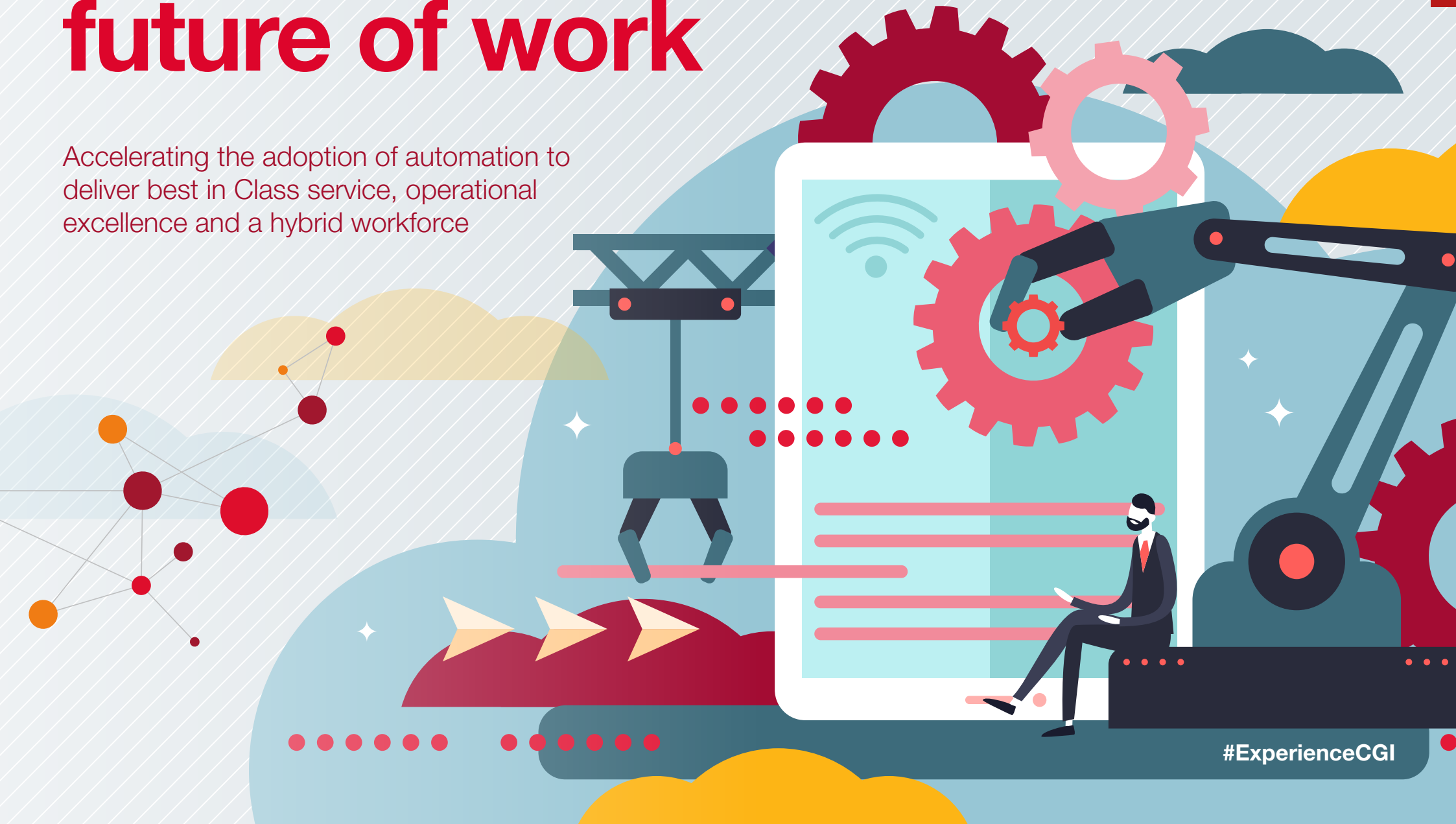


Preparing for the future of work

CGI

Accelerating the adoption of automation to deliver best in Class service, operational excellence and a hybrid workforce



