



Security-driven. Customer-centric. Cost-efficient.

Working across the retail banking, corporate and transaction banking, and capital markets sectors, CGI's **12,000 banking consultants help 500+ financial institutions worldwide** drive security, customer-centricity and cost-efficiency across the enterprise. We serve 15 of the top 20 banks globally, including the top 10 European banks and 9 of the top 10 U.S. banks.

Client insights. CGI action.

In 2019, we met face-to-face with 255 banking executives to learn about their top trends, priorities and challenges.

What we heard from clients

Industry trends: Protecting customer data and addressing mounting and changing regulatory / security standards

Business priorities: Improving the customer experience to increase loyalty and drive revenue

IT priorities: Digitizing business processes to improve the end-to-end customer experience and reduce operational costs

How we partner to help them succeed

Delivering advanced capabilities to protect the bank and address regulation and industry-wide initiatives, including open banking and real-time payments

Digitizing core bank functions and processes to enable a seamless customer journey that aligns with evolving demands and generates revenue growth

Modernizing / managing core systems via emerging technologies and end-to-end services for customer centricity and operational excellence

Protecting the bank and supporting the move to open banking and real-time payments

Banks seek an end-to-end approach to protect their businesses and customers amid evolving security threats. CGI's holistic Protect the Bank consulting services and solutions framework delivers a command and control center (CGI Case Manager), anti-financial crime platform (CGI HotScan360), data analytics and cybersecurity. Additionally, we help banks comply with open banking regulations (e.g., PSD2) and real-time payment initiatives (e.g., SEPA Instant Credit Transfer) through solutions such as CGI Open Finance and CGI All Payments. We also provide a foundation for new bank overlay services, such as request-to-pay, and new revenue streams.

We back our protection, open banking and real-time payment solutions with the full range of consulting services banks need, from consulting to IT modernization to managing IT and business processes.

"We're delighted to be partnering with CGI on the development of Ordo. With CGI's knowledge and expertise in modernising payments systems, we're confident we can deliver a service which significantly improves the financial lives and well-being of people and businesses. We're thrilled to be working with a company which shares this vision also."

Craig Tillotson
CEO and co-founder of **Ordo**,
London, United Kingdom

"Implementing APS [the CGI All Payments solution] will significantly contribute to our payments modernization program and will help us make a positive impact on our customers and partners. The technologies we are implementing deliver the scalability to support future growth and the flexibility to adopt future payments innovations."

David Bergeron
Senior Manager, Major Projects, Treasury and Payments Solutions, **National Bank of Canada**,
Montréal, Canada



Recognition for CGI's leading trade platform
CGI received the Leader in Trade Award for Best Trade Finance Software Provider from Globe Trade Review in May 2019.

Digitizing core functions to ensure an end-to-end digital customer journey

We help banks digitize their front and back offices to drive customer centricity across key functions such as payments (CGI Payments360), trade finance (CGI Trade360), wealth management (CGI Wealth360), and collections (CGI Collections360), delivering not only innovative IP but also a full range of consulting services—from consulting to systems integration to managed IT and business process services.

This year, we were awarded \$24 million in contracts from Canadian credit unions to transform their operations through solutions such as CGI's RFS360, a SaaS "bank-in-a-box" solution, and started implementation of a global trade platform for **HSBC**, one of the largest banking and financial services institutions in the world. Nordic-based payment service provider **Nets** also selected us to provide digital employee services, and we teamed up with **Metro Bank**, a retail bank headquartered in the UK, to implement our cloud collections platform.

"In our comprehensive formal review of banking system options available in the market today, our clear choice was CGI and the RFS360 banking solution. CGI is a trusted partner and we rely on its experience and expertise to help strengthen and grow our businesses."

Allison Kasper
Chair of the Credit Union Services Association (CUSA) Board, and Senior Vice-President of Business and Social Impact, **Copperfin Credit Union**,
Kenora, Canada

Modernizing core systems to drive customer centricity and operational excellence

Today's new era of banking exceeds the capabilities of traditional IT systems. CGI provides the end-to-end services and solutions banks need to respond in an agile way to fast-evolving customer and business demands.

For example, **League Data**, a provider of information technology services to the Atlantic Credit Union System, extended its long-term IT infrastructure, applications and service desk contract with CGI until 2023. French bank and long-time client **La Banque Postale** also turned to CGI for support in building a comprehensive omni-channel banking model.

"CGI has a strong track record of delivering managed services, as well as successfully delivering large and complex projects. We look forward to continuing to work with CGI to deliver the products and services credit union members are seeking in today's market."

Ian MacNeil
CEO, **League Data**,
Halifax, Canada



"We are excited to collaborate with CGI on this strategic effort to build an omni-channel bank for the future. We look forward to not only significantly improving the customer experience through new products, services and channels, but driving new revenue streams. With CGI, we benefit from end-to-end business and IT services, close proximity, demonstrated operational excellence, industry expertise and transformational consulting expertise. CGI has proven to be a valued collaborator throughout our 15-year relationship."

Philippe Cuvelier
Chief Information Officer,
La Banque Postale,
Paris, France