Experience. Expertise. Excellence.

Ensuring Your SAP Projects Succeed

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Ensuring Your **SAP** Projects Succeed

CGI

In the midst of ongoing technology acceleration and increased digitalization, CGI continues its 30-year investment in SAP capabilities, delivering ongoing innovation and high quality project delivery for our clients.

Today, CGI is a strong reference partner for SAP. Through our investment in SAP's Learning Hub, a formal training curriculum for our professionals, we have achieved multiple local and global SAP certifications. CGI delivers SAP services to clients globally, including deployment, application management and hosting services. The testimonies of our clients are the most telling proof of our SAP experience and expertise.

Our aim is clear—to place our expertise and experience at your service to ensure the success of your strategic SAP projects and your expectations of on-time, on-budget delivery. Through our business, digital transformation and IT strategic planning know-how, we support you throughout the entire implementation cycle of your SAP projects.

This catalog will provide you with an overview of our solutions, services and expertise, which cover the full scope of SAP related projects and ongoing operational support. We look forward to helping you achieve your business objectives.

Your CGI team

CGI at a glance
A global leader

World ranking

5th

largest independent IT and business process services firm in the world

Recognized performance

95%

of our projects are on time and within budget

Client satisfaction rating

9/10

client satisfaction rating based on evaluations signed by each of our clients

Loyalty rating

9/10

client loyalty rating

400 offices in **40** countries

Annualized earnings of nearly **C$10** billion

65,000 professionnels

Serving **4,500**+ clients worldwide

A range of end-to-end services — from consulting to outsourcing

Clients across sectors: financial services, government, health, communications, utilities, manufacturing, retail and consumer services, transportation, oil and gas, post and logistics

Our partnership with SAP

SAP Global Partner™

North America
3 SAP competency centers

Europe
A large number of our SAP experts are based in Europe

South America
1 SAP competency center

Asia and Africa
4 service centers in India (Bangalore, Mumbai), the Philippines, and Morocco
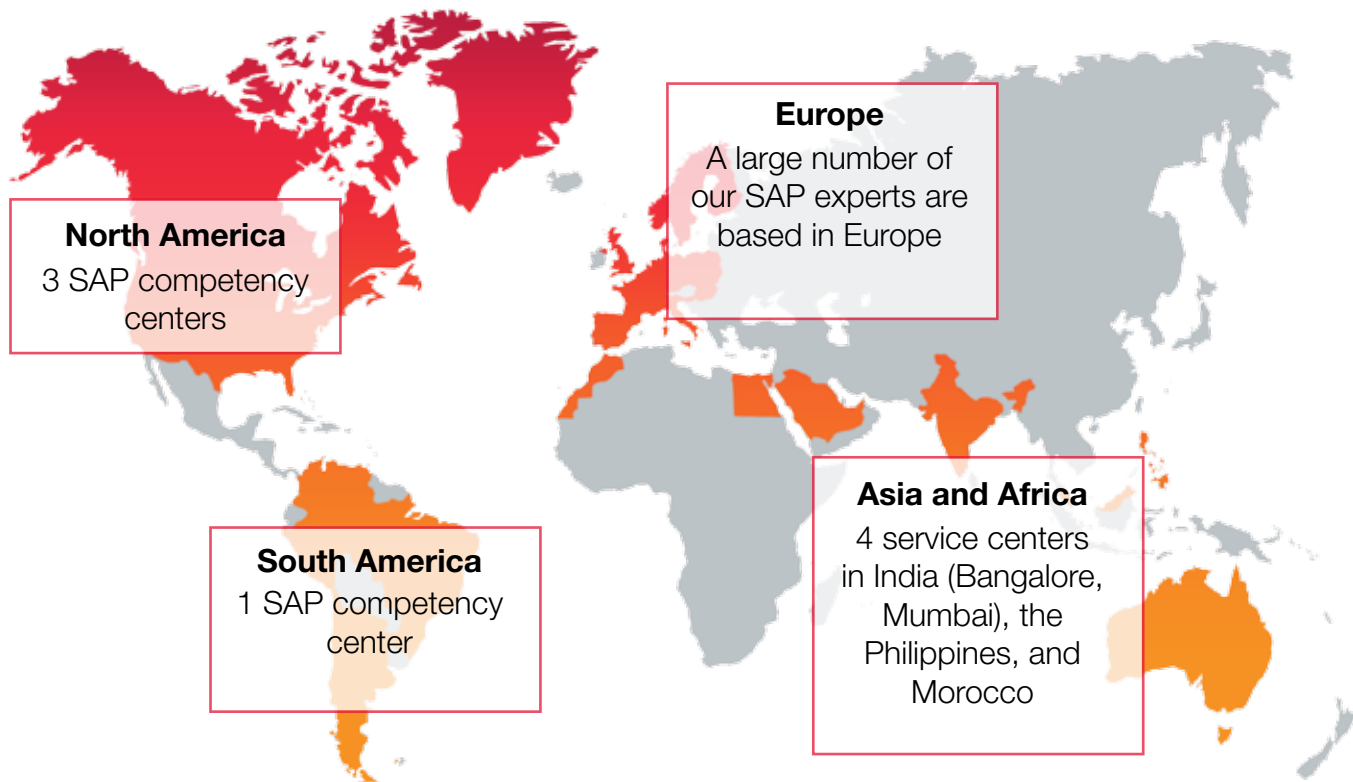
SAP® Certified in Hosting Services

SAP® Certified in Application Management Services

SAP® Certified in SAP HANA® Operations Services

- A local proximity business model combined with a global delivery network, access to global expertise, and a flexible cost structure

- High end business domain and IT consulting services

- More than 3,000 consultants serving more than 600 clients worldwide

- CGI has several SAP Recognized Expertise certifications in each of the countries we serve.

Client references

Client references

SAFRAN Sagem

IATA

AIRBUS

ADVINI
DES VIGNOBLES & DES HOMMES

sodexo

IPSEN
Innovation for patient care

NISSAN

IMAX

ASSEMBLÉE
NATIONALE

1 Digital transformation

1 SAP HANA®

As multi-channel delivery, real-time information and big data become increasingly necessary to remain competitive in today's digital world, SAP HANA® is a solution for addressing these needs. With successful experience in deploying SAP HANA proof-of-concept and integration projects, we are able to support your transformation based on our proven methodology.

YOUR CHALLENGES

- **Transform your business processes** by reducing internal processing times

- **Control the total cost of ownership** of your applications

- **Improve your time to market** through the delivery and analysis of data in real time

- **Build your budgets and adjust your forecasts** at any time via efficient processes modelled per business area

- **Adapt to market trends and respond more effectively** to changing business requirements through big data, mobility, self-service business intelligence and other advanced technology

OUR RESPONSE

Choose SAP HANA and place innovation at the heart of your organization.