#ExperienceCGI

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Future of Work overview

- ▶ As a constituent of **CGI's Intelligent Automation spectrum**, Robotic Process Automation has a **key role in enabling operational transformation** in the age of 'digital' and has positive impacts for people, process and technology
- ▶ Employees will be reskilled to undertake more rewarding and higher value work, existing processes will be re-engineered and new processes created to take advantage of digital assistance, and the **technology to replace or augment human activity** is wide-ranging
- ▶ CGI's clients are increasingly setting disruptive targets for service improvement rather than accepting incremental gains. For example, targeted **reduction in service delivery times from five weeks to five minutes**
- ▶ This scale of improvement cannot be achieved with incremental enhancements but instead **requires bold thinking which is applied 'end-to-end'** and focused on operational outcomes
- ▶ CGI combines established techniques for process improvement and digital transformation to deliver step changes in operational performance by **designing new operating models** created through the lens of Intelligent Automation
- ▶ Implementing a Touchless Service aims to remove staff interaction for execution of suitable business processes and achieve **'touchless service delivery'**. Touchless Service Design strives to automate an entire service from receipt of incoming demand through to completion of service request and compilation of management information. Business exceptions will be passed to staff where manual processing is desirable or automated activity is not cost effective
- ▶ The outcome of Touchless Service Design is a digital workforce that augments the capabilities of the human workforce resulting in increased productivity, quality and compliance, whilst also exceeding citizens' expectations and **improving staff morale and retention**
- ▶ As a leading provider of Intelligent Automation services and a pioneer of Touchless Service Design, **CGI is ready to advise and enable organisations** aiming to become the self-driving enterprise of the future.

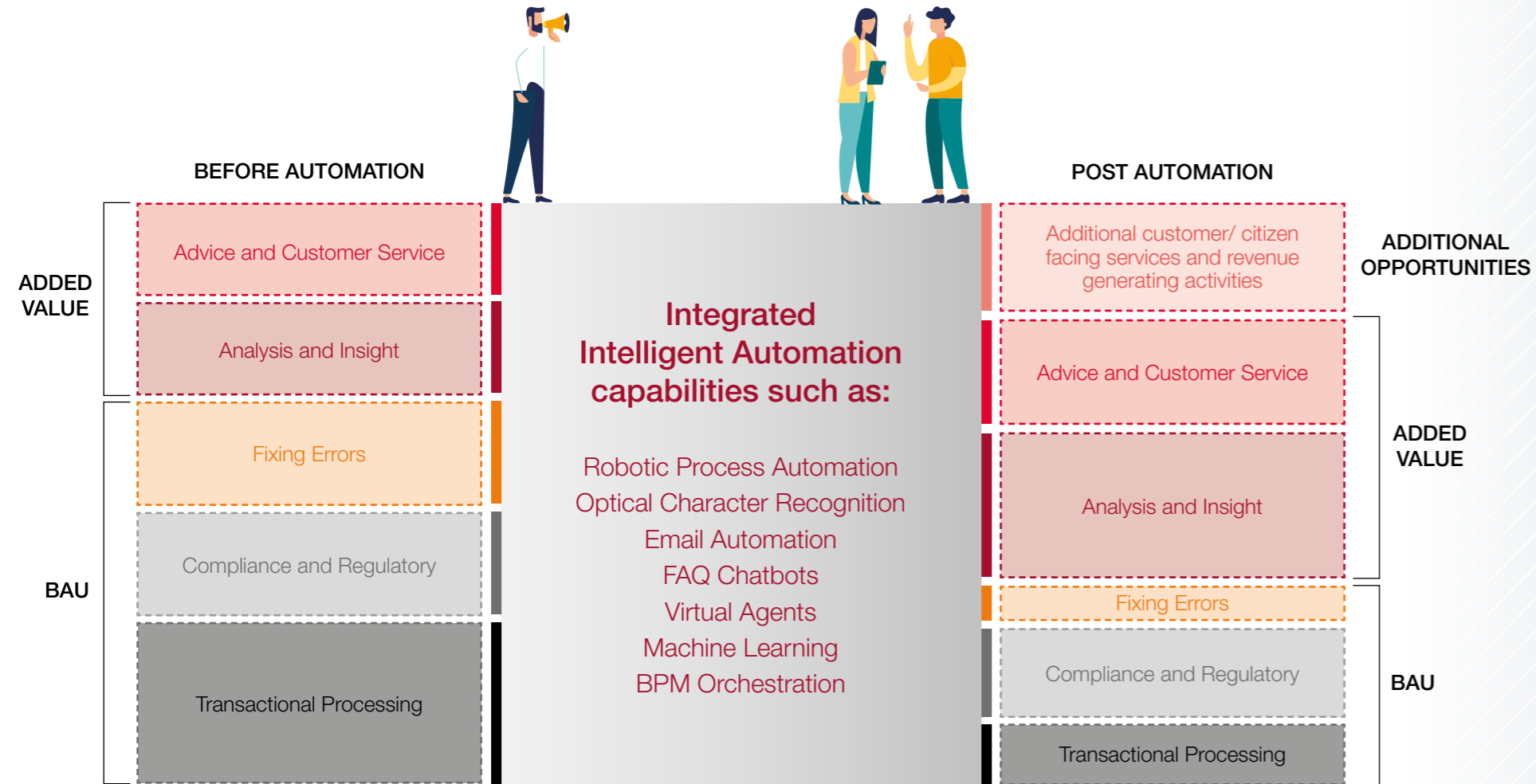
"To predict the future you have to create it"

