

CGI

Experience the commitment®

Robotic Process Automation

Bring to life your virtual workforce



As part of your digital transformation journey, you want employees to use digital skills to perform their roles to the best of their ability, giving customers an outstanding experience.

The first step on this path is cutting-edge automation. Before you invest in anything else, you have to identify which processes can save you both time and money by developing your virtual workforce.

Workforce automation, and the use of software robotics, will be one of the biggest technology disruptors over the next decade. Using the right technology, you could automate more than half of your processes — giving you a competitive advantage by allowing your employees to work more productively.

CGI'S SOLUTION

Robotic Process Automation (RPA) gives you the ability to get the most from your digital employee experience. It reduces costs, improves accuracy, maintains compliance, increases cyber security and boosts employee and customer satisfaction — all while giving you access to a round-the-clock, instantly scalable, virtual workforce.

Our automation services take over the repetitive processes that don't necessarily require human intervention. In a customer services department, for example, there are many systems — like payments, complaints or claims — you can make easier for your people with RPA.

With RPA taking care of the more time-intensive tasks, your people are free to focus on work that offers greater value to your organisation and delivers a better service to your customers.

This creates the potential for you to increase productivity and generate higher profits.

WHAT IS ROBOTIC PROCESS AUTOMATION?

Robotic Process Automation is an application of technology that allows you to configure computer software (or 'robots') to manage end-to-end processes, tasks and transactions, manipulate data, trigger automatic responses or communicate with other digital systems.

KEY BENEFITS

Our RPA framework allows you to:

- Reduce your operational costs
- Increase the agility and speed of your operations
- Redirect your people to tasks that add value
- Improve employee satisfaction
- Reduce your time to market
- Improve the quality and consistency of services for customers
- Improve the flexibility and scalability of your workforce
- Improve the accuracy of repetitive processes
- Increase the level of business insight available to your organisation





CGI'S SERVICES

Our Automation-as-a-Service gives you a robust, proven framework to take advantage of RPA. Taking care of everything for you, we deliver a full, end-to-end range of automation services — from building the business case to running the new virtual workforce.

We do this in five stages:

Engage

We engage to explore how process automation can benefit your organisation

Prepare

With a consultancy-led approach, we carry out an automation-readiness check to help you identify the business functions that could work more productively — creating a plan of action that includes any quick wins you could make.

Automate

We deliver your automation plan, working with you to identify the right vendors, engage stakeholders and optimise relevant processes — all while supporting you through the change.

Embