

# CGI at a glance

## COMPANY PROFILE

### Key statistics

- Founded in 1976
- Revenue run rate of CDN\$3.8 billion
- Backlog of CDN\$12.03 billion
- Approximately 27,000 professionals
- More than 100 offices serving clients in 16 countries
- One of the largest independent IT and business process services companies
- NYSE: GIB — TSX: GIB.A

### End-to-end services

- Consulting
- Systems integration
- Management of IT and business functions
- 100+ proprietary business solutions

### Focused industry expertise

- Financial services
- Government and healthcare
- Telecommunications and utilities
- Manufacturing
- Retail and distribution

*Corporate statistics verified as of June 2008.*

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. With an 8.8 out of 10 satisfaction ranking in 2007 from CGI's ISO 9001:2000-certified client management process, CGI is committed to exceeding expectations and helping clients achieve superior performance.

### Our approach

At CGI, we understand it's how we deliver our services that make us a partner of choice. Our business approach offers clients the expertise and accountability they desire at the value they need.

- **Client-proximity model**—organizes operations around metro markets, allowing us to be deeply rooted within clients' business communities and accountable for project success
- **Industry expertise**—fuels our deep understanding of clients' realities to implement solutions that transform their business environments
- **Global delivery options**—combines onsite responsiveness through our local offices with the value of remote delivery through onshore, nearshore and offshore centers of excellence
- **Quality processes**—ISO 9001:2000-certified operations ensure highly satisfied relationships with clients, professionals and shareholders; and CMMI Levels 3 and 5-compliant global delivery centers provide agile, high-quality delivery

### Our services

CGI has a comprehensive portfolio of services that enable us to serve as clients' full-service provider in improving all facets of their operations. Key service areas include:

- **Systems integration and consulting**—strategic planning, design and implementation of business and technology solutions that solve clients' business challenges
- **Application management**—day-to-day maintenance and improvement of clients' business applications, helping reduce costs and ensure faster delivery of initiatives
- **Technology management**—full infrastructure management capabilities that adapt to clients' unique business requirements and priorities
- **Business process services**—management of back-office business processes to streamline operations and to reach new levels of effectiveness and productivity

### Our industry expertise

CGI offers its end-to-end services to a focused set of industries where we have deep expertise. This allows us to fully understand our clients' realities and to have the know-how and solutions needed to advance their business goals. Our targeted industries include:

- **Financial services**—helping clients increase competitiveness by evolving complex environments and systems to support more integrated, customer-focused operations
- **Government and healthcare**—assisting organizations in managing incremental change and undertaking large-scale, citizen-centric transformation
- **Telecommunications and utilities**—helping providers deliver new revenue streams while improving productivity and customer service
- **Manufacturing**—transforming clients' operations and supply chains for enhanced profitability and global competitiveness
- **Retail and distribution**—helping clients establish flexible and customer-centered operating models that build profitability and enhance loyalty

Our experience has led CGI to have partnered with the following:

- 45 of 50 top banks in the Americas and Europe, and 11 of the 15 largest global property and casualty insurers
- Hundreds of government agencies and healthcare organizations
- 7 of the 10 largest global telecom carriers
- Leading global manufacturers in aerospace, metals and mining, chemicals, and oil and gas
- Hundreds of retailers and multiple distribution segments and channels, including postal services, transportation and logistics, and wholesale distribution

### Our commitment

CGI's 30+ years of continuous growth is a testament to the confidence clients place in us and to the dedication of our professionals. At CGI, employees are called members because we feel a powerful sense of ownership and accountability. That's why an astounding 80 percent of us are CGI shareholders.

The result for our clients: We are the full-service provider with the global resources, industry expertise, stability and dedicated professionals needed to achieve results.

### REPRESENTATIVE CLIENTS

- Air Canada
- Allstate Insurance
- American Express
- AT&T
- Australian and New Zealand Bank (ANZ)
- AXA
- Bank of America
- Bell Canada
- BellSouth
- Blue Cross Blue Shield
- Bombardier
- Commonwealth of Virginia
- Desjardins
- Enbridge Petroleum
- Government of Canada
- Government of Quebec
- HSBC Holdings plc
- Hydro-Québec
- If Skadeförsäkring AB
- JPMorgan Chase & Co.
- Liberty Mutual
- Lloyds TSB Group Plc
- Los Angeles County
- Manulife Financial
- Merrill Lynch
- Michelin North America
- National Bank of Canada
- New York City
- Prudential Financial
- Rio Tinto Alcan
- Sprint PCS
- Telstra
- Toronto Dominion Bank
- U.S. Department of Health and Human Services
- U.S. Department of State