Tomorrow, today

Bright ideas, designed to prepare your business for tomorrow, today.

Welcome to tomorrow, today

Discover our services and solutions

To help you with the challenges and opportunities facing your markets, we've developed a suite of bright ideas.
Each one demonstrates how our innovations can help you achieve your business goals now, and in the future.

Use your IT budget to drive your business

You could be spending up to 80 per cent of your applications budget on maintenance. Reduce these costs by a third with our **Application Portfolio Management Framework (APMF).**

To remain competitive, businesses need to make room for new ways of working, while making best use of budgets. This means improving the efficiency of existing applications — reducing the cost of maintenance and making businesses more flexible.

Our APMF makes it easier for you to achieve your business goals, helping you to:

- Improve application quality and performance

- Cut the cost of managing and maintaining your applications

- Pursue new business opportunities with a flexible portfolio

We tackle the issue of ageing and redundant systems head on, helping you understand which of your business processes — and the applications that serve them — still have value. We then work with you to develop a comprehensive roadmap, guiding you toward a more manageable application portfolio.

IT failures cost organisations **£410,000 on average, and affect 776,000 people...**

...which could pay for **12 IT professionals** on an average salary, and **fill Wembley Stadium 8 ½ times**

Our Application Portfolio Management experts work with you to assess your applications and develop metrics to measure their performance against your business and technology objectives. We then recommend whether applications should be modernised, re-platformed, migrated, decommissioned, consolidated or replaced.

Working to optimise your application portfolio, we concentrate our APMF solution on identifying issues and improving performance.

Our Application Portfolio Management Framework (APMF) helps you to push your applications to their peak performance.

We'll identify your issues, using:	And then improve your application performance with:	This means you get:
Risk landscape assessments	Application metrics discovery	Reduced application maintenance costs
Business capabilities and value assessments	Application rationalisation	Increased business agility
Application estate discovery	Application transformation roadmaps	Optimised delivery of business services

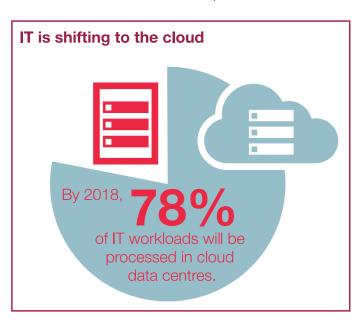# It's time to get a different view of the cloud

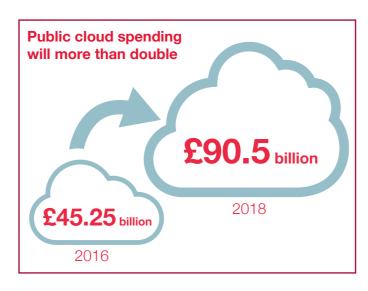# Get ready for a change in the water

There are now many types of cloud: public, private, hybrid, community and more. Adoption of cloud can be decentralised, often ad-hoc, with different departments using a multitude of offerings. So the end result is highly distributed and difficult to manage.

What is needed is a single pane of glass to give you a unified view of platforms, as well as full security, total control and ample flexibility.

CGI Unify360 is designed to help organisations seeking to move to the cloud with confidence, gain new approaches to optimise IT investments, speed time-to-market and increase competitiveness.

It provides the unified IT platform, consulting services, frameworks and practices needed to understand an organisation's entire IT portfolio, create cohesive strategies that align IT to business objectives — and maximise IT investments as a result.

IT is shifting to the cloud

By 2018, **78%** of IT workloads will be processed in cloud data centres.

Public cloud spending will more than double

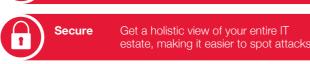**£90.5** billion
2018

£45.25 billion
2016

The solution supports provisioning, configuration, incident reporting, billing and workload management for both traditional IT and cloud-based solutions, while providing 100 per cent visibility into the spend, service availability and security postures of all elements in the hybrid IT universe.

Our unified approach to cloud management helps you to get the most from the cloud, securely.

CGI Unify360 and Cloud Brokerage services will help you:

Discover Establish an IT roadmap that aligns with your business objectives	**Manage** Operate, secure and govern all your IT from a single platform
Simplify Identify and include only the services and applications you need	**Maximise** Efficiently integrate legacy IT with the cloud
Transform Access expert guidance to transition workloads to the cloud	**Secure** Get a holistic view of your entire IT estate, making it easier to spot attacks

As of April 2017, non-household customers in England will be able to choose their retailer of water and wastewater services. Whether you are an existing water retailer, wholesaler or a potential new entrant, you need to be ready for this historic market change.

