Program Office Financials

CGI

Program offices have special financial management needs that go beyond the core functions of a department level financial management system.

Localized financial management needs in a large department

Federal Agencies are large enterprises that manage diverse programs and operations. Enterprise finance organizations often need to balance large-scale federal initiatives and other competing priorities with the program needs of their customers. Even with the most customer-centric approach, competing priorities can lead to a financial management system that does not provide functions required by program offices, resulting in the use of ad hoc tools and processes to fill functionality gaps, save time, manage workflows and document decisions. At one department, offices developed manual procedures over time to meet budget execution and vouchering needs.

A lower level budget

A program office within a large department needed to budget and track spending at a lower level than the enterprise configuration. The enterprise distributed a large allotment to the program and the program office managed the funding using a system of spreadsheets, email approvals, and other tools. The resulting processes were difficult to manage, audit, or update. There was also no ability to report on the data, let alone gain meaningful insights.

Vouchering shared service

Within the department there was also a need to better manage vouchering processes handled by a geographically distributed team of voucher examiners. Manual processes for uploading data and assigning work resulted in inefficiencies and limited the ability to scale this shared service.

CGI CustomerAdvance™

CustomerAdvance links tailorable, prebuilt applications to improve functionality, business processes and security. It works equally well for small tasks such as a simple form, or a more complex challenge like a scheduling workflow with many components. Specifically designed to address federal agency needs, the solution delivers modernized operations on a single platform with interoperability, auditability and unified data.
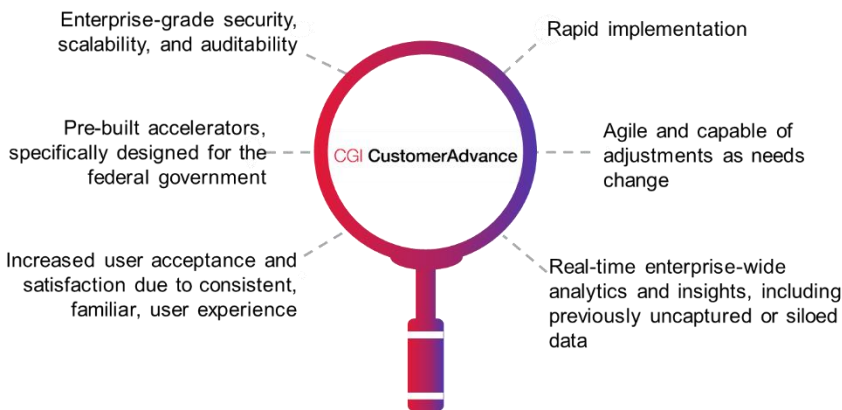
CGI CustomerAdvance

An enterprise solution meeting office-level needs

With CustomerAdvance™ the department is able to meet the program office budget needs as well as its vouchering requirements with a single platform. Using budget information from the financial management system, a CustomerAdvance application allows the program office to create lower level budgets, approve purchases based on those lower level budgets, and gain insight into their budget and spending at the level of detail they need. Another CustomerAdvance application automates workload assignment and tracks vouchers through submission, approval, and payment. It provides financial support centers control of and visibility into the voucher process through analytics and dashboards, allowing them to manage regional back office operations.

By being on an enterprise level platform, the department is assured that the CustomerAdvance applications are secure, auditable, and interoperable. By using a modern platform integrated with the financial management system, the program offices can report on up-to-date data across the CustomerAdvance applications and financial management system, and can have functionality tailored to their needs with a consistent user experience developed and updated in a rapid, agile manner.

01 DISCOVER — Review current processes, business requirements, and desired outcomes.

02 PLAN — Select CGI CustomerAdvance components.

03 TAILOR & DEPLOY — Tailor components and integrate with existing systems as needed; deploy the solution.

04 REALIZE BENEFITS — Improved processes, auditability, and reporting capabilities for agency staff and citizens.

Meeting federal agency needs with CGI CustomerAdvance

- Enterprise-grade security, scalability, and auditability
- Rapid implementation
- Pre-built accelerators, specifically designed for the federal government
- Agile and capable of adjustments as needs change
- Increased user acceptance and satisfaction due to consistent, familiar, user experience
- Real-time enterprise-wide analytics and insights, including previously uncaptured or siloed data

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.

Nearly 7,000 of our experts help the U.S. federal government achieve comprehensive, scalable and sustainable IT and business goals. We enable our clients to execute digital transformation, build the federal workforce of the future, achieve operational excellence, enhance citizen engagement and protect America's assets. As the federal government faces unprecedented challenges, we remain committed to enabling its success, using our deep understanding of clients' goals and mission-essential needs to provide consultative insights and develop solutions for maximum results.

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