- **Revolutionize business and IT processes,** including finance, supply chain, manufacturing, marketing and applications development

- **Offer self-service reporting and generate cost savings** by decommissioning certain historic business intelligence applications

- **Perform big data analyses** with unrivalled performance

- **Reduce the number of projects** by combining SAP HANA and Application Lifecycle Management (ALM) for SAP

We provide end-to-end support—from defining your needs to complete implementation of the solution—to help you achieve your business objectives. Solutions include SAP Business Suite powered by SAP HANA, SAP HANA BI, SAP HANA accelerators and/or SAP HANA as a standalone.

WHY CHOOSE CGI?

- We offer our clients more than 10 years of successful experience with SAP business intelligence, business objects and enterprise performance management solutions and more than 25 years of experience in managing SAP enterprise resource planning projects.

- Our dedicated and certified teams have more than five years of expertise with SAP HANA.

- We were among the top three winners of the SAP HANA InnoJam competition (France).

2 SAP User Experience

The increasing number and complexity of user interfaces, user dissatisfaction, and tight maintenance budgets can be a significant business detriment and require simplification of your business processes. Our broad expertise with SAP's new user interfaces, such as FIORI and Screen Personas, and our user-oriented methodology help clients simplify their business processes and, at the same time, improve their operational efficiency and increase user satisfaction.

YOUR CHALLENGES

- **Strengthen operational effectiveness** by simplifying and streamlining user interfaces

- **Increase the productivity and quality of your business processes** by setting up customized dashboards

- **Increase user commitment while reducing your training costs** by building targeted, intuitive and ergonomic interfaces

- **Reduce your maintenance costs** by decreasing the need for user support and specific developments

OUR RESPONSE

We can assess your current configuration and tailor the workflow and user experience to your target business process.

- **Current environment assessment:**

  - Assessment of the current user environment and identification of target processes (rate and frequency of use, complexity and use schematic, mapping of users and unit tasks)

  - Analysis of data requirements and compatibility of the processes with the standard FIORI and Screen Personas interfaces

  - Recommendations for the best approach to achieve optimal performance

- **Design, build and deploy:**

  - Design and definition of detailed ergonomics

  - Analysis of variances from standard

  - Proven methodology

  - End user training and support

  - Multiple device support

WHY CHOOSE CGI?

- We have more than three years of experience and investment in the FIORI and Screen Personas interfaces.

- Our teams have in-depth knowledge of SAP business scenarios.

- We offer deep expertise in mobile application development.

- Our teams have a strong ramp-up-capability with our global delivery model.

3 SAP Mobility

A s digital initiatives increase, mobility has quickly become an unavoidable issue in business. More than a billion mobile devices have been deployed by businesses to improve employee productivity, speed up processes and increase efficiencies. Regardless of the tasks or end customers involved, mobile approaches and solutions must be adapted to the organization's business processes and to the environment of the target audience. In this context and based on our expertise, we provide an accelerator for your mobility projects and help you to demonstrate the value and return on investment of your mobile initiatives.

YOUR CHALLENGES

- **Open new channels** as part of an extended digital business model

- **Accelerate your processes** and decision-making

- **Increase the effectiveness** and productivity of your processes

- **Increase the flexibility,** adaptability and accuracy of your information

- **Reduce time to market** for mobile applications

- **Ensure better control** and supervision of mobility projects in your company

OUR RESPONSE

The SAP Mobile Platform features strongly in the deployment of our mobility projects. As the market's leading solution, it offers the following major advantages:

- **Adaptability** to all types of business sectors and activities

- **Compatibility** with all types of devices and operating systems

- **Mobility** of your native or hybrid applications

- **Embedded** security modules

- **Compliance** with standard mobile technologies

Our team of certified mobile application professionals are able to intervene right from the outset of a project to advise our clients on which solutions to choose and to ensure effective application maintenance when moving to newer software releases. We also take into account existing systems and potential integration issues to make the best use of your assets and ensure the integrity and security of data and access.

WHY CHOOSE CGI?

- We are a SAP reference partner for mobility solutions, and CGI was awarded the SAP-Microsoft Unite Award in 2014 for mobile application innovation.

- We have active mobile development projects across a number of industries.

- We have more than seven years of expertise and investment in SAP mobility solutions.

- Our mobility consultants are SAP certified.

4 SAP Internet of Things

Given the growth of the Internet of Things, many companies are considering the operational benefits they can gain from using this type of technology. With our proven expertise in the areas of machine-to-machine and analytics, we can help you identify use cases appropriate for your business and deploy solutions that will deliver new business capability such as predictive maintenance in supply chains.

YOUR CHALLENGES

- **Better insights** from real-time data collected through sensors

- **Increased operational efficiency** by anticipating faults and failures

- **Reduced recurring** maintenance costs

- **Launch of new services** for users and consumers

OUR RESPONSE

CGI's approach is based on the gradual implementation of SAP IoT solutions.

- Evaluation of the benefits and business impact through proof-of-concepts

  - **Secure transfer of data** to a SAP HANA cloud platform for IoT

  - **Deployment of SAP IoT solutions** (connected manufacturing, predictive maintenance and service, etc.)

- Integration into client's existing business systems environment

  - **Assessment of existing systems** to determine how they can be enhanced through IoT

  - **Integration of data** via manufacturer's API, programmable cards and relays

  - **Secure transfer of data** via relays deployed in proximity to IoT sensors

- Deployment on pilot sites

  - **Validation of functional and technical solutions** and ramp-up of SAP platforms

- Large-scale deployment

  - **Adaptation of the data transmission mode** based on context

WHY CHOOSE CGI?

- We have a team of SAP architects certified in SAP HANA and cloud platforms.

- We have certified technical and functional professionals who specialize in the Internet of Things.

- We offer experts in big data, business intelligence and master data management.

- We have client references for preventive and predictive maintenance projects.

- We have strong partnerships with leading players in the market.

5 SAP Hybris

The diversification of consumption modes and customer interactions make sales processes increasingly complex. Capturing customers and meeting their expectations as quickly as possible, at the right time and in the right way, with an increasingly wide range of offerings, is a growing challenge, regardless of the market context (B2C, B2B, etc.) and the type of offer (product, service, etc.). To respond to this situation, SAP Hybris enables digital commerce by integrating every touchpoint between you and your customers, whether online, via mobile phone, at point-of-sale, through call centers, on social networks or in printed media.

YOUR CHALLENGES

- **Increase profitability** and turnover

- **Reduce your time to market** and offer a wider variety of options to your customers

- **Personalize the customer experience** and offer rich and consistent content through the right channel

- **Operate your business ecosystem** from a centralized platform

- **Streamline and simplify stock and order processes** and develop a supply chain that generates value for customers

- **Optimize your marketing budgets** and capture more profitable segments

OUR RESPONSE

In this context, our expertise helps you to:

- **Choose** a business ecosystem for quickly launching new services

- **Document** your requirements and evaluate the expectations of your customers/prospects

- **Perform** back-end integration

To achieve this, our multidisciplinary teams can support you with all your online business activities.