We are working with Market Operator Services Limited (MOSL) and have built the Central Market Operating System (CMOS). We therefore have the experience and expertise to help your business make the most of this market change.

With the successful opening of the Shadow Market Operation in October 2016 and the shadow market phase in full swing, it is now time to think of how to drive growth and succeed in this new and challenging market place.

Thriving in the new water market means driving excellence in customer service while keeping your cost-to-serve in check and delivering your competitive strategy.

Here is our roadmap to success:

- Build service excellence into everything that you do
- Integrate your operational process with other participants in the market
- Minimise your cost-to-serve

Three steps to successful transformation.

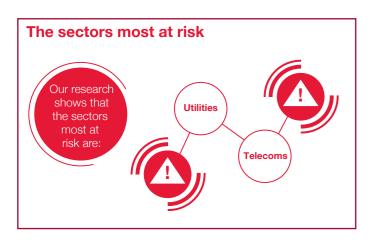| Service imperative	Operational Process Integration	Cost-to-serve
To retain customers (and acquire new ones), there is a strong requirement for you to maintain excellent customer service and create innovative offerings.	**Operational interaction** To be able to communicate effectively between retailers and wholesalers, you need to establish the necessary business processes and automated communication channels.	To survive and thrive in the market, it is vital for you to establish the lowest possible cost-to-serve.

Stay safe in a digital world

Following the high-profile cyber-security breach at TalkTalk, we carried out research to investigate how well-equipped boardroom business leaders are to deal with growing cyber threats.

We talked to 150 C-suite executives from the UK's largest organisations across banking, insurance, telecoms, retail and utilities. From this, we discovered that:

- More than a third of C-suite executives believe their organisation will suffer a cyber security breach in the next 12 months

- Eight out of ten boardrooms say they have increased scrutiny of their cyber defences since late 2015

- Less than half of UK boardrooms are confident in the cyber security advice they receive

The sectors most at risk

Our research shows that the sectors most at risk are:

Utilities

Telecoms

Now is the time to bolster your cyber defences and that is something we are ideally placed to help you with. **Cyber security** is part of everything we do — from audit and compliance to policy and architecture. Our services include consulting and training, integration and implementation, managed services and cyber insurance services.

Find out more about our research into how business leaders are dealing with cyber threats: **www.cgi-group.co.uk/cyberresearch**

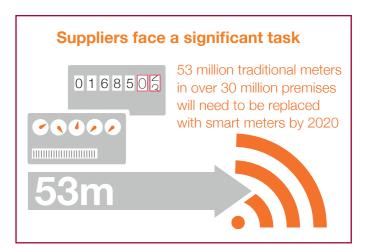## Seven actions you can take to mitigate your cyber risk.

Drawing on its experience in helping senior executives address the key governance and leadership issues around cyber threats, CGI's Cyber Security Services team have developed a set of actions that senior business leaders can use to focus their organisations on cyber risk readiness.

1 Appoint someone at board level to be responsible for cyber security with the authority and know-how to address the risks	**5** Get specialist expertise to advise and inform the board, whether from internal teams or external advisors
2 Include cyber security on every board agenda, reporting on: risk to the business, nature of sensitive data and mitigation progress as a minimum	**6** Set a programme of work to manage cyber risk, allowing a realistic time and budget
3 Treat cyber security as a company-wide business risk and assess as you would with other key business risks	**7** Encourage discussion about risk appetite, risk avoidance, risk mitigation and cyber security insurance
4 Ensure that the company understands the rapidly developing legal landscape that applies to cyber risk	

Get smart about meter roll-out

In autumn 2016, the Data Communications Company (DCC) went live, signalling the start of the Government **roll-out of 53 million smart meters** to more than 30 million domestic and small business premises.

Smart meters allow utilities organisations to tailor products and services to their customers while achieving significant operational efficiencies at the same time. But gaining access to smart metering data and functionality requires the correct security, integration, readiness testing and business assurance to be in place.

