

Service Management

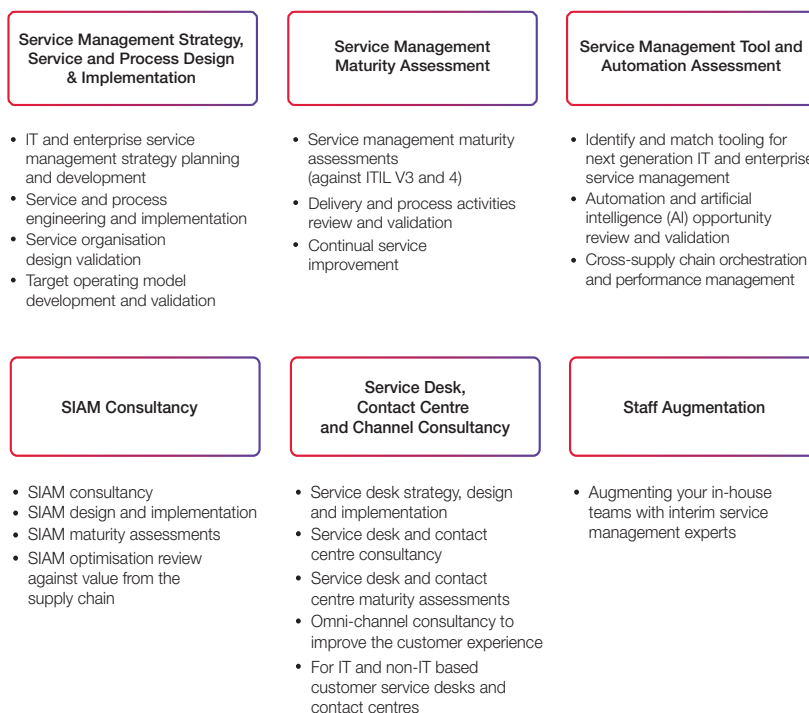


Transforming IT services with effective service management and strategy accelerators that unlock the roadmap for optimised service delivery.

Our service advisors will help you to leverage your IT with multi-speed DevOps, Agile and enterprise delivery practices, whilst organising the range of suppliers which underpin today's disaggregated ecosystems.

The CGI approach

Our advisors will work with you to review and understand the maturity of your service delivery practices, providing advisory services to target specific issues, and embedding skilled practitioners to supplement your in-house team as part of the service delivery strategy.



Why choose CGI?

Our experience

CGI's service centre was the first in the world to achieve a 5 star accreditation from the Service Desk Institute. From this award-winning centre, our 700 analysts operate ITSM processes for over 200 clients, handling 2.7 million contacts, managing 60,000 changes and proactively addressing over 1000 problems each year. We operate mature, standardised processes across all of our services.

Our expertise

Experienced advisors conduct all of our service activities with direct access to subject matter experts, including:

- IT and enterprise service specialists
- Service architects
- SIAM subject matter experts
- ITSM process experts
- Service centre and service desk operations managers
- IT and enterprise tooling architects

Using our vast knowledge and expertise in IT service management, we will examine your current strengths, identify development opportunities and define the future for your service delivery. Our approach begins with accurate assessments that identify gaps to address, then implementing remedial actions to achieve your desired business goals.

The benefits

Improved efficiency: We use service management best practices across all IT services to identify opportunities which maximise the efficiency of all resources. We provide expertise to plan, implement and measure continual service improvements (CSI) ensuring this becomes a critical component of the service life cycle. This ensures ongoing efficiency gains as service functions are continually optimised over time.

Reduced operational costs: We specialise in investigating operational activities, finding opportunities to reduce, defer or avoid cost. We examine opportunities for self-service, intelligent automation (IA), robotic process automation (RPA) and artificial intelligence (AI) to reduce manual, repetitive, low risk and unnecessary workloads. This approach frees up your staff to focus on activities with greater impact and higher value business outcomes.

Increased self-service productivity and user satisfaction: We will assist you in applying best practices and using technology to drive improvements in self-service productivity. We will help you identify the right self-service model appropriate to your business strategy. Your users will be empowered to log incidents and service requests 24/7/365, and can access a range of other IT services, leading to reduced ticket resolution costs and improved satisfaction.

Cost saving and efficiencies using IA, RPA and AI: We will help you review your current processes and tooling options, seeking opportunities to implement automation and AI. We will help you harness the latest technology to deliver sustainable, streamlined and efficient automated processes and services, saving time, money and improving user satisfaction.

Modernised IT service management practices: By optimising service management strategies and practices to reflect your portfolio of traditional and cloud services, we can release untapped capacity and eliminate unnecessary work whilst improving control. Adopting the right service management approach for each service needs a top-down review of the portfolio, including the operational and collaborative management practices that underpin it. We will help you adapt to today's disaggregated supply chains and ready yourself for the future.

“Speak to CGI’s service advisors about how they can help your organisation realise the full potential of IT service management.”

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Learn more at www.cgi.com/uk

For more information
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