

Delivering innovative
web, mobile and
IoT applications
from our centre
of excellence

CGI



Challenges

1

Limited time and budget

to deliver cost effective solutions with low cost development cycles

2

Requirement for bespoke solutions

that are flexible, scalable and provide a high-quality user interface that cannot be fulfilled by commercial off-the-shelf products or services

3

Hesitancy towards new technology

impacting engagement amongst customers, staff and clients

4

Limited specialist knowledge

of appropriate web and mobile technologies to provide a competitive advantage and enhanced user experience

5

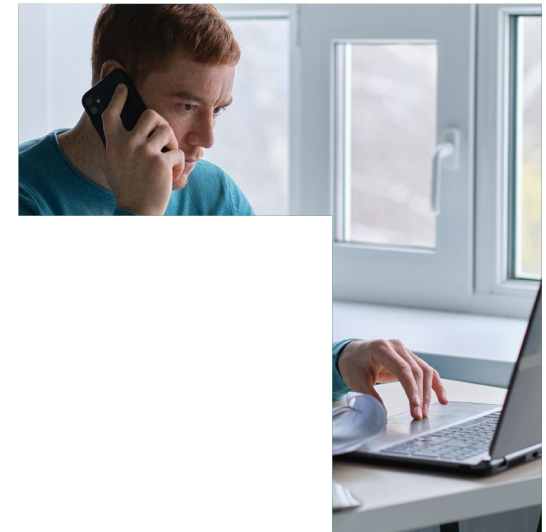
Development of rapid prototypes needed within short time frames

to verify a concept and demonstrate feasibility

6

Complex integration

between mobile and web solutions with other systems and processes within an organisation



Our centre of excellence offers



Consultancy

Proposals/bids
Advisory services
System analysis & design
Research & prototyping
UX & wire framing
Agile / waterfall approaches



Bespoke web development

Web solutions
Responsive urls
IoT
RESTful APIs (build & integration)
Support
Embedded programs



Supported technologies for web and backend

| | | |
|------------------|------------------|-------------|
| rest api | git | devops |
| c# | asp.net core | html |
| bootstrap | azure ad | jquery |
| swagger | sql server | azure cloud |
| asp.net identity | entity framework | sass |



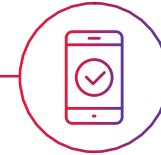
Native apps

iOS & Android
Smartphones / tablets
Native features
Backend integration
Multi operating system version support



Testing

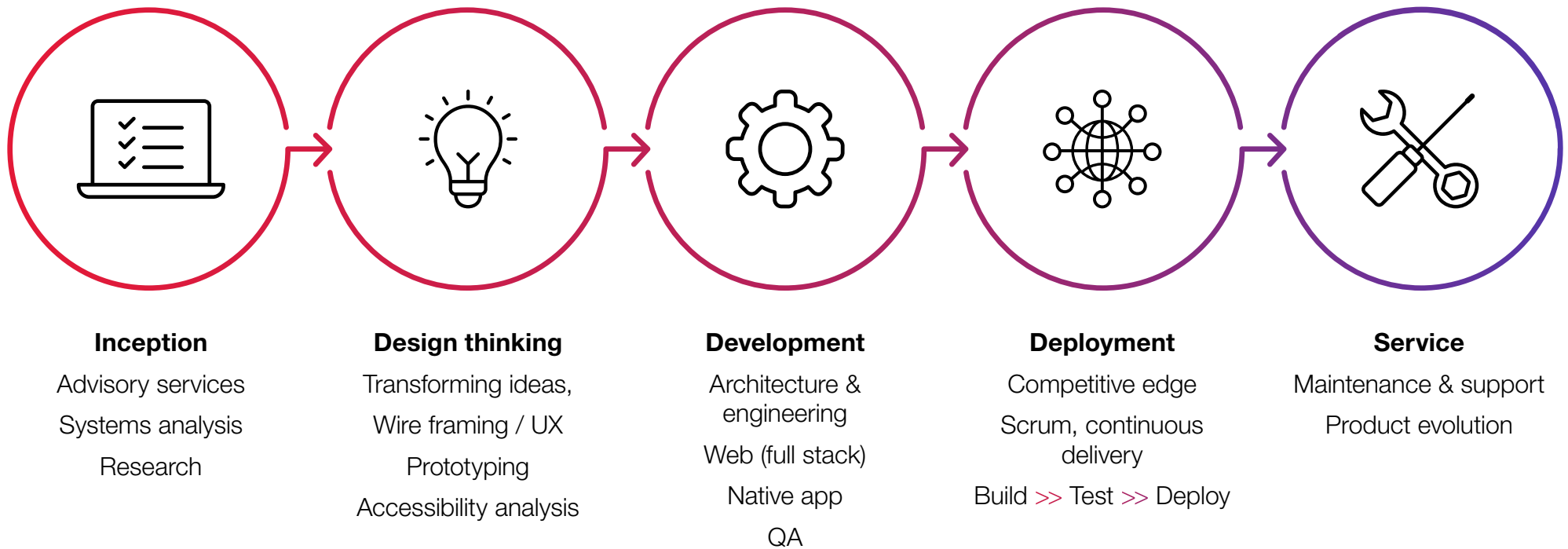
End-to-end
Test plans
Exploration
Cross browser
Multi OS & multi device