As the Data Service Provider (DSP) for the roll-out, we are at the heart of this transformation, providing the DCC data systems through which DCC users will communicate with smart meters. As a signatory to the Smart Energy Code (SEC), we have also created a range of products for DCC users to integrate with the DCC, implement smart business services, meet their SEC obligations and gain rapid access to smart meter data and functionality.

Suppliers face a significant task

0 1 6 8 5 0 6

53m

53 million traditional meters in over 30 million premises will need to be replaced with smart meters by 2020

Help your business succeed in the smart meter rollout.

1 Security
Meet your SEC security obligations through effective and secure key management

A black box product hides the complexity of secure connection to the DCC User Gateway, exposing a simplified internal interface to back office systems — **DCC Adapter**

2 Market entry
Rapidly complete market entry assurance to gain access to the DCC's end-to-end test environment where real business readiness testing can take place

A shrink-wrapped service for gaining SREPT and UEPT accreditation in a matter of days — **SREPT/UEPT Service**

3 Integration
Integrate the 115 Service Requests, 40 DCC Alerts and 91 Device Alerts with your back office processes and systems to create innovative smart business services

A flexible integration layer providing a set of high value DCC Business Services to back office systems — **Business Service Layer**

4 Market readiness
Achieve rapid market readiness, using standard smart functionality while retaining the ability to differentiate through innovative smart products and services

'Out-of-the-box' DCC Adapter/BSL configurations combined with SREPT/UEPT Service for rapid market entry — **DCC-in-a-box**
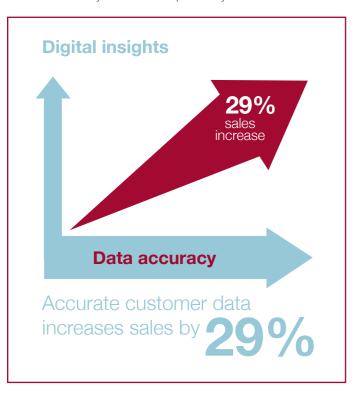
Be competitive in a digital world

Harness the power of Open Source software in your business

Business is going digital. From how you engage with customers, to how you drive growth and operate efficiently, transformation is vital to success.

The energy and utilities sector now faces unprecedented change. Competition from tech organisations, new regulations, and the volatility of oil and gas prices mean that the industry needs new pathways to success.

Telecoms companies also face growing competition from tech organisations offering innovative new products and services, making customer loyalty and share of customer spend a priority for the entire sector.

There are significant opportunities to adapt to the changes, overcome the challenges, and capitalise on the possibilities that the digital world brings.

Digital transformation makes digital technology an integral part of your business strategy and operations. Capitalising on these opportunities can be daunting, but we can help you find the right way forward.

Our roadmap to digital transformation will help you:

Increase profitability

Improve operational efficiency

Prioritise business imperatives

Optimise the use of assets, resources and workforces

Identify critical information for key decision making

Digital insights

29%
sales increase

Data accuracy

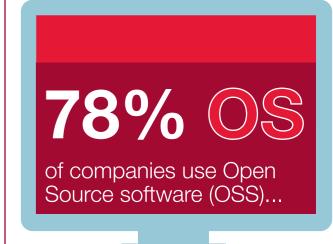Accurate customer data increases sales by **29%**

Over the last two decades, **Open Source** has matured to a point where it is now a dominant force in many domains. This includes server operating systems, commodity-embedded devices (such as wi-fi routers, smartphones and Smart TV), cloud computing, software-as-a-service and Big Data.

Open Source powers 1.4 billion Android mobile phones, and has provided the platform for the success of companies like Facebook, Google, Amazon and Uber (to name just a few). Plus, it has led to the development of disruptive technologies, such as the Bitcoin crypto-currency.

Open Source has also disrupted commercial software vendors, many of whom are now placing it at the heart of their business strategies. And this new landscape has grown around the value-sharing nature of Open Source — creating innovative software that can deliver secure, higher-value and often higher-quality solutions quickly, and frequently at lower financial cost.

Our in-depth industry knowledge, combined with the technological innovation and engineering excellence of the Open Digital Services Centre (ODSC) in Glasgow, provides clients with a unique and powerful capability. This can provide the benefits of start-up vision, innovation and energy, but with the full confidence of our reputation for delivery.

The dominant software choice

78% OS

of companies use Open Source software (OSS)...

...that has nearly doubled since 2010

Use your digital roadmap to drive success.

