



...experience the commitment™



Leaders in ECM

CGI's ECM GOALS

- Plan strategies by carefully identifying goals and priorities
- Substantially reduce an organization's operating costs
- Optimize content creation processes
- Meet regulatory requirements, ensure business continuity and reduce the risk of litigation
- Manage content from the time of creation or aggregation

ECM: Enterprise Content Management is defined by the Association for Information and Image Management (AIIM) as, "The strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists."

A COMMITMENT TO ENTERPRISE CONTENT MANAGEMENT

CGI is a full IT and managed services provider with focused industry expertise and innovative service models that help clients achieve their business goals. As an industry-focused organization, CGI recognizes that enterprise content management (ECM) helps organizations gain significant competitive advantage, while streamlining operations to provide a better customer and employee experience.

IS ECM FOR YOU?

Are you aware if ECM is causing operational inefficiencies in your current business process? Do you feel like you have an abundance of information but no real strategy for effectively managing it? Are some of your business processes seemingly spinning out of control? Is your next-generation customer demanding information faster and more distributed than ever before? "I GET it now" products like iTunes, Amazon, and Video on Demand have altered the paradigm for succeeding in today's global market. Not to worry – An effective ECM strategy followed by an ECM roll-out can help even in the most traditional business environments.

WHAT IS ECM?

ECM is the process of converting off-line information like paper, microfilm or microfiche to computer images and managing all unstructured electronic content, such as documents, web pages, emails, or scanned images. Historically, CGI puts offline content at the fingertips of our clients and streamlines back office operations from months to weeks, or weeks to days. From placing 50 years of life insurance policy information online to scanning and capturing data on 40 million pages in a single year at the Virginia Department of Taxation, ECM is a core part of many of our client's operating business models.

CGI: A HISTORY OF SUCCESSFUL INNOVATION

CGI actively maintains one of largest dedicated ECM practices among the major consulting firms and has been helping clients store, share, and manage content for over 20 years across a variety of vertical industries including financial, government, healthcare, and insurance. Whether being recognized in *Business Solutions Magazine*, the *Honolulu Star Bulletin*, or receiving any number of awards, CGI is a renowned leader in ECM. CGI has unsurpassed experience with a range of products and technologies, specifically the IBM FileNet suite. Nominated for three IBM FileNet Innovation Awards in 2006, CGI continues to lead the industry in innovation and thought leadership.

CGI's OFFERING AND APPROACH

As a leading provider of enterprise content and business process services for over two decades, CGI has delivered hundreds of ECM initiatives and has strategic partnerships with leading ECM/BPM vendors such as IBM (Content Manager and FileNet), Open Text/Hummingbird, Hyland, EMC/Documentum, Vignette, Interwoven, and Microsoft.

Our ECM expertise includes content management, imaging, workflow, records management, Web content management, COLD, and email management. Through our local operating model, we adapt to each client's way of conducting business, serving as true on-the-ground partners who can fully address client business needs. CGI offers the following core services:

- **ECM strategy:** CGI helps organizations *design an overall approach to ECM* from software selection, to functional goals, to determining effective roll-out schedules.
- **ECM core functionality:** CGI works with clients to implement a full range of best-in-class *out-of-the-box* content management software packages to meet your business needs.
- **Implementation services:** CGI offers ECM *customization* services based on CGI and industry best practices tailored to ensure high customer satisfaction for ECM projects.
- **ECM program services** add value to *CGI solutions* such as Sovera® and Enterprise Originations® by applying CGI's world-class capabilities within a target market or area.

DETAILED ECM SERVICES

Consulting services: CGI offers numerous technology improvement options to our clients. Each alternative allows clients to speed delivery of services, enhance operations and optimize the flow of data through network and system infrastructures. Such ECM offerings include:

- *ECM solution architecting and infrastructure planning:* CGI has experienced architects in a range of products who can determine the best architecture and implementation blueprint.
- *Business process management:* CGI works with clients to thoroughly examine their business processes and identify management objectives for processes and technology improvements.
- *Integration solutions:* Plan, design, and implement custom storage and workflow ECM solutions that seamlessly integrate with enterprise applications like ERP, CRM and business intelligence.
- *Enterprise information portal (EIP) solutions:* CGI assists with the integration of portal products like BEA WebLogic and IBM WPS. Portal solutions simplify the user experience and improve productivity by pulling multiple components into a single, cohesive location.

Migration services: CGI provides migration services to newer ECM software versions (for example, migrating IBM FileNet Content Services to the P8 Content Manager Suite).

Support services: CGI customizes our support approach based on an organization's specific needs. These offerings include:

- *Software maintenance:* The CGI Support Center provides second line support for ECM software.
- *Onsite system administration support:* Various options exist for each client to tailor their level of administration services. With onsite options, CGI is available part-time or full-time to complete the client's system administration support activities.

BPO services: With experience in end-to-end IT and business processes, CGI offers IT management and business function outsourcing (e.g., call center services, capture process services). By capitalizing on such offerings, our clients can greatly reduce the cost and complexity of running these back-office operations. This provides our clients the ability to put a greater focus on the core business of their organizations.

COMPANY PROFILE

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in our clients' challenges and delivering quality services to address them.

As a leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ offices worldwide, giving us the competitive advantage of close proximity to our clients. Through these offices, CGI offers local partnerships and a balanced blend of global delivery options—including onshore, nearshore and offshore expertise—to ensure clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve superior performance.

MORE INFORMATION

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