Abraham Lincoln

"Education is our passport to the future, for tomorrow belongs to the people who prepare for it today"

Malcolm X

How Automation frees up staff for Higher Value Work



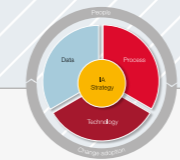
Business drivers

Addressing key priorities with intelligent automation

As shown in the CGI Global 1000 outlook, government and commercial organisations are faced with a common set of business challenges:

- ▶ **Becoming digital to meet customer expectations**
- ▶ **Regulatory demands causing capacity bottlenecks**
- ▶ **Imminent need for driving operational excellence**
- ▶ **Urgent need for legacy system modernisation**

Automation can contribute to digital transformation at all stages of what CGI calls “run, change and grow”: running legacy operations, driving change that supports new digital services and enhances the customer experience, and growing the business.



Our clients' top automation priorities

- ▶ Meet digital customer expectations
- ▶ Drive efficiency in legacy operations
- ▶ Enrich employee experience
- ▶ Respond rapidly to changing requirements
- ▶ Improve service quality
- ▶ Speed time to market
- ▶ Optimize workforce productivity
- ▶ Enable intelligent decisions through insightful data

Intelligent Automation in practice

Financial services

- Insurance claims and loan application processing are managed using automation solutions.
- Software robots are handling new account verification and data validation in banks.
- Chat bots are providing 24/7 advice.
- Automation is helping fraud analysis and investigations to spot and alert crime patterns.
- Securities and investments benefit from highly automated, algorithmic high-speed trading and using robo-advisors in client advice.

Retail and consumer services

- Inventory management supported by Kiva robots and an automated warehouse significantly improves packing and shipping efficiency.
- With increased use of self-checkout technology, employees are assigned to tasks that cannot be automated.
- Online inventory and product information are updated automatically.
- Web and email orders are imported into back-end systems without human intervention.

Manufacturing and consumer packaged goods

- Humanoid robots perform repetitive tasks and expand the automation airline assembly processes.
- Automation connects a consumer goods company's ERP and transport management systems to reduce transport and staff costs.
- Manufacturing firms generate bills of material automatically, saving time and effort.
- Cognitive technology is streamlining and improving supply chain management.

Communication

- Automated orchestration in infrastructure management platforms are automatically correlating and diagnosing incidents.

Professional Services

- For new hires with common FAQs, automation is used to cascade workload and free up management time.
- As the life of a client contract progresses, relevant changes in the regulatory landscape are brought to the contract manager's attention automatically.

Government

- Processes being automated include verification, population of forms and assignment of sub-contractors to jobs.
- Software robots are managing the integration of legacy systems with new systems.
- Community clouds are automating incident identification and resolution.
- Big data, contextual data and machine learning are making it easier to prevent crime and injury.