Digital customer
Extract optimum value from existing data, including a better understanding of customers

Digital employee
Optimise the use of the workforce, assets and resources via flexible working strategies and other initiatives

Digital insights
Management analytics and reporting to extract critical information and identify value gaps

Innovation
A digital strategy specific to your organisation, with strong future prospects

Internet of Things
Supply chain optimisation and new business models to target the Internet of Things and increase profitability

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Our Open Source solutions help you innovate and thrive, cost-effectively.

Increase independence
Reduce your dependence on software suppliers

Raise software quality
Benefit from greater reliability driven by collaborative, open development

Reduce costs
Lower your Total Cost of Ownership via the value-sharing nature of Open Source. Only pay for what you need

Improve ease of use
Work seamlessly across multiple platforms and devices, using open standards

Boost responsiveness
Achieve greater agility and increase innovation in your business

Grow your business
Use Open Source's unmatched scalability to achieve the right size of infrastructure at the right cost

Operate securely
Provide better cyber security through greater transparency

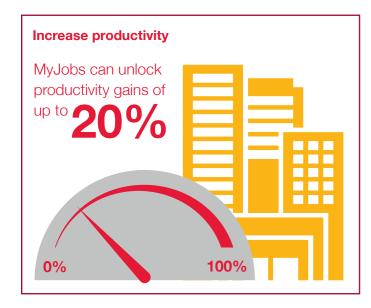# Harness the power of Mobile Apps in your business

Bring to life your virtual workforce

Driving productivity through mobility means more than handing field workers a device and letting them get on with it. You need the right **Mobile Apps** in place so that your people can get the job done as efficiently as possible.

Those working flexible hours or outside the office need to share data between their devices and your network. You can't have teams returning to the office after each task to log it as complete, before heading back out again to the next job.

Increase productivity

MyJobs can unlock productivity gains of up to **20%**

0%   100%

Mobile Apps streamline processes and improve performance by giving workforces access to all the information they need, wherever they are. This means that your employees' time can be used more efficiently, increasing productivity and, therefore, profit.

Our Mobile App, MyJobs, allows your field workers to access and share important data and files via their mobile devices. It also gives them the ability to send updates back to the office, and create new notifications on-site.

Plus, you can run MyJobs without specialist communications software, a dedicated message hub or additional licensing. And MyJobs uses standard Systems, Applications and Products (SAP) in data processing technology to provide you with:

- Platform-independent mobile software
- The ability to work in 'offline mode' to deliver SAP data through mobile devices
- The ability to capture updates and feed back to central servers
- An integrated GIS/Map capability
- A push function

Our MyJobs mobile solution helps you operate more efficiently to gain competitive advantage.

Data creation and assignment	Notifications	Signature capture
Data updates in the back-end system	Technical objects	Inventory
Timesheets	Measurements and counters	

Your digital transformation journey is an ideal opportunity for your employees to use digital skills to perform their roles to the best of their abilities, giving customers an outstanding experience.

Automate your manual, repetitive, rules-based work activity with Robotic Process Automation (RPA)

50% Reduction in salary costs   **26%** Increase in revenue per employee   **10%** Cut in enterprise operating costs

The first step on this path is automation. Before you invest in anything else, identify which processes can save you both time and money by developing your virtual workforce.

Workforce automation will be one of the biggest technology disruptors over the next decade. Using the right technology, you could automate more than half of your processes — giving you a competitive advantage by allowing your employees to work more productively.

Robotic Process Automation (RPA) gives you the ability to get the most from your digital employee experience. It reduces costs, improves accuracy,

maintains compliance, increases cyber security, and boosts employee and customer satisfaction — all while giving you access to a round-the-clock, instantly scalable, virtual workforce.

With RPA taking care of the tasks that don't require human intervention, your people are free to focus on work that offers greater value to your organisation, meaning you can enjoy improved flexibility, reduced costs, greater productivity and higher profits.

Our automation-as-a-service provides a simple way to take advantage of RPA. Taking care of everything, we deliver a full, end-to-end range of automation services — from building the business case to running the new virtual workforce.

Four stages to success.