Supported technologies for mobile apps

| | |
|-------------|----------|
| Android | GRDB |
| iOS | Firebase |
| Java | Room |
| Kotlin | Cognito |
| Swift | MVVM |
| Objective C | |

Our approach



Benefits

1

Improved **operational efficiency** and **reduced running costs**

2

Capability to deploy a development team quickly and produce high-quality deliverables within short timeframes

3

Independent view on the latest technologies making best use of new and existing with a drive for continuous improvement within your organisation

4

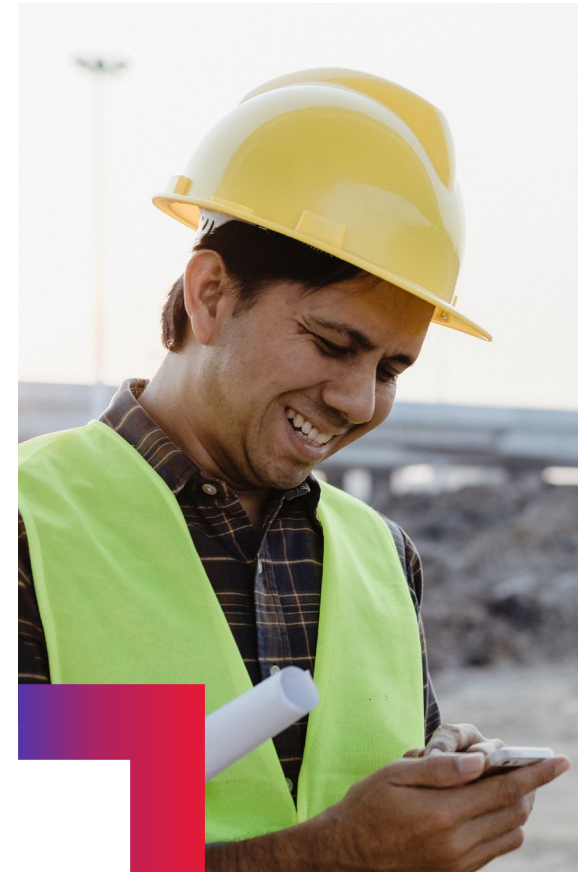
Faster refinement of requirements through prototyping, reducing lead times on finding solutions

5

Flexible options and bespoke services to meet the needs of your organisation

6

Expert support from our centre of excellence team on how your customers, staff and clients can most benefit from new technologies introduced



Why CGI

Using the latest technologies, our services are scalable, dependable, robust and secure. Our centre of excellence team deliver a full range of bespoke services, from idea conception consultation and prototyping through to product delivery, support and maintenance.

We provide:

- Solutions developed with an appropriate delivery model of your choice such as Agile or traditional Waterfall approaches
- Vast experience of developing responsive web and native mobile (iOS & Android) bespoke solutions that are extensible and scalable across many vertical markets
- Capability to develop both small and large projects
- Advisory services to provide an unbiased, independent view of how best to apply web and/or mobile app technologies to deliver value