Energy and Utilities

- Utilities are using automated resource management to schedule work and increase completion rates for planned work.
- Meter reading validation automation alleviates human effort required for this task.
- Algorithms are predicting air conditioning required to cool servers to reduce energy costs in data centers.

Healthcare

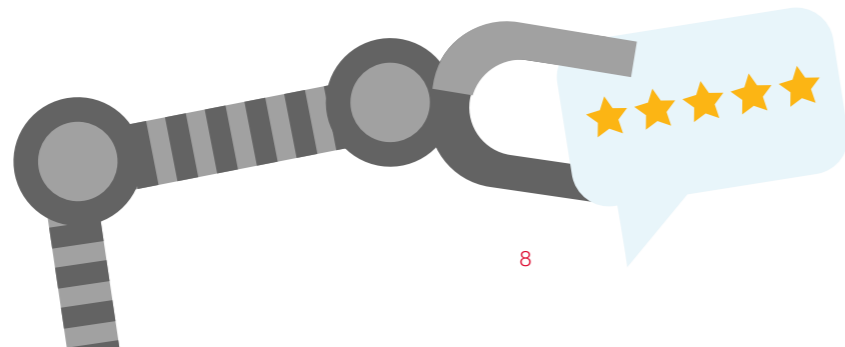
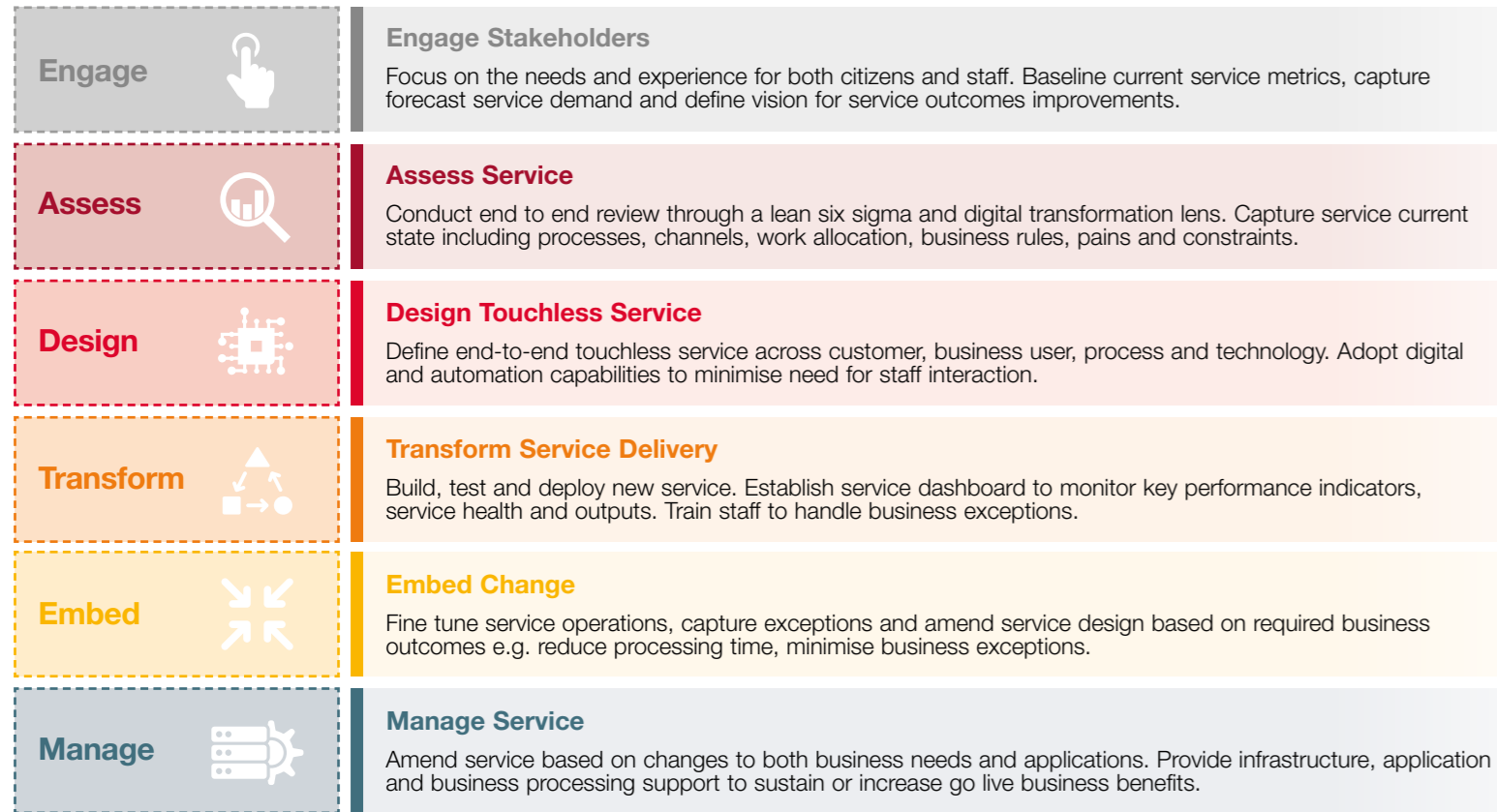
- Disparate systems are being integrated using robotic orchestration and algorithm-based decision making.
- Image-recognition algorithms are helping to detect and rectify diseases.
- Waiting room and ward chat bots are freeing up clinical staff to focus on more valuable tasks.
- Question-answering technologies are supporting clinician's decisions, informed by the entire body of medical literature.