1 Prepare
We carry out an automation-readiness check to identify the business functions that could work more productively

2 Automate
We work with your clients to identify the right vendors, engage stakeholders and optimise relevant processes

3 Embed
We monitor stakeholder feedback and performance data — carrying out any fine-tuning that needs to take place

4 Manage
We make sure you get the most out of automation technologies by pursuing opportunities for continuous improvement

Get active to make your assets fit for the future

As the future becomes harder to predict, you will find asset management (AM) and investment planning increasingly challenging. Now is the time to find a better way to do things.

CGI Active Asset Management (activeAM) is a new concept that allows you to track the impact of your AM plan in near real-time. By doing this, you can correct your course along the way, and ensure the outcomes of your plan are the ones you're expecting — even if you hit bumps along the road.

activeAM gives you an effective way to optimise your approach to AM and deliver outcomes that meet regulator/investor requirements by:

- Driving the right performance
- Creating a cost-effective solution
- Sitting within your risk tolerance
- Providing justification for actions

Utilities companies are investing in AM planning

During the current regulatory period, utilities companies will spend more than £70 billion delivering their asset management plans.

£70 billion

The six key areas you need to be able to track.

To get the best return on your investment, you have to know which assets to focus on and when. And, to really be in control, you need the ability to track both your work delivery progress and the impact of that work in near real-time, across six key areas.

User interface — Review, and run scenarios on, your current delivery plans and deploy changes in near real-time with our activeAM Exec Hub

Optimised asset integration — Create and manage asset plans that align with your organisation's promised outcomes, using our asset investment planning (AIP) tool

Service delivery — Deliver operational and service excellence through Intelligent Network Management analytics, with our operationalAM tools

Business criticality and asset management — Link your business outcomes to the impact of your assets with our criticality-and-risk-based methodology

Work delivery management — Build on your work management and scheduling systems to optimise your resources and deliver your AM plans, with modules from our asset and resource management (ARM) suite

Master data management and quality — Get the right insights and make the right decisions by accessing a single source of data, aligned across all data domains, and integrated into a single network model with our informedAM tools

Realising the value of energy flexibility

Energy flexibility gives you the ability to meet peak demand, adapt to huge changes in the electricity sector and create new opportunities for your business.

As renewables and low-carbon technologies become more available, the ways in which Britain produces and consumes energy are changing fundamentally.

Turning this transformation into business success involves finding, understanding and making use of new sources of flexibility — making you better able to respond to fluctuations in supply and demand created by the intermittent, inflexible nature of renewable generation.

These changes in the nature of the power system drive the need for new organisational capabilities, new business models, new collaborative commercial relationships and new systems that enable your business to operate.

While this is happening, you still face a need to deliver value to your customers and manage the risks of investing in new technology — and that is why energy flexibility can help.

Energy flexibility brings three key advantages to your business, letting you:

- Manage constraints
- Create new business opportunities
- Balance your system

At CGI, we are enabling energy wholesalers to create advantage from the seemingly ever-increasing volume of new regulations and market changes. We help network operators to implement smart grids, creating a reliable, economic, sustainable low-carbon energy infrastructure.

Industry leaders champion transformation.

Industry leaders believe the strategic significance of flexibility to their businesses will grow by 30% between 2016 and 2030.

30%

The industry has the opportunity to create advantage from new and growing sources of flexibility.

Demand side flexibility

Consumers take control of when they use power — using less at peak times, and more when there is excess supply. This balances the system and is cost-efficient for consumers.

ON

National Grid expects to rely on demand-side measures to balance the grid for "well over 50% of the time" by 2030.

Storage

When production is high, excess energy can be stored and saved for use at peak times.

Li
Lithium

Costs for the most common storage technology — lithium ion — have fallen by 93% since 1990.

Interconnection

Transmitted through interconnectors, energy is purchased from neighbouring markets at times of shortage, and sold to those markets in times of excess.

£3 million REDUCED

National Grid research indicates the net benefits of 8-9GW of interconnection could be as much as **£3 million per day** in reduced wholesale prices (thanks to the increased supply).

Ensure the integrity of your data

Embrace the digital workplace to enhance productivity

Data quality is an issue for every organisation — whether you are in the middle of a data-migration project or not.

Data is your most important asset. However, when you focus on managing the increasing quantity, dispersed nature and complexity of data, it is easy to forget about the quality. So, it is no surprise that, on average, a quarter of data is inaccurate.