Digital strategy   User experience & user interface   Digital perfomance   Web design

WHY CHOOSE CGI?

- CGI has assisted a number of big brands across the globe and is a Hybris Gold Partner.

- We have a network of more than 500 e-commerce experts.

- We can support your local and international development through our global delivery network.

6 SAP Hybris Billing

Corporate digital processing is part of a growing trend, requiring reactivity (fast time to market), flexibility (adaptability to market changes), transparency (in the area of finance) and robustness (to handle increasing volumes). CGI relies on a dedicated agile methodology to support your projects, whether transferring billing to the SAP Hybris Billing platform or using cloud-based applications, thanks to our pre-configured mass data billing solution, which is available as a service. We can help you to define business processes and marketing offers right up to solution deployment.

YOUR CHALLENGES

- **Capture a fast-developing** service market

- **Diversify your offerings,** options and markets

- **Improve the responsiveness and agility** of your business strategies

- **Set up new business models** (B2B2X, white labels, bundling of services, etc.)

- **Tighten your revenue management** and debt collection and recovery systems

OUR RESPONSE

Our expertise in digital processing and service monetization is based on:

- A unique **agile methodology** for defining and setting up business processes associated with these issues

- A **pre-configured SAP BRIM** and **mass data billing solution** ready for integration and available as SaaS

- A **modular and sustainable offer** based on SAP Hybris Billing, along with key market products/ options pre-integrated for provisioning (ETL/ESB, web portals and mediation)

- **Unique expertise in France** in implementing this solution within emerging markets

WHY CHOOSE CGI?

- We use a pre-configured proprietary solution to accelerate deployment.

- Our team of dedicated experts, recognized by SAP, is highly experienced in a wide variety of business sectors.

- We use a modern approach aligned with the objectives and business goals of our clients.

7 SAP CRM & Customer Engagement

More than ever, in today's challenging business environment, best run companies are staying focused on their most valuable asset—their customers. Companies seek to retain their best customers and maximize the effectiveness of every customer interaction—whether it's a sales, service or marketing interaction.

Unlike other customer relationship management (CRM) software, the SAP Customer Relationship Management (SAP CRM) application, part of the SAP Business Suite, helps you to not only address your short-term imperatives—cost reduction and improved decision-making—but also can help you achieve differentiated capabilities to compete effectively over the long term.

Whether you're looking for an entire CRM suite or just select modules (Sales, Marketing, Commerce or Service), SAP CRM offers both cloud-based and on-premise solutions to suit your needs.

YOUR CHALLENGES

- **Improved** customer and social insights to make an impact in every deal

- **Engaged** customers, improved sales performance, streamlined order-to-cash process

- **Delivery** of a contextual, individualized customer experience across all channels

- **Delivery** of a personalized digital shopping experience to end users

- **Empowered** service reps with customer visibility and real-time problem-solving tools to help them win loyalty and cut costs

OUR RESPONSE

Our SAP CRM experts and consultants can address these challenges by helping you to select and implement the right CRM approach for your business. Get up and running quickly and take advantage of affordable, subscription-based pricing with our cloud CRM portfolio. You also can benefit from secure, on-premise support for your sales, marketing, service and interaction activities with an on-premise CRM solution. The modular structure of SAP CRM allows you to license and pay for only the functionality and number of users that you require at any given time.

- **SAP Cloud for Customer** delivers sales, service and social engagement through an integrated SaaS CRM solution for you and your stakeholders, giving you a 360° view of your customers to understand their needs at any given moment.

- **SAP Cloud for Sales** gives your sales reps the insights they need to engage in meaningful customer conversations, helping them to sell smarter, collaborate, and close more deals from anywhere, on any device.

- **SAP Hybris e-commerce, m-commerce and social commerce solutions** deliver a contextual and personalized omni-channel shopping experience to your customers.

- **SAP Cloud for Service** is an omni-channel customer service solution to help your company meet the expectations of its most demanding customers, improve customer satisfaction and strengthen loyalty to make you more competitive.

- **SAP Cloud for Social Engagement** enhances the customer experience by integrating social media across your service and support channels

WHY CHOOSE CGI?

- Our technical and functional experts have a wealth of CRM experience, with more than a dozen SAP CRM projects successfully implemented. We also offer support and maintenance for these clients.

- Our delivery model allows us to work closely with you to understand your business needs, so that we can design and implement a SAP CRM solution that meets your expectations.

- Our experienced consultants bring wide variety of industry experience to help you implement SAP CRM best practices suitable for your industry sector.

- We have several professionals across multiple countries with in-depth SAP CRM expertise.

2 Big data analytics

1 SAP BI Excellence

A lack of visibility over activities and the use of ineffective reporting tools and business indicators are detrimental to decision-making within your organization. The use of powerful and flexible decision-making solutions is essential. CGI has the experience and expertise to provide valuable insights into client operations that enable clients to identify new business opportunities through the use of real-time business data analytics. Transforming reporting and data management processes through the use of high performance analytic tools, CGI assists clients in discovering new and better ways to look manage their business activities.

YOUR CHALLENGES

- **Drive your business** using relevant indicators through reliable operational reporting based on high volumetrics

- **Facilitate the analysis of data** from multiple data sources

- **View and manipulate data** through powerful user interfaces set up according to your requirements (analyses, dashboards, formatted lists, etc.)

- **Ensure seamless integration** with existing systems to accelerate access to information without impacting other systems

OUR RESPONSE

We support you throughout the life cycle of your decision-making system, including pre-project definition, integration, project management, change management and maintenance. Our combined experience with SAP Business Information Warehouse (BW) and SAP BusinessObjects (BO) solutions enable you to achieve decision-making excellence.

- **Solutions compatible with the different SAP tools** (native integration between SAP BW, SAP ERP Central Component and the SAP BO suite)

- **Flexible personalization of business metrics dashboard** and implementation of a flexible BW model with the desired KPIs

- **Simple and ergonomic reporting interface** Web (Webi, Crystal Reports, etc.), Microsoft Office® (SAP BO Analysis for Microsoft Office)

- **Tools and user interfaces adapted to each individual** need (dashboards, analysis, bulk reporting, mining, etc.)

- **Sustainable and scalable investment** (new reporting tools, in-memory (HANA), planning and consolidation, archiving)

WHY CHOOSE CGI?

- Our dedicated SAP BI team includes 400 professionals across the globe.

- We have 10+ years of experience with SAP BI.

- We have significant expertise in implementing decision-making projects across all business sectors.

