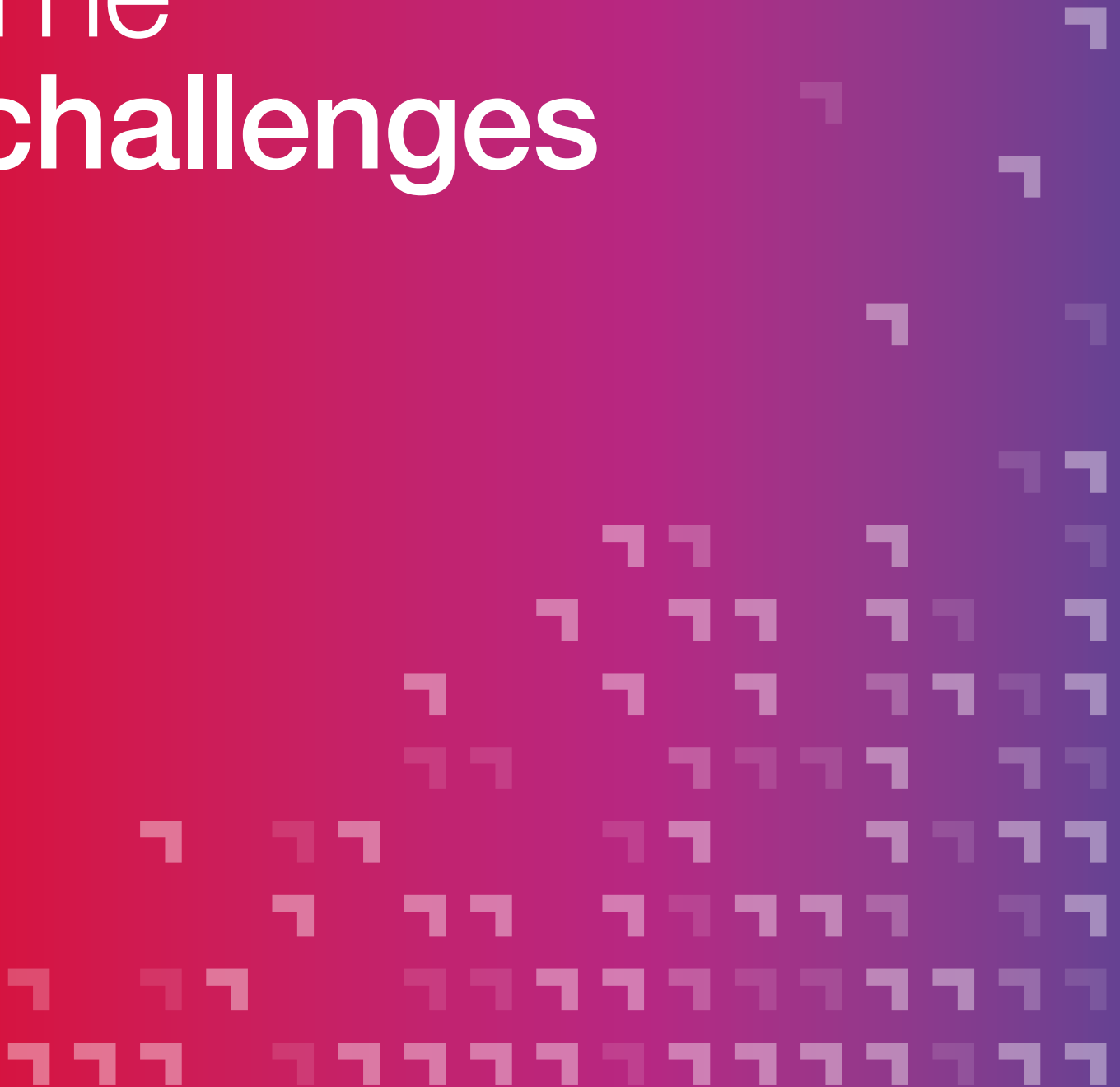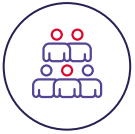CGI in Business
Process Services

Supporting the transformation journey to customer-centric digital organisations
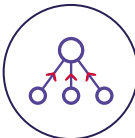
CGI

The
challenges

High operational cost of labour-intensive processing
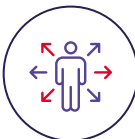putting pressure on budgets.