Transport

- Toll collection increasingly is being automated, improving efficiency and reducing cost.
- Smart transportation systems rely heavily on the automation of ticketing, parking management and audience information systems that save time and money.



Touchless Service Design approach



CGI's Intelligent Automation services

Automating throughout the digital value chain

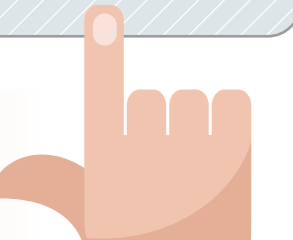
CGI provides clients with the right automation technologies for their business needs, making sure they can maximize them in the future by pursuing opportunities for continuous improvement. We use leading third-party tools for robotic, autonomic and cognitive process automation, machine learning and more.

CGI's Intelligent Automation Service Framework offers three-tiers of services, supporting wherever a client is on their intelligent automation journey.

Offering	Key Services	Value Proposition	
Consulting	<ul style="list-style-type: none"> Enterprise automation strategy & roadmap - from RPA to AI Intelligent Automation ideation & integrated solution design Technology evaluation & selection 	<ul style="list-style-type: none"> Automation benefits analysis & business case generation Business change management & workforce re-alignment 	<ul style="list-style-type: none"> Proven progressive IA delivery methodology Cross-industry benefits from 100s of automations Innovation labs Holistic approach to technology, process and people change
Managed Services	<ul style="list-style-type: none"> ERPA factory: automation development & management Flexible IA platform hosting & operation (including secure cloud & on demand) 	<ul style="list-style-type: none"> Integration of enhanced capabilities like chatbots, virtual advisors, AR/VR, advanced analytics, machine learning, AI, IoT 	<ul style="list-style-type: none"> Technology agnostit Flexible commercial models Proven RPA templates, factory approach & global delivery network Advanced automation/AI/IoT/analytics
Outsourcing	<ul style="list-style-type: none"> Automation and AI as an integral part of transformation Automation of IT ops in ITO & business processes in BPO 	<ul style="list-style-type: none"> Accelerated digital delivery and operations Annual IA/AI innovation plan 	<ul style="list-style-type: none"> Accelerated transformation with IA as a driver New, insight-driven, connected operating models Continuous innovation and experimentation Security that's 'designed in', not bolted on

CGI Point of View

- Think Big
IA Vision & Strategy
- Start Small
IA Proof of Value and Rapid Opportunity Discovery
- Scale Quickly
Implement Robotic Operating Model & Centre of Excellence