2 SAP BI Agile & Predictive Analytics

Beyond traditional and often descriptive business intelligence reporting, users are leaning more and more toward analyses that facilitate quick decision-making for issues and questions that are not always anticipated. Using agile solutions that allow you to perform analyses and anticipate market trends thus becomes a strategic enabler. To support this activity, we have developed a SAP BI Agile & Predictive Analytics offering to transition your current decision-making systems and processes toward a proactive and predictive environment.

YOUR CHALLENGES

- **Generate reports on demand,** including ad hoc reports to investigate special cases

- **Develop agility** in deploying and using reporting tools

- **Offer users more autonomy in using corporate data** to create business insights

- **Improve the productivity and integrity** of business processes

  - **Use proven statistical and algorithmic models** to predict and identify areas for improvement

  - **Introduce real-time indicators** into your business processes

  - **Anticipate variations** in activities and market trends

OUR RESPONSE

We have developed an offering dedicated to addressing your challenges based on:

- **A range of specialized SAP tools** for which we can define the architecture most suited to your context, including:

    - **SAP Predictive Analytics** for predictive analyses

    - **SAP Lumira** and **SAP BO BI 4** for your agile analyses

- **A methodology and a team** made up of data scientists, business intelligence specialists and industry experts who combine their expertise for the benefit of our clients

WHY CHOOSE CGI?

- CGI is a market leader in business intelligence and analytics.

- We have more than 20 years' experience with business intelligence and analytics projects.

- Our dedicated team comprises 400 experienced consultants globally.

3 SAP BI Evolution

The competitiveness of your business depends on choices made during the definition and rollout of your decision-making application strategy. For successful migrations and upgrades, we have developed expertise around the implementation and maintenance of SAP decision-making solutions. Working in partnership with our clients, we develop an end-to-end roadmap that follows the different stages in securing your new decision-making applications environment, all while ensuring service continuity through the use of our proven methodology.

YOUR CHALLENGES

- **Manage the complete life cycle** of your BI deployment

- **Improve the performance and security** of your BI applications

- **Benefit from the latest innovations** (SAP HANA, mobility, reporting, etc.)

- **Involve all stakeholders** (business and technical)

- **Implement a sustainable, operational and decision-making** reporting solution

OUR RESPONSE

CGI helps you define and set up the most suitable solution for your needs. Our top down approach is based on:

- **Considerable experience** in the migration of SAP solutions

- **A proven** testing methodology

- **Focused attention** on your business needs

Our migration/upgrade strategy allows you to obtain the buy-in and approval of the solution to be implemented with all those involved:

- **Choice of SAP BI architecture**: system (cloud, hybrid solution, etc.), application (SAP HANA, SAP BO, digital processing, etc.)

- **Optimization and rationalization** before the migration/upgrade phase (objects, BI flow, volumes, etc.)

- **Solution testing**: choice of tool/methodology, strategy defined with the business

- **Change management**: training on your new decision-making solution

WHY CHOOSE CGI?

- We have more than 20 years of experience in working with SAP decision-making solutions in a wide variety of markets and industries.

- We have significant expertise with all BI application versions currently on the market.

- We support migration and upgrade projects as part of the decision-making applications strategy in both its technical and functional dimensions.

4 SAP Compliance

Have your auditors raised compliance problems within your organization? Or, perhaps you're faced with known cases of fraud or breaches of confidentiality? By choosing SAP Governance, Risk and Compliance (GRC) solutions, you can stay on top of internal control issues and benefit from unified risk management. We can support you in implementing these solutions to ensure compliance of your business workflows.

YOUR CHALLENGES

- **Quickly identify the risks** of having SAP access that is inadequate or too broad

- **Meet regulatory requirements** imposed by your auditors

- **Switch from a reactive to a preventive approach** in terms of risk management

- **Automate and harmonize basic operations** such as user creation while ensuring complete traceability

- **Deploy risk mapping** and associated controls

- **Quickly identify the strengths and weaknesses of your controls** and trigger associated action plans through appropriate governance and industrialized methodologies

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OUR RESPONSE

We have developed an offering and a dedicated team to help you define your project and integrate and maintain the chosen solution. In this context, SAP GRC access control, process control, access violation management, fraud management and risk management capabilities represent:

- A set of **complementary solutions** that allow management of the risks of separation of duties and control of your business workflows on your SAP and non-SAP systems

- A set of **detection controls** for effectively combating/preventing fraud

- A **common platform** integrated into your existing SAP environment and compatible with your global IT systems

Further, CGI has developed a proprietary application containing pre-configured indicators to control the level of security of your ERP systems and accelerate the remediation of risks.

WHY CHOOSE CGI?

- We have several client references for SAP GRC implementations across multiple industries.

- We have 14 years of experience with projects dedicated to SAP security.

- Our dedicated team includes more than 200 experienced consultants.

5 SAP Finance Optimization

The finance departments of many enterprises face multiple problems: reduced closure times, multi-standard accounting or consolidation requirements, per-product cost price calculations, optimization of credit control and collections management. The complexity of these tasks requires IT tooling with appropriate support. And, this is where we come in. We support finance departments in optimizing and redesigning their financial processes and in implementing appropriate SAP solutions. We help clients improve the efficiency and control of their financial operations while meeting regulatory requirements.

YOUR CHALLENGES

- **Access instant and reliable financial information** for real-time decision-making at all operational levels

- **Control product costs** and stock valuation

- **Improve competitive drivers,** such as cash management, budget forecasting, credit control, recovery and profitability analysis

- **Meet regulatory requirements** and adapt your processes to a multi-standard environment

- **Refocus the finance function** around the control and analysis of financial data

- **Reduce your closure times** by automating your accounts reconciliation and justification processes

OUR RESPONSE

Benefit from the practices of other clients that operate within your industry and the solutions for implementing them:

- **Ensure cost control**—from the purchase of raw materials to the sale of finished products

- **Develop analytical models and operational reporting** adapted to your activities

- **Ensure compliance with regulatory standards** (revenue recognition, IFRS standards, multi-GAAP accounting)

Offer powerful tools to control financial activities:

- **Optimize credit control and accounts receivable management** and disputes, thanks to a pre-packaged solution

- **Schedule and control the closure process** to reduce delays

- **Automate and control your accounts justification** and closure processes

- **Improve budget forecasting** and management

- **Benefit from the latest solution releases** to support financial processes

WHY CHOOSE CGI?

- We specialize in addressing challenges in finance and industrial management control.

- Our consultants that have strong industry, business and IT skills.

3 Industry expertise

1 SAP Enterprise Asset Management

Management of corporate assets is a daily challenge for organizations with large infrastructures. These organizations must continually arbitrate between optimizing the value of their assets and controlling their costs. Our Enterprise Asset Management (EAM) solution allows you to make the right decisions in controlling costs and risks to obtain a high return on investment from your assets and achieve your business objectives. Our solution also enables you to have a global vision of the health, status and performance of your corporate assets with real-time analytics.