Valuable resources utilised on processing routine tasks
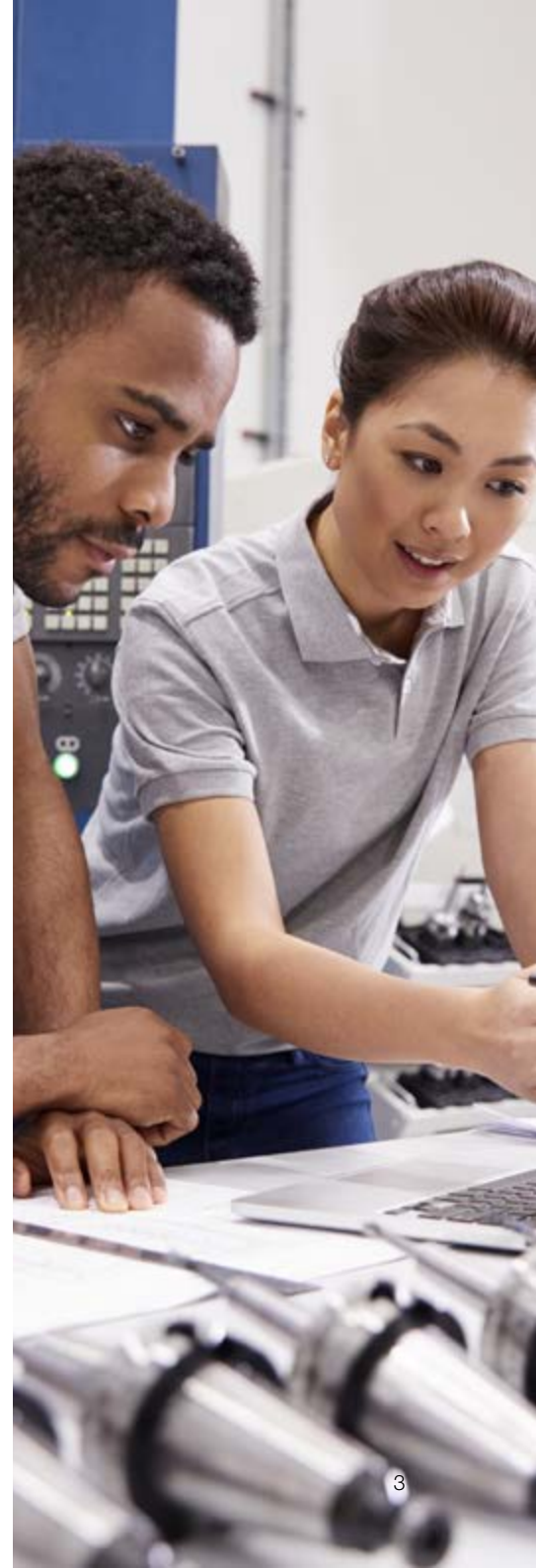putting pressure on budgets.

High turnover of administrative resources
resulting in recruitment challenges, in both effort and cost.

Increased risk of single point failures
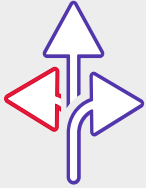due to limited capacity to support existing teams.

Difficulty scaling resources in line with demand
leading to under or over utilisation.

What we
offer

Business process services

Flexible options and bespoke services

To meet the needs of your organisation

HR Transactional support

Varied HR processes

Pensions administration

Portal management and auto enrollment administration

External portal management

- Private medical insurance management
- Childcare vouchers management

Miscellaneous administrative tasks
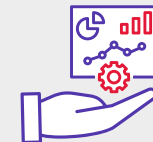
Related to any industry

Payment services management

Compliance with the latest security and financial regulations

Recruitment and reference activity

Reference management for new employees

Management reporting support
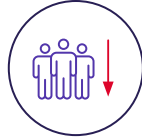
Configuration and distribution of data reports
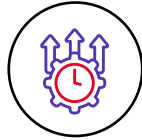
The benefits

Delivery models that complement your capabilities

offering a scalable charging structure with options to outsource either an entire process or in parts
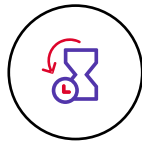
Reduced labour-intensive processes

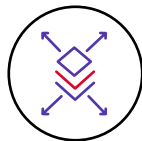freeing up resources to work on value-add activities

Improved operational efficiency and reduced running costs

freeing up budget to be used elsewhere

Less time and effort needed

to be spent on challenging administrative recruitment. processes

Shared and flexible team model

managing the fluctuating demands of workloads, avoiding under utilisation, increases capacity and reduces risk of single point failures in existing teams

Continuous review of current processes

with improvement recommendations provided to generate further cost benefits and increased end user satisfaction

Why **CGI**

CGI provides a full range of Business Processing Services (BPS) supporting clients seeking to outsource a specific administrative process, right through to an entire business function alongside our heritage Managed Payroll Services.

Our Business Process Services are trusted by some of the UK's largest public sector and commercial organisations, to help achieve one or more outcomes.

Our Payroll BPS is underpinned by infrastructure accredited to the security levels required for handling Government and Policing data as examples, allowing us to deliver a secure service based solely out of the UK.

Broader Business Process Services can additionally utilise your own systems thus providing seamless integration within your own teams.
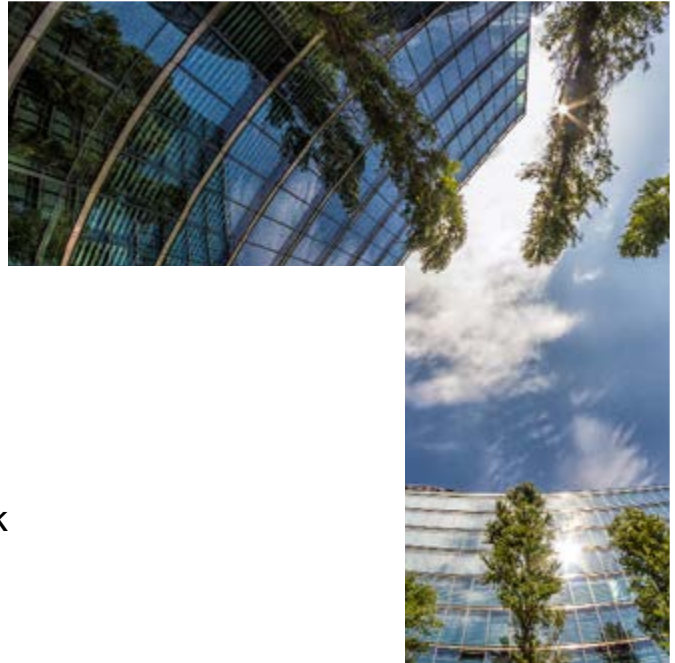
40+years

experience bring deep industry knowledge

100%

on-shore workforce where data is never moved outside the UK

2030

A drive to reduce our carbon footprint and become carbon neutral by 2030

Get in touch

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HR Solutions | CGI UK

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.

CGI UK