Poor-quality data will harm your productivity, create risk and prevent compliance. And failure to address this issue can result in:

- Lost sales and business opportunities
- Loss of customers through poor service and dissatisfaction
- Prosecutions, fines and other regulatory and civil penalties resulting from compliance breaches

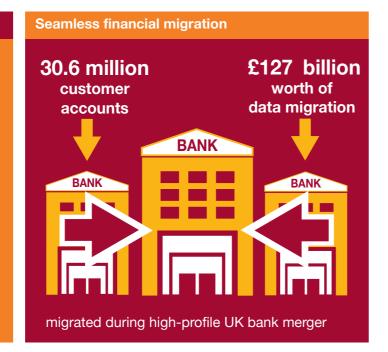Data-migration projects often drive the need to address data-quality issues. It is a difficult process to get right — it involves understanding the scope of the migration, understanding the data at a detailed level, engaging the right people, defining the transformation rules, proving your solution's end-to-end functionality and then implementing it.

Our **Data-Migration Framework** gives you a methodology that makes this whole process as simple as possible — minimising the disruption to your business.

The technology we use at work is increasingly influenced by the way we consume IT and, at both home and in the workplace, individuals and enterprises are attracted to the advantages this consumerisation presents.

However, providing the same kind of flexibility and new technologies for the end user in the enterprise is far more challenging than it is for the individual consumer. Security considerations, data migration and integration with other systems all complicate the transition to modern workplace IT.

Microsoft Office 365 has established itself as the go-to product for employee productivity, offering:

- Lower TCO
- Higher productivity
- Greater focus on strategic priorities
- Improved uptime

In response to this, we are developing an Office 365 Manage and Migration Service that will help you realise these benefits and improve the end-user experience in a safe and secure way.

Our proven Data-Migration Framework can ensure the integrity of your data.

CGI's platform is an established end-to-end data migration service that gives a structured approach to success. Our Data Quality and Data-Migration Framework will give you a wide range of best-fit solutions, which provide data migration that is specific to your needs — all with minimal disruption to business and the fastest exit. A data governance framework will provide you with an opportunity to keep your data right, as you move forward.

Supporting industry migration

More than **1 billion** rows of data migrated during **Big 6** energy supplier implementation

Seamless financial migration

30.6 million customer accounts

£127 billion worth of data migration

BANK
BANK · BANK

migrated during high-profile UK bank merger

Our Manage and Migration Service can help you realise the benefits of Office 365 in a secure and cost-effective way.

Our service takes on the management burden, freeing up your technical resources to concentrate on growing and improving your business.

Consult
We assess your requirements, design a solution and then develop a transition strategy

Migrate
We carry out a smooth and secure migration, including on premise systems, Exchange/SharePoint, AD federation deployment and SSO strategy

Deploy
We make sure everything is ready for implementation, including building and testing your Office 365 tenant
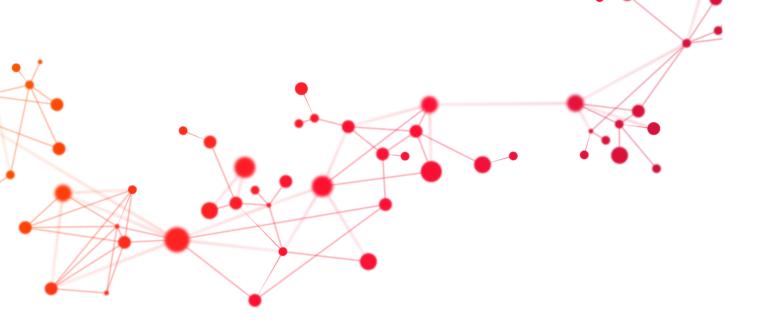
Sustain
We make sure you continue to get the most out of your employee productivity service, including service level and application management

CGI has brought modern, cloud-based working environments to more than 200,000 end-users in large scale environments across government, local public sector, health, education and commercial organisations around the world.

CGI

CGI is a global business with 68,000 professionals in 40 countries across the Americas, Asia-Pacific and Europe who provide end-to-end IT and business process services that facilitate the on-going evolution of our clients' businesses. Across the UK, we have around 6,000 members with specific industry knowledge and a broad range of client experience, making CGI a true local partner.

CGI is a pioneer of innovative technology in the utilities sector, with 3,000 consultants worldwide delivering solutions to our clients' most complex business challenges.

CGI has more than 30 years' experience in the telecommunications sector, working with leading Communication Service Providers across the US, Canada, Europe and Australia.

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