YOUR CHALLENGES

Continuously responding to failures and faults results in high costs, loss of income and service interruptions. However, scheduling too much maintenance can cause productivity losses and adversely affect profitability. Our EAM system supports your maintenance strategies and allows you to:

- **Maximize** the return of investment on your assets

- **Reduce** maintenance costs

- **Improve** the reliability and availability of assets

- **Limit** service interruptions

- **Ensure** more centralized, efficient and integrated control of all your assets

OUR RESPONSE

Our EAM solution includes two components:

- Unified view of your **assets, work and locations**, which eliminates data integrity problems

- Integrated **APM (Asset Performance Management)** application that allows you to link asset scheduling with real-time performance data from your telemetry systems, enabling you to monitor asset performance and find the source of any problems

This approach allows you to concentrate your efforts on targeting assets according to criticality and risks, thus optimizing your operating costs while improving the availability of resources.

WHY CHOOSE CGI?

- Our rapid assessment methodology allows us to design a roadmap that takes into account asset management best practices.

- Our teams guarantee a rapid start-up, as well as control of project costs.

- Our mobile solutions are a key factor in improving the productivity of our clients.

- We have received an EAM Quality Award from SAP.

- We have several professionals across multiple countries with in-depth asset management expertise.

2 SAP Maintenance Repair Overhaul

With an increasing number of aircraft in circulation and pressure to reduce fleet downtime, stakeholders in the aeronautics sector are looking for business models that are more and more oriented toward services and, in particular, maintenance. The high market potential offered by these activities is encouraging manufacturers and engine and equipment suppliers to develop new associated services and to equip themselves with dedicated control and management tools.

Within this context, we have developed our SAP Maintenance Repair Overhaul (MRO) offering, which is designed to address your business problems and allows you to effectively manage your maintenance, repair and general upkeep activities while ensuring the sustainability of customer relationships. Our iMRO extension also offers the opportunity to benefit from best practices in operations planning and product maintenance monitoring.

YOUR CHALLENGES

- **Use predictive and prescriptive maintenance** for more effective fault prevention

- **Control and reduce maintenance costs** with operational and decision-making tools especially adapted for repair operations

- **Reduce the risks** related to people and property through mobility tools

- **Improve the quality of service** with comprehensive management of increasingly complex repair standards

- **Ensure real-time traceability of maintenance activities** in a complex operational environment with ever more regulatory constraints.

OUR RESPONSE

- **Integration of the SAP MRO solution** with your IT system as the basis for your maintenance services

- **Integrated approach to the maintenance process,** including customer support, management of internal and partner ecosystems, management of hubs, as well as multi-channel management (portals, mobility)

- **Management of the traceability of your MRO operations** coupled with an analysis of the profitability of the maintenance contract at each level

- **Improvement of the quality of service** through the use of analytical solutions and the Internet of Things to measure efficiency, provide real-time alerts, and predict and prescribe

- **Compliance** with repair regulations

WHY CHOOSE CGI?

- We have a wealth of expertise with supply chains (integration of production management, quality control, purchase flows, repair processes), decision-making tools and mobility.

- We have deployed several projects for major players in the aeronautical industry.

- We have a range of complementary offerings to respond to all issues—from front office to back office.

3 SAP Perfect Plant

Y ou've invested in your enterprise resource planning, human resources, product life cycle management and advanced planning and scheduling systems. Nonetheless, your logistics and production workshops are still not under control. You face challenges in obtaining suitable technical data, your scheduling/launching remain manual, your time and material statements are done offline and are not precise enough, and the collaboration between the workshop and central functions is not optimal. Your shop floor applications also are poorly integrated, impacting your operational performance. We can help you optimize your deadlines, costs and quality and meet new requirements, particularly in terms of the control of environmental impacts and product traceability.

YOUR CHALLENGES

- **Improve** the efficiency, predictability, traceability and security of your industrial operations

- **Better integrate** your production, logistics, quality and maintenance operations to upstream product design processes, planning and resource management systems, and HR management

- **Re-evaluate** operational functions by using them to your best advantage (ergonomics, connectivity with automated production and logistics equipment, mobility)

OUR RESPONSE

Our experts and consultants can support you—from the formulation of the project to its execution:

- **Industrial diagnosis** and development of performance improvement plan

- **Assistance** in choosing the most appropriate solutions

- **Implementation** of SAP solutions dedicated to operations integration (SAP Mii, SAP ME, SAP EHS and SAP OER).

WHY CHOOSE CGI?

- Our experts have recognized know-how, proven through the implementation of many Perfect Plant projects.

- We combine all the skills necessary to roll out your Perfect Plant projects, offering experienced logistics and manufacturing consultants, experts in SAP Mii, ME, OER, EHS, ECC6, and skilled integrators of related technology (mobility, process, integration, etc.).

- We have several significant client references, such as:

  - Implementation of a solution running logistics and production for 40 automotive subcontracting plants

  - Integration of production, laboratory control and maintenance functions for the facilities of a world leader in the chemical sector

  - REACH compliance for two global chemists

4 SAP Track & Trace

Current industry health and safety requirements, compliance with legislation, and the fight against counterfeiting require organizations to track every product throughout its life cycle, both inside and outside the organization. Aiming to offer a solution for major and wide-reaching supply chain issues, our SAP Track & Trace offering, combined with innovative technologies such as mobility and the Internet of Things, allows you to address your traceability issues in real time. You can increase your responsiveness to unforeseen events, such as delays or non-conformances, and improve your rate of service and customer satisfaction while controlling your costs.

YOUR CHALLENGES

- **Serialize** your products

- **Implement effective product origin, development and implementation practices**
  (product genealogy and e-pedigrees)

- **Implement comprehensive traceability processes** in collaboration with your partners

- **Anticipate and reduce delays** and control product recalls

OUR RESPONSE

To respond to logistics traceability issues, we have chosen the new SAP Event Management (EM), Objects Event Repository (OER), Auto ID Infrastructure (AII) and Global Batch Traceability (GBT) solutions, all recognized and valued by users for the following:

- **Flexibility** in modelling logistics events

- **Adoption** of market standards (GS1/EPCIS)

- **Openness** and process orchestration capacity

- **Autonomous** systems that can be connected to different solutions in your IT system

- **Pre-defined** business intelligence

WHY CHOOSE CGI?

- With SAP, we are able to implement innovative traceability and serialization solutions.

- We bring together the necessary skills to roll out your traceability projects, thanks to our experienced logistics consultants, our SAP EM/OER/AII applications experts, and our related technology integrators (mobility, portals, process orchestration, cloud computing, SAP ECC6, SAP HANA, etc.)