Pets at Home - VIP club app

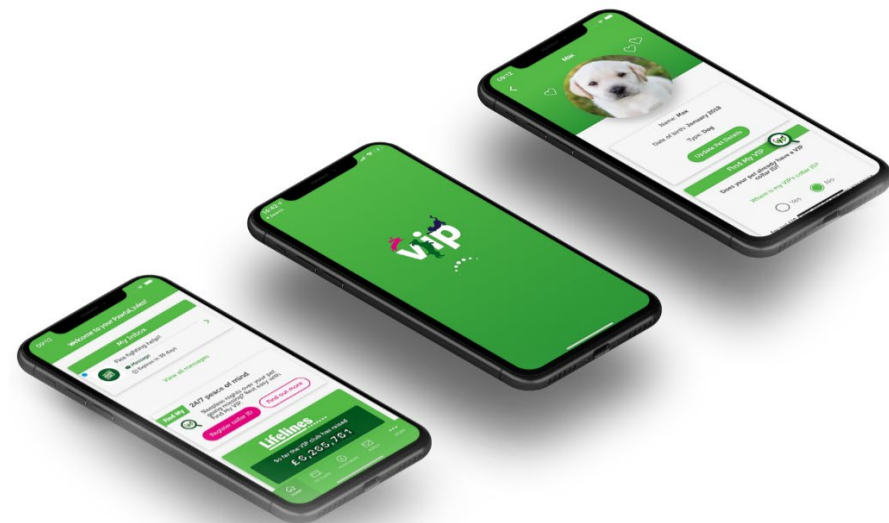
The largest specialist pet supplies retailer in the UK with a nationwide network of 450 superstores offering a one-stop-shop for pet-related products and services.

Working alongside Pets at Home to create a mobile digital channel for VIP members to easily access membership benefits and for targeting with relevant and focused marketing communications including:

iOS and Android apps to accompany the Pets at Home VIP loyalty scheme.

An Abstract (Middleware) Layer utilising AWS technologies, acting as the bridge between the app and all of Pets at Home backend solutions including 3rd party.

Following the launch in 2016 and upgrade to version 2 in 2018, there have been over 2 million customer registrations.



International Lift Equipment (ILE)

CGI has developed an Internet of Things solution for International Lift Equipment to remotely monitor performance and improve fault fixing.

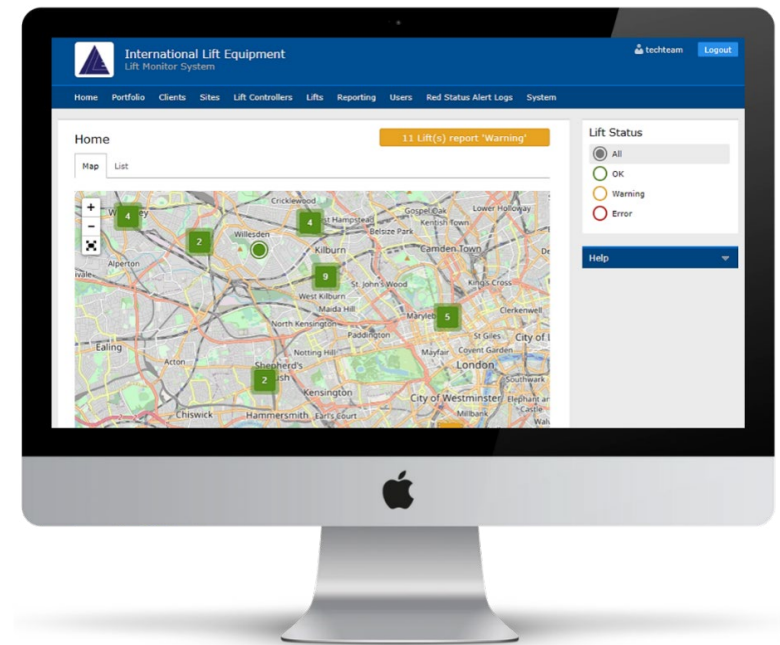
Since 1976, International Lift Equipment (ILE) has been a leading manufacturer and supplier of complete lift packages, components and peripheral devices to the UK lift industry.

As part of its commitment to improving customer service, ILE wanted to introduce a fully remote monitoring system for all of its lifts. The company needed to be able to receive data from all lifts so that it could address faults quickly and efficiently

We created a system using Internet of Things (IoT) technology that transmits and records data, in real time, from the lift controllers

direct to engineers at ILE. By using and adapting widely available commercial hardware, our experts avoided the need for expensive custom hardware development.

The new web-based system makes it easy for ILE and its clients to monitor them all closely, with real-time animation and notifications significantly reducing reaction times for any related lift events. The system will also show when there are potentially people trapped inside the lift. This information helps ILE's clients to prioritise breakdown calls and alert engineers accordingly to the seriousness of the job.



West Midlands Metro

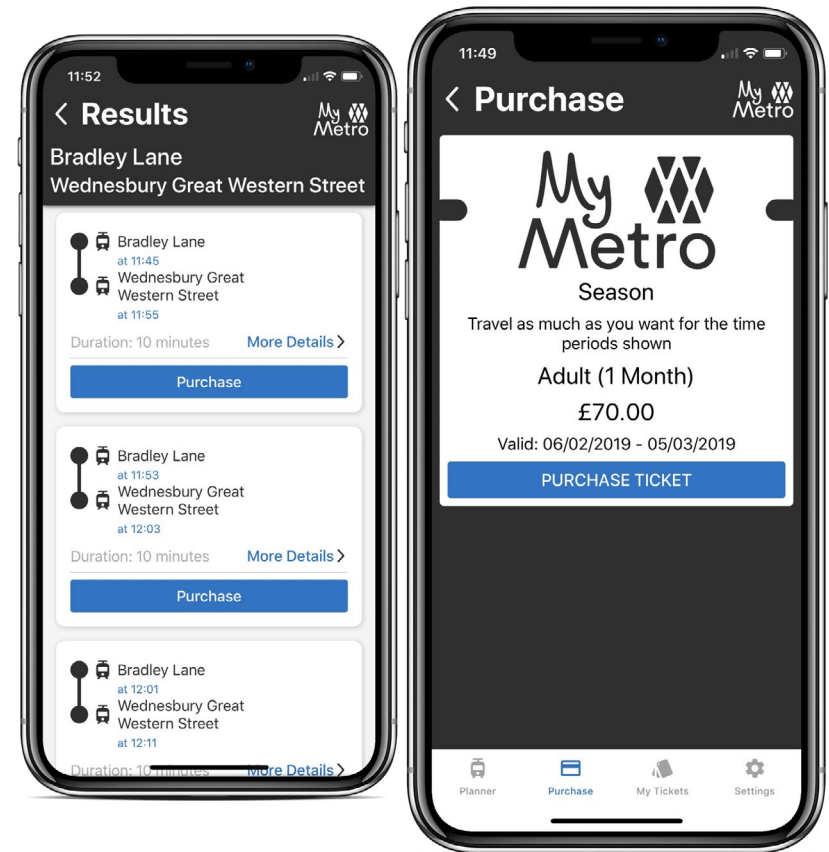
Making ticket purchase and journey planning easier for tram customers

West Midlands Metro (WMM) is a tram network for the West Midlands, operated by Midland Metro Limited. The network has ambitious plans over the coming years which will see it serve over 80 tram stops and more than 20 transport interchanges.

Using its vast experience of building tailor-made apps, CGI developed a mobile app -My Metro - with a focus of allowing consumers to register an account, plan a journey and purchase tickets. The app allows customers to:

- Make payments via card or PayPal
- Access service information via a link to the WMM Twitter account
- Supply feedback to a WMM customer service representative

Ticket sales, monitored by WMM, showed an increase in conversion from physical to e-tickets of over 10% within the first month of release of the app. 4,300 accounts were created following the launch of the app in January 2019 and sales per week continued to follow an upward trend.



What our clients say

“Our centralised middleware enables integrated access to client data so we can look to further build development functionality within the app. The link to our Practice Management Systems will enable us to provide better value to our clients and given the flexibility of the app design, we can identify new points of friction, and develop the app to resolve accordingly.”

David Holmes

Mobile Applications Manager
Vets4Pets



“Building and rolling out the apps was a simple transition internally and we worked well with CGI and their design partner, Magnetic Studios. CGI were quick to react to any changes and they guided us through the layout of the apps and how they would work. We set a challenging timescale and although it went right to the wire, we loved it as soon as it launched.”

Martyn Young

Director
ESF Events



“The system removes the hard, complicated task of processing the data and simply provides me with a comprehensive picture of what’s going on with the trains. The patterns identified by the data analysis enables me to provide added value to my customers by informing them of potential leaks or inefficient fuel usage or increasing temperatures. This all enables Angel Trains Ltd to provide a more responsive and accurate service to customers.”

Graham Dutton

Product Technology Manager
Angel Trains Ltd



About CGI

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 17 industries in 400 locations worldwide, our 78,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally. Our commitment: Insights you can act on.

Get in touch

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Software development services | CGI UK