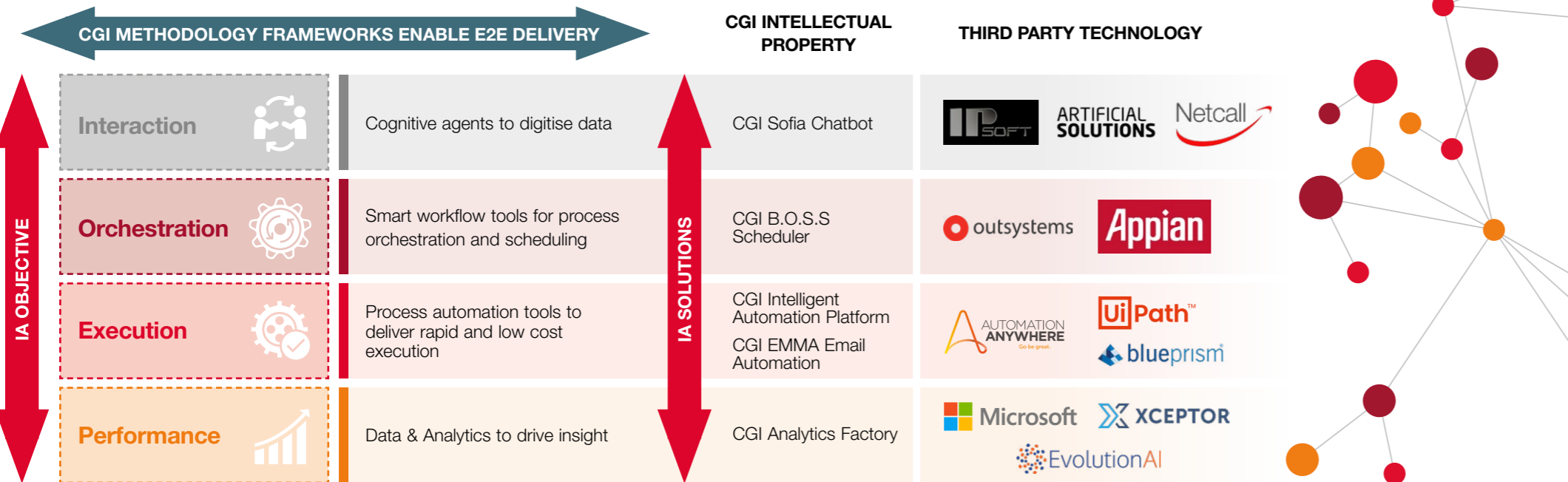
A Customisable Toolkit

CGI's intelligent automation services not only takes you through the end-to-end delivery methodologies, e.g. assessing your readiness, building a business case, designing automations, managing business change and running the solution. We also offer solutions across the full spectrum of process excellence requirements.

Our customisable toolkit allows clients to tailor the relevant delivery methodologies and solutions to drive a successful digital transformation programme within their enterprise environment. Choose from our extensive list below and speak to one of our specialists for more information on each available tool.



- Strategic Automation Readiness Assessment (SARA)
- Proof of value
- Rapid Discovery Assessment (e.g. Process Mining)
- Design & Delivery Factory at scale
- Virtual Workforce as a Service



Customer centric delivery - Enable & Empower

People are central to how the future of the workplace is going to look.

CGI's intelligent automation delivery approach focuses on driving digital change together with our clients, utilising the right balance of data, process and technology enhancements, directed by a well planned strategy roadmap.



- 1. Build the right foundations**
Our experienced consultants help you set measurable business objectives
Automation roadmap enabled by our 'Strategic Automation Readiness Assessment' framework
Establish a CoE strategy
Data Governance & management
Leverage actionable insights
- 2. To optimise your business critical processes**
We support you in solving your process problem at source
Process design and re-engineering
Critical process selection
Continuous improvement culture
- 3. Alongside our seasoned IT delivery & change management professionals**
Our world class team bring sector focused experience, delivering large scale change
Obtain the right sponsorship at the right time
Effective governance framework
Agile implementation where appropriate
- 4. With appropriate technologies of choice**
Key strategic technology partnerships whilst remaining vendor agnostic
Utilise full IA ecosystem for outcome driven solution
Champion vs challenger model
Integration with enterprise systems
- 5. In order to deliver your strategic business outcomes**
Realise and communicate business benefits:
Customer/Citizen experience
Employee experience & training
Operational improvements
Cost improvements

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 strategic IT and business consulting to systems integration, managed IT and business process 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

www.cgi-group.co.uk