- We have several significant client references, such as:

    - Traceability project for an aeronautical maintenance business; design of a solution for the distribution of serialized and certified spare parts

    - Traceability and mobility project for a manufacturer of complex equipment; design and perfect tracking of a distribution process for its installation sites and end customers (zero non-compliance and anticipatory management of missing items)

5 SAP Supplier Relationship Management

Optimize, secure and integrate your company's procurement processes with your enterprise resource planning systems. At a time when procurement occupies an increasingly strategic place within organizations, the SAP Supplier Relationship Management solution provides a concrete response to integration issues and collaboration of a company's IT procurement system. The functional coverage of your SAP IT setup is extended while maximizing the return on investment of your IT procurement system.

YOUR CHALLENGES

- **Harmonize** and deploy procurement processes and practices within your business

- **Improve** the reliability of operational and financial data relating to purchases

- **Increase** the visibility of expenditure and ensure its control

- **Refocus** the players involved in the purchasing processes of their core business

OUR RESPONSE

SAP Supplier Relationship Management (SRM) allows procurement processes to be integrated with SAP ERP solutions for:

- **Controlling procure-to-pay processes** (expression, control and validation of needs, management and collaborative monitoring of orders)

- **Securing and optimizing requirement sourcing** (buyer's cockpit, eRFx process, supplier evaluation, supplier portal)

- **Managing and disseminating purchasing references** (contracts and e-catalogues)

- **Making expenditure and procurement performance** visible to improve control

WHY CHOOSE CGI?

- We support our clients from the outset of their projects, providing functional, technical and financial analysis and preparing sites for related businesses (change management, reference frameworks).

- Our technical and operations experts have a wealth of supply chain experience, with over a dozen SAP projects successfully implemented. We also offer support and maintenance for these clients.

- We secure our design work through a mockup of key points in the solution at our clients' facilities or on our own platforms.

- Our delivery centers are highly versatile skill hubs, particularly well-suited to this solution.

6 SAP Sustainability

SAP® Recognized Expertise
in Sustainability

In the face of increasing local, regional and global regulations businesses must continually adapt to be able to fully control the impact of their activities on the environment. To respond to these new challenges, SAP Environment Health & Safety (EHS) is the solution to help you improve your CSR performance. Compatible with the SAP ECC6 modules (SD, MM, QM, HR), we combine this solution with our technical and regulatory expertise to help our clients ensure the conformity of their business processes and anticipate future developments. The result is a more responsible business capable of risk control, reduced non-compliance costs and limited legal procedures.

YOUR CHALLENGES

- **Ensure your compliance** with Environment Health & Safety (EHS) regulations and better manage operational risks

- **Improve employee safety** (exposure, difficult working conditions, incident management, etc.)

- **Improve customer safety** (information and safety of products, environmental compliance, communication of safety data, elimination of harmful substances, REACH, etc.)

- **Optimize logistics and production processes** (management of waste and hazardous materials, supplier relations, optimization of transport, energy efficiency)

OUR RESPONSE

- **Analysis of your level of compliance** and regulatory proactivity by our experts

- **Assistance in ensuring the compliance** of your business processes

- **Solution adapted to your needs** flexible in response to regulatory developments and scalable over time

- **Control of your EHS performance** to track its development, identify areas for improvement and increase risk prevention

WHY CHOOSE CGI?

- We currently have several references for implementing SAP Extended ECM.

- We have more than 10 years of experience with SAP documentary management projects.

7 SAP Travel Management

Ranked among the top three business expenditures, travel expenses are subject to particular attention in order to ensure an appropriate balance between employee satisfaction, efficiency and cost control. The latter is often facilitated by the establishment of a clear travel policy. In this context, the decisions of travel managers have become diversified over time and now require high-performance tools adapted to their needs in order to deploy an efficient travel policy aligned with the business strategy. CGI offers a solution based on SAP Travel Management to respond to these issues.

YOUR CHALLENGES

- **Define** and implement a global travel policy

- **Reduce** travel costs and validate supplier conformance

- **Simplify** and facilitate employee travel

- **Ensure** optimized visibility and control of travel expenses

- **Adopt** a responsible approach by optimizing the routes and modes of transport based on CO_2 emissions

OUR RESPONSE

Our SAP Travel Management offering aims to provide concrete solutions to the problems encountered by travel managers. It is structured around four components:

- **Harmonization and adaptability:** definition of a unified solution adapted to specific needs while guaranteeing the application of a single travel policy for all travellers

- **Ergonomics and mobility:** establishment of mobility solutions within the travel management process in order to simplify administrative tasks for your users

- **E-booking and simplification of the confirmation process:** establishment of an online booking interface connected to the travel management tool, guaranteeing compliance with the travel policy and simplifying the confirmation process

- **Eco-responsible approach:** tracking of CO_2 emissions to be included in your carbon footprint report in order to define an appropriate emissions reduction policy

WHY CHOOSE CGI?

- Our travel management experts have recognized know-how and can offer the solution most suited to the specific needs of your business (on-premises or in SaaS mode).

- We bring together all the skills necessary to successfully execute your travel management projects (solution architects, HR and finance experts, technical mobility experts).

- We have many client references from international companies in various sectors.

8 SAP Student Life Cycle Management (SCLM)

Educational organizations face increasing competition and the need to open up their curricula to new audiences. CGI offers the SAP Student Life Cycle Management (SLCM) integrated solution to secure, control and give flexibility to all the processes within your establishment—from defining the training offer, to registration, to awarding qualifications. Based on an open, robust and adaptable system, the SAP SLCM solution will meet your current and future expectations and is based on proven good practices in numerous training establishments in France and around the world.

YOUR CHALLENGES

- **Improve** the quality of services offered to students, staff and partners

- **Strengthen** relationships with the business world

- **Improve** the efficiency of management processes and gain the benefits of economies of scale

- **Increase** the visibility and awareness of your establishment

- **Ensure** the compatibility of your training curriculum and its requirements with the expectations of various stakeholders

OUR RESPONSE

CGI helps educational organizations construct training curriculum and student life cycles to match contemporary needs. We offer our business knowledge combined with expertise in the SAP SLCM solution to support you throughout the project and ensure its successful adoption by users. This approach is based on a proven methodology:

- **Audits and maps** of existing processes, and evaluation of the positioning of your establishment in the current environment

- **Definition of objectives** and identification of organizational developments, practices and associated tools

- **Support for your organization** in incorporating these developments and implementing the SAP SLCM solution

- **Assessment** of the achievement of the defined objectives

WHY CHOOSE CGI?

- CGI has over 10 years experience working with educational institutions and SAP solutions in these areas.

