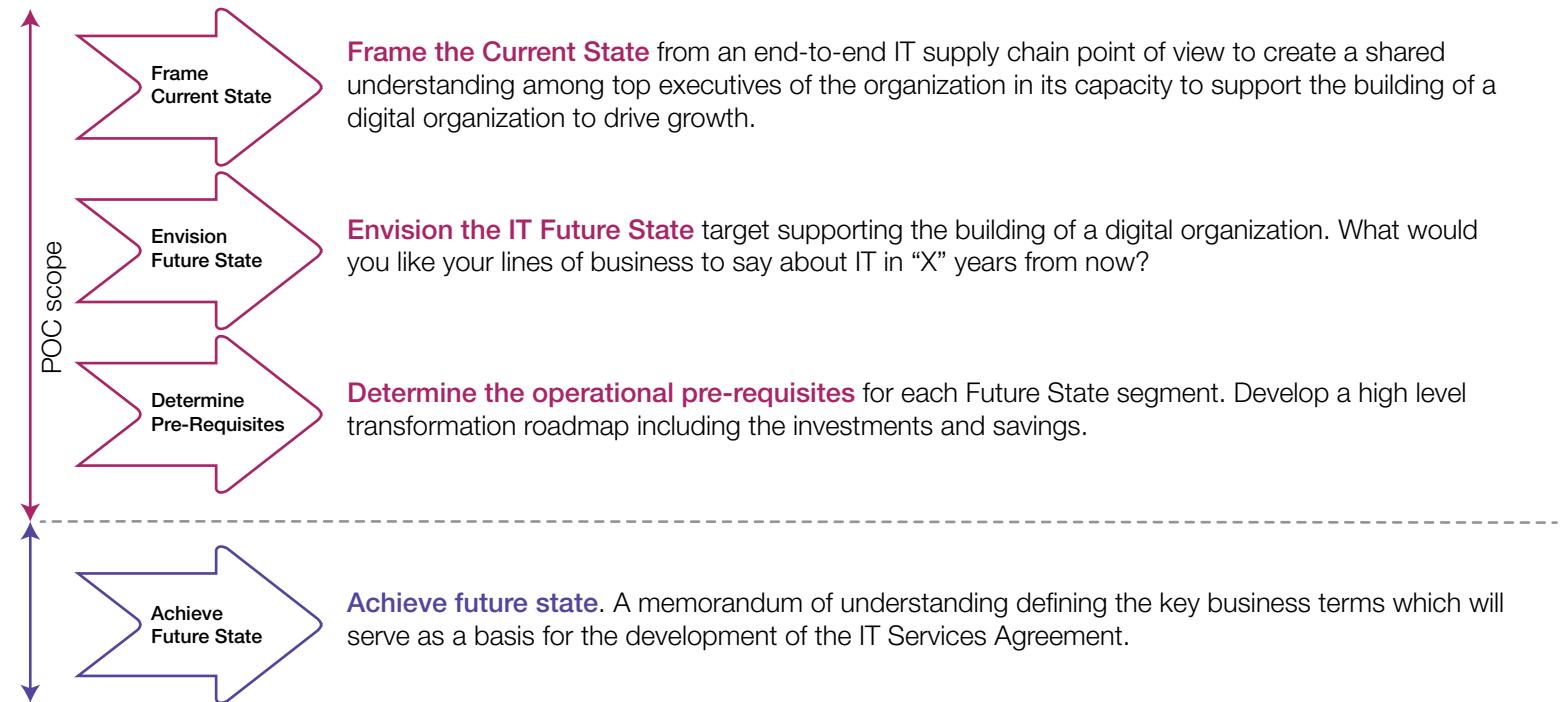
Mika Rajanen
CIO & CDO, Matkahuolto,
Helsinki, Finland

Let CGI demonstrate the business value our Managed IT & BPS solutions can provide

CGI's Managed IT & BPS solutions can be your accelerator in building your digital organization. It brings significance business value to your organization day 1. This business value will be demonstrated by performing a **Proof of Concept (POC)**.

The POC encompasses three steps:

POC scope

Frame Current State

Frame the Current State from an end-to-end IT supply chain point of view to create a shared understanding among top executives of the organization in its capacity to support the building of a digital organization to drive growth.

Envision Future State

Envision the IT Future State target supporting the building of a digital organization. What would you like your lines of business to say about IT in "X" years from now?

Determine Pre-Requisites

Determine the operational pre-requisites for each Future State segment. Develop a high level transformation roadmap including the investments and savings.

Achieve Future State

Achieve future state. A memorandum of understanding defining the key business terms which will serve as a basis for the development of the IT Services Agreement.
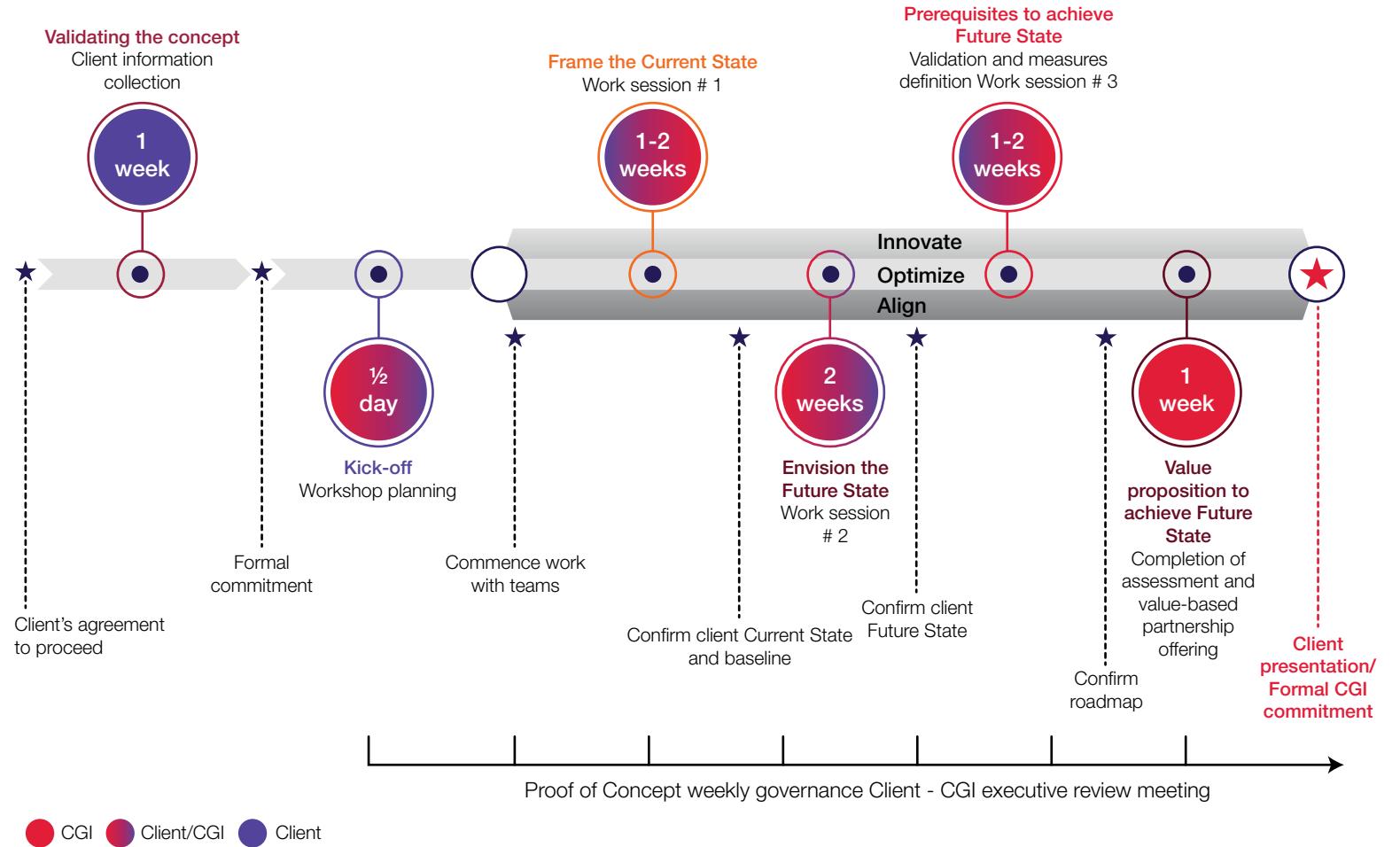
CGI's POC is generally a six to eight weeks exercise. Through this POC the client and CGI:

- Conduct a confidential process involving two or three client and CGI senior representatives with access to the client data

- Provide an evaluation and validation of the client's IT organization and alignment with its business value

- Engage in discussions regarding the Future State approach and transformation strategies and roadmap towards building a digital organization

- Present a value-based partnership offer and CGI's commitment to the client's executives including continued savings and investments

CGI's Proof of Concept (POC) is generally a six to eight week exercise

Validating the concept
Client information collection

1 week

Frame the Current State
Work session # 1

1-2 weeks

Prerequisites to achieve Future State
Validation and measures definition Work session # 3

1-2 weeks

Innovate
Optimize
Align

½ day

Kick-off
Workshop planning

2 weeks

Envision the Future State
Work session # 2

1 week

Value proposition to achieve Future State
Completion of assessment and value-based partnership offering

Client's agreement to proceed

Formal commitment

Commence work with teams

Confirm client Current State and baseline

Confirm client Future State

Confirm roadmap

Client presentation/ Formal CGI commitment

Proof of Concept weekly governance Client - CGI executive review meeting

● CGI   ● Client/CGI   ● Client

Why choose CGI?

As organizations and economies continue to experience unprecedented change, CGI is helping clients re-examine their business value chains and ecosystems **to accelerate digitization and achieve both cost savings and revenue growth.**

1 Comprehensive transformation roadmap for your digital journey

2 Significant savings available on day one and throughout the partnership term

3 Cost predictability, transparency and control

4 Innovation and continuous improvement processes embedded into governance

5 Embedded security and data privacy controls aligned with industry best practices

6 IT service metrics aligned with client business values using the CGI Managing for Excellence process

7 Framework process and tools, including robotics and automation, that improve service, project and productivity delivery

8 Best-fit global delivery model that leverages the critical mass of CGI to achieve optimal effectiveness

9 Access to IT professional resources along with knowledge protection value and stability

About CGI

Insights you can act on

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.

cgi.com