

The CGI logo consists of the letters 'CGI' in a bold, red, sans-serif font. It is positioned in the upper right quadrant of the page, below a thick red L-shaped graphic element that frames the top and right edges. The background of the entire page is a photograph of three business professionals in a modern office setting, sitting around a small table and engaged in a discussion. The office has large windows and a whiteboard. In the top left corner, there is a network diagram with several red and orange circles connected by thin grey lines.

Experience the commitment®

About CGI

Experience the commitment

At CGI, we are known as trusted advisers and innovators who deliver on our clients' largest and most complex projects. We are one of the few firms with the scale, reach and capabilities to help clients meet the ever-evolving digital expectations of their customers and citizens.



Our services and differentiators

Customer and citizen demand for new digital services continues to shape our clients' priorities and key initiatives for becoming digital. At the same time, technology no longer just enables change; it drives it. Given this, technology is moving from being a support function to being core to clients' business and operations.

Yet, as technology becomes more important, humans continue to be the key asset.

In the midst of these profound changes across industries, clients increasingly favour global, end-to-end services firms. They require trusted partners with deep industry and technology knowledge, and a proven ability to provide relevant advice while delivering quality and innovation anywhere in the world.

Our approach is what sets us apart



End-to-end services spanning high-end IT and business consulting to systems integration to intellectual property to IT and business process outsourcing services, positioning us to help clients define, integrate and operate their digital strategy and deliver enterprise-wide initiatives



The **CGI Management Foundation** contains common policies, principles, processes and frameworks to enable consistent, high-quality delivery wherever CGI operates across the globe, resulting in an outstanding track record of business outcomes — on time and on budget



Client-proximity operating model that places operations within metro markets where clients have concentrated footprints, giving us deep knowledge of our clients' businesses and enabling us to deliver innovative solutions proactively



Industry expertise at the local level where we establish operations by metro markets and by industry sectors, balancing local proximity with deep industry knowledge in each metro to best support our clients



Intellectual property built in collaboration with clients to support their mission-critical functions and to help them accelerate business value aligned to their digital strategy



Global network of onshore, nearshore and offshore delivery centres that supports client-proximity teams and provides the best mix of services configured to clients' needs and preferences

CGI at a glance

Founded	Revenue	Consultants	Clients	IP-based solutions
1976	CA\$11.5B	74,000	5,000	175
			benefitting from end-to-end services	servicing 30,000 clients

Going above and beyond to deliver value for our clients

Our clients are satisfied when we bring practical innovation that helps them create new business value. Proactive listening serves as a key step in delivering this value through innovative services and solutions.

Through our Client Satisfaction Assessment Program (CSAP), we meet in-person with clients to evaluate our performance and discuss further ways we can help. The CSAP assessments, which clients sign, represent a “report card” on CGI’s performance – one that demonstrates a commitment to continuous improvement.



Through CGI’s engagement management processes, we perform regular “health checks” to assess performance, identify risks and apply mitigations. This rigorous approach increases client satisfaction through pre-emptive and actionable risk management throughout the engagement life cycle.

The core of our business is people

Our 43 years of continuous growth is a testament to the confidence our clients place in us, the commitment of our members, and the sound business model and principles sustaining us from our founding in 1976.

Each year, our consultants cite that client satisfaction is the biggest driver of their own satisfaction. This is significant. As a people-led services firm, we collaborate to strengthen our clients and our company through hard work, innovative ideas and outstanding delivery.

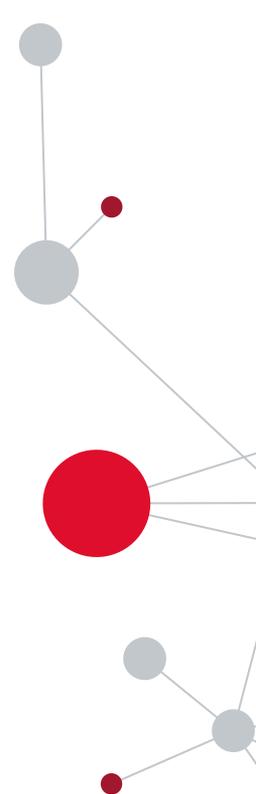
With CGI, clients have access to a team of agile learners with business acumen, industry knowledge and consultative skills.

Exceeding expectations through a culture of ownership and accountability

Eighty-three percent of CGI consultants are company owners, and we weave this ownership mentality into all aspects of our management approach. This is why we call CGI consultants “members.”

We give ownership access to all members through two programs: the Profit Participation Plan based on local results, and the Share Purchase Plan that matches members’ investment one for one in acquiring CGI shares.

Our members are empowered to make decisions in the best interests of our clients. With a footprint of metro-market offices located around the world and deep industry and technology expertise, we provide rich project experiences and innovative ideas to help our clients achieve their business outcomes.



Serving as clients' Local. Global. Partner.

Our global perspective enhances our deep local relationships.
Working side-by-side with clients, our dedicated experts provide practical innovation to create powerful results.

Local

Strengthened by our values-driven culture and management approach, we partner with clients through our local proximity model, working and living in the same communities. This model gives us a deep understanding of their businesses, helps us to build strong local relationships, and enables us to deliver innovative and highly relevant services and solutions.

Global

CGI supports the proximity model with a combination of global insights, capabilities and frameworks. Insights, developed through structured client conversations around the world, provide an international antenna to inform our clients on global strategies. Furthermore, our global consulting capabilities and best practices are shared through centres of excellence, enabling local teams to bring the best of CGI to our clients.

Partner

We work with clients to support their most strategic initiatives, providing consulting, solutions and services to enable our clients to meet their customers' and citizens' expectations. Our aim is to be our clients' partner and expert of choice.



ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers an end-to-end portfolio of capabilities, from IT and business consulting to systems integration, outsourcing services and intellectual property solutions.

CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises.

cgi-group.co.uk

2018-2019 Insights to Action Report

Information in this brochure is from **CGI's 2018-2019 Insights to Action report** which presents the global insights and perspectives we gain from listening to our clients, and showcases the innovative work we are doing to support them in becoming digital enterprises. Download the full report at cgi.com/insights-to-action



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