9 SAP Wine & Spirits

Faced with a lack of SAP-compatible, integrated management solutions in the wines and spirits sector, numerous stakeholders have experienced challenges in effectively managing both their tax regime and their winery. With this in mind, CGI has co-developed an offering with a major player in the wine production, bottling and distribution sector based on an add-on to the SAP for Food & Beverage solution. Pre-configured, our SAP Wine & Spirits offering accelerates not only the implementation of the project but also the acceptance of the solution by users, resulting in a significant reduction in management costs.

YOUR CHALLENGES

- **Increase the efficiency of back-office processes and reduce costs** (bottling/winery performance, management control, stock accounting data)

- **Access the right information to make strategic decisions,** thanks to real-time performance indicators that are configurable by users and drive effective and comprehensive management control

- **Improve operational efficiency** (stock levels, cash flow, monthly summary declaration, calculation of excise duty, statement of affairs, planning, interim statements, etc.)

OUR RESPONSE

Designed for wine and spirits professionals, SAP Wine & Spirits is a turnkey offering adapted to the specific challenges of this sector, including the management of liquor and dry goods control systems, the winery, retail agreements, and electronic data interchange with retailers. It is characterized in particular by its ability to:

- **Support all business functions**—from finance to production—via sales, stocks, purchasing, the control system and trading

- **Automatically generate electronic and simplified accompanying documents** mandatory for the transport of your wines and capsules (in a gateway interfaced mode certified by customs)

- **Provide the latest technology** in terms of reporting, bar code management, and real-time user interfaces

WHY CHOOSE CGI?

- A management offer co-developed with a major player in the sector

- A solution that integrates business data into the standard SAP workflows

- Unique expertise in the wine sector with a dedicated team

4 SAP Technical Expertise and Offerings

1 SAP Architecture & Performance

Designing a sound SAP architecture is a challenge because the business needs are often complex and difficult to address. A good understanding of the applications architecture is therefore essential to move forward. With our proven expertise, we can help our clients to identify performance improvement levers and optimized architecture designs suitable for the needs of the business and scalable as the market develops. Thus, the integrity and effectiveness of your architectures is ensured while controlling costs.

YOUR CHALLENGES

- **Adjust your architectures** and make them scalable (sizing, high availability, virtualization, choice of infrastructure, configuration management, etc.)

- **Adapt your architectures** to your business needs (identification of the necessary applications and technical integration of new solutions (S/4HANA, IoT, mobility, user experience, etc.) or third-party tools

- **Benefit from dedicated support** in driving technical projects, auditing the life cycle of the systems and improving SAP architectures

OUR RESPONSE

We can intervene at all levels of the life cycle of your SAP architecture in accordance with the TOGAF model (The Open Group Architecture Framework):

- **Architectural study:** implementation of effective practices for defining and integrating the SAP architecture necessary for your business requirements through a study of technological and infrastructure solutions

- **Evolution of architecture:** intervention in the life cycle of applications to enable functional development during a version change, infrastructure modification, or the installation of an additional module

- **Optimization of architecture:** definition of an optimum architecture to prepare the solution at start-up and ramp-up (performance optimization, load tests, scheduling, supervision, reporting, archiving)

WHY CHOOSE CGI?

- Our integrated team is made up of several experienced professionals with global reach to ensure the efficient operation of your SAP systems.

- We are known for our deep technical/architectural expertise and more than 20 years' experience with SAP integration projects.

2 SAP IT Excellence

Data occupies an increasingly strategic place within organizations. Its lack of reliability and poor use are, in fact, frequent causes of failure for corporate projects. We use the SAP Enterprise Information Management (EIM) suite of solutions to help our clients manage and make optimum use of their data, thus simplifying the architecture of their IT systems.

YOUR CHALLENGES

- **Reduce and resolve problems** resulting from the dispersion of data and the proliferation of applications

- **Manage the impact of the increasing complexity of IT infrastructures** introduced by virtualization, the cloud and mobility

- **Control the life cycle of data** by guaranteeing its traceability and its quality

- **Analyze the impact of application development** by assessing and streamlining testing efforts

- **Control the information architecture** to support operational excellence while optimizing resources

OUR RESPONSE

We can provide full support, from defining your requirements (IT pathway vs. business needs), to implementing different modules:

- **Identity management**: life cycle of users

- **Solution manager**: governance of data and analysis of the impacts of developments

- **Information life cycle management**: complex processing in real time

These tools are uniquely designed to:

- **Meet the needs of the IT architecture** (agility, optimization and security)

- **Adapt to corporate processes** (flexible settings, multi-management processes)

- **Offer an intuitive interface for users** (Web, Microsoft Office, etc.)

WHY CHOOSE CGI?

- We are a partner of choice for SAP Enterprise Information Management solutions, with several years of expertise and investment in these solutions (SAP Identity Management and SAP Solution Manager).

- We have more than 10 years of proven experience in integrating partner solutions around data life cycles (Opentext, IBM, EMC).

- We have several client references for the implementation of SAP Identity Management IdM and SAP Information Life Cycle Management (ILM).

- CGI is a Global Platinum OpenText Partner, with more than 250 professionals.

3 SAP Extended ECM

Simplification and optimization of your business processes can be achieved by enabling effective access to documentation at any time for the purpose of archiving. In this context, our Extended ECM for SAP offering aims to facilitate access to information by de-compartmentalizing the various business processes, thanks to a powerful and ergonomic solution fully integrated with SAP interfaces. Through our expertise and our methodology, we can help you to identify the potential processes and implement the appropriate solution.

YOUR CHALLENGES

- **Offer a 360° view** of the business through an integrated user experience

- **Instantly access the documentation** associated with your business processes

- **Secure the documentation** and ensure regulatory compliance

- **Integrate your SAP business processes** with digital processing and improve their operational performance

OUR RESPONSE

Our teams combine a proven approach with in-depth expertise on the Extended ECM solution. Our methodology is based on a review of your environment to identify and optimize your business processes:

- **Audit/advice:**

  - Audit and identification of target processes

  - Identification of potential gains and impacts

  - Proposal for implementation

- **Rollout:**

  - Proven implementation methodology

  - Specific developments as required

- **Knowledge base:**

  - Access to lessons learned from other client implementations to avoid the most common issues and avoid known risks

WHY CHOOSE CGI?

- We have multiple references for the implementation of the SAP Extended ECM solution.

- A leader in document management solutions for more than 10 years, we have completed a number of integration projects with SAP.

- CGI is an OpenText Global Platinum Partner with more than 250 professionals.

4 SAP Upgrade

U pgrading your environment to the latest SAP ECC6 version is essential to benefit from the latest technological and business developments and prepare to move to S/4 HANA. We offer a methodology that allows you to optimize and accelerate the delivery of your projects and reduce costs and risks while maintaining a high level of quality.

