CGI IT Czech Republic and LibertyAces join forces to pursue new business opportunities in order to help their partners to thrive with a head start

From customer experience management via customer care to data integration in a bank, the partnership provides both companies with a wide portfolio of opportunities to deliver real-time data processing solutions for their clients.

Prague, May 20, 2020 - CGI IT Czech Republic has partnered with LibertyAces, and their real-time data processing product BitSwan, to establish business cases for CGI's various clients, such as telecommunication operators or a bank. The partnership continuously provides new business cases in order to enhance clients' customer experience management, customer care and data integration.

As telecommunication operators and banks gather more customers and their technologies gather more data, it becomes more complex to keep an overview and to react swiftly to customers' problems. That is where real-time data processing platform BitSwan comes in. By analysing data in real-time, it discovers the previously unseen patterns, detects anomalies and reacts to emerging findings immediately, capturing the full value of the data.

CGI IT Czech Republic decided to act on the industry's pitfalls to solve the previously unseen problems and continuously create new business cases at the same time. On one side, the partnership provides telecom operators with an excellent customer experience based on real-time data processing, thus delivers significant savings in customer care and network operations, and therefore provides a unique view on each customer's experience. On the other side, it helps clients adopt emerging technologies — such as advanced analytics, artificial intelligence, augmented reality, RPA, blockchain, digital twin, IoT and more—to drive new business models, services and products, reinvent customer touchpoints and address increasing cyber threats and regulatory demands.

Simply, CGI agile experts help clients gauge their agile readiness and maturity and develop comprehensive and innovative agile transformation strategies and roadmaps with an end-to-end approach. They develop and deliver tailored training programs in Lean, Scrum and Kanban. CGI also provides clients' agile teams with ongoing coaching and support and augment their teams with our experienced and certified agile practitioners. The partnership of CGI with LibertyAces thus creates an exclusive opportunity for CGI clients to create unique solutions, to innovate and to further advance their business based on newly emerging technologies and real-time data processing.

O2 Czech Republic, a market leader in the telecommunications industry, already decided to improve their customer experience management system, part of network operation centre, and chose CGI and BitSwan to implement a real-time data analysis platform to tackle the challenging pace of adaptation to increasing complexity of rising technologies.

*"For the first time and thanks to the great work of CGI Czech Republic and LibertyAces we have a platform where we can see every bit of information on performance of our services and underlying technologies, what our customers are doing and how they are consuming the service and digital content. Revolutionary step forward in customer support." - **Jan Hruška, O2 CZ CTO***

*"Access to accurate data is a critical challenge for all communication network operators. Working in agile way together with LibertyAces and O2, we created the solution to tackle this challenge. At CGI we are focused on helping our clients make the most of their data to drive results." - **David Vajsar, CGI Vicepresident for Telecommunication and Space sector.***

About CGI

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world. With 78,000 consultants and other professionals 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 that helps clients digitally transform their organizations and accelerate results. With Fiscal 2019 reported revenue of C$12.1 billion, CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB). Learn more at cgi.com.

About LibertyAces

LibertyAces is a Czech-British startup that has developed BitSwan – a real-time data processing platform. By detecting data in real-time, BitSwan discovers the previously unseen patterns, detects anomalies and reacts to emerging findings immediately, capturing the full value of the data. Visit libertyaces.com to read more about BitSwan's solutions and features.

Further information

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