



# Using innovation to win more business with the Ministry of Justice

## Morphing to increase innovation

You'll know, as we know, that staying alert for ways to evolve your service is crucial to continued client satisfaction. We know that innovation is key to making this happen and, for us, SMEs are at the heart of our innovative capabilities. Recently, we had a reminder, not only of how important innovation is, but to what extent innovation is a catalyst for success during our work with the Ministry of Justice.

In the summer of 2013, we identified a strong need for additional innovation in how we approach our Ministry of Justice account. Although we had a strong delivery record and consistently achieved against our SLAs — in fact we exceeded them month-on-month — we realised that we could be doing more for the account when the Ministry of Justice placed CGI fifth out of its six top tier suppliers in terms of performance.

Project Morpheus was our answer to this challenge. Comprising five work-streams: people and engagement; client and innovation; organisation and process; strategy and leadership; and communications, the project set out to breathe even more innovation into our work with the Ministry of Justice. Over 50 change champions led the way and everyone rapidly got involved with Project Morpheus, becoming passionate about its success.

We encouraged our members to bring their creativity and innovation to the account with an almost immediate effect: in the most recent value and client assessment, CGI was voted the tier one top supplier.

Project Morpheus continues to foster success. In May, we signed the contract to provide the hosting environment in the Ministry of Justice data centres against a field of over 42 suppliers. Our win was a ground-breaking result, showcasing the progress we have made, and underlining why we are the Ministry of Justice's number one supplier.

In less than a year we've transformed our service, creating a 200 per cent improvement, and achieving ratings never previously awarded to a supplier before. Innovation was crucial to this success.

Project Morpheus continues to be a flagship of innovation at CGI. It proves our commitment to continuously improving our service, and the importance we place on creativity and innovative ideas. And our commitment to working with SMEs is fundamental to this, offering another valuable route by which we can bring innovation to the market place.

So what are you waiting for? If you haven't already, join SME Accelerate today and let's get going.



## Focus

### Innovation for the Ministry of Justice

Founded in 1976, CGI is a global IT and business process services provider with 68,000 professionals delivering high-quality business consulting, systems integration and managed services.

**For more information, please contact us:**

**T: +44 (0) 845 070 7765**

**E: [enquiry.uk@cgi.com](mailto:enquiry.uk@cgi.com)**

**[www.cgi-group.co.uk](http://www.cgi-group.co.uk)**