YOUR CHALLENGES

- **Anticipate** IT and business requirements linked to the ECC6 version upgrade, Enhancement Packages (EhP), or the immediate or future implementation of S/4 HANA

- **Identify** the impacts linked to the version upgrade for operating sites, architecture and development

- **Optimize** the acceptance and non-regression testing phase through a well-equipped process of targeted tests

- **Implement** quick wins, allowing improved acceptance of the version upgrade by the business functions (particularly from an ergonomic standpoint with Fiori or Screen Personas)

- **Prepare** for future developments while reducing the testing efforts of the business teams

- **Minimize** costs and risks through an optimal front/back-office distribution and use of common tools

OUR RESPONSE

- **A pre-sale, pre-definition phase based on:**

  - Proven tools that anticipate the corrections and tests to be carried out during the project

  - Interviews to refine the technical analysis of our tools compared against your business requirements

- **A presentation of our vision and the costs of your upgrade project, adapted to your context.**

- **A project methodology proven in multiple technical and operational contexts:**

  - Iso-functional migration or activation of new features

  - Synchronization with other SAP projects

  - Complex multi-solution and multi-version system landscapes

- **A team of dedicated project managers, consultants and developers specializing in version upgrade projects.**

WHY CHOOSE CGI?

- We are a major player in terms of ECC6 update and version upgrade projects, with more than 25 projects completed over the last 4 years.

- We are a privileged partner of Panaya, a solution provider that specializes in SAP upgrade tooling, enabling a reduction of 30% in migration costs in relation to traditional approaches.

- We can offer you our own CGI code analysis tool (Sherlock) and assist with implementation of the Solution Manager tools linked to the life cycle of your environment (SEA, BPCA, CBTA).

5 SAP Rollout

The deployment of Core Model solutions meets the needs to harmonize business processes, rationalize applications mapping and capitalize on the existing environment while ensuring local customizations and the stability of your business. However, these solutions are complex and their implementation requires careful consideration of the best strategy to adopt. Should you choose Core Model or Template, and what delivery model should be used? In addition, what repositories and tools should be used to ensure the success of the rollout?
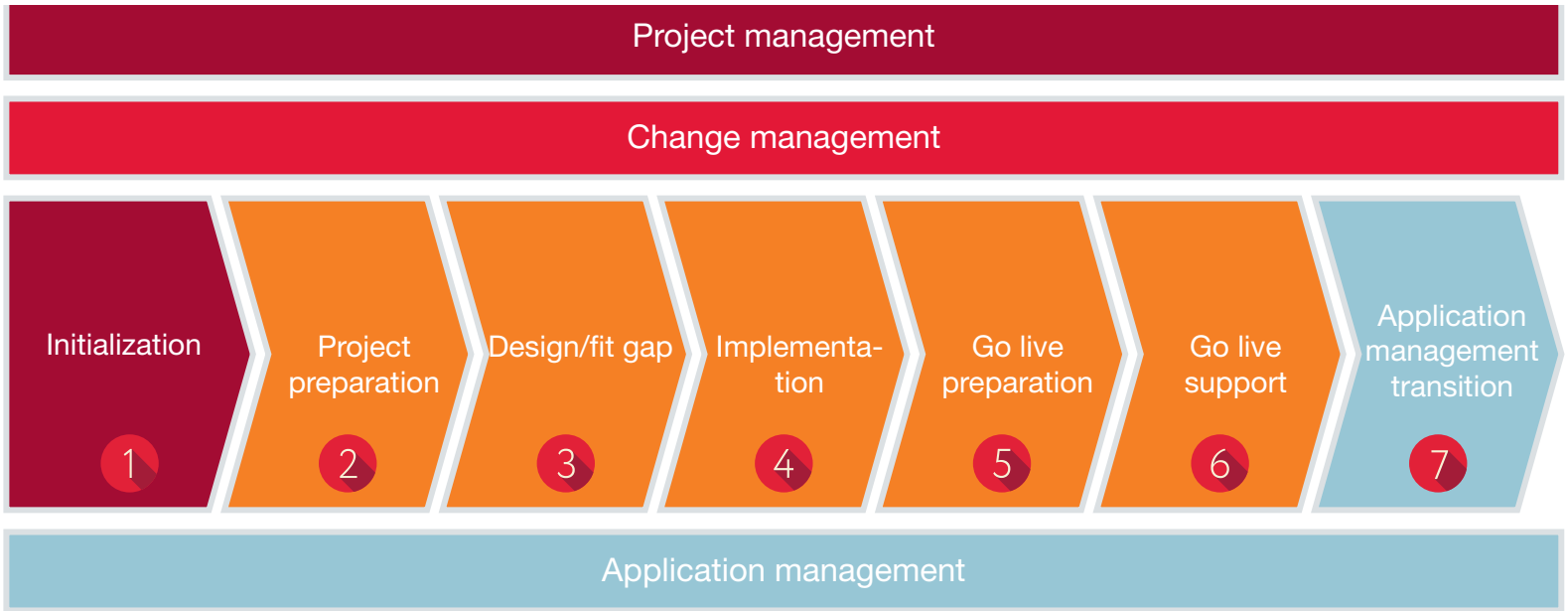
Our CESIRA methodology (CGI Enhanced SAP Integration & Rollout Approach) helps you to deploy your Core Model or Template anywhere in the world. CESIRA is an integrated, complete and adaptive methodology, covering all stages of the rollout—from construction and analysis of your Core Model to transfer of the solution to the applications maintenance team on completion of deployment.

YOUR CHALLENGES

- **Align** all your business entities by pooling best practices and adapting them to the local realities of each site

- **Optimize** costs and the time necessary for complete deployment of your Core Model for all your entities

- **Support** the business in the transition phase for effective and controlled implementation of the new processes

- **Anticipate** issues linked to data migration and improve the reliability of the process

OUR RESPONSE: THE CESIRA METHODOLOGY

We support implementation of the target solution in terms of its functional, technical and organizational dimensions through our CESIRA methodology, which covers the entire life cycle of the project in seven steps:

Project management

Change management

Initialization	Project preparation	Design/fit gap	Implementa-tion	Go live preparation	Go live support	Application management transition
1	2	3	4	5	6	7

Application management

WHY CHOOSE CGI?

- We have 20 years of experience in SAP Rollout projects for local and international clients.

- We offer an industrial but flexible approach based on a proven methodology and accelerators.

- Our teams comprise IT and business experts.

- We are able to deliver our solutions around the globe.

About CGI

Founded in 1976, CGI Group Inc. is the fifth largest independent information technology and business process services firm in the world. Approximately 65,000 professionals serve thousands of global clients from offices and delivery centers across the Americas, Europe and Asia Pacific, leveraging a comprehensive portfolio of services, including high-end business and IT consulting, systems integration, application development and maintenance, and infrastructure management, as well as 150 IP-based services and solutions.

With annual revenue in excess of C$10 billion and an order backlog exceeding C$20 billion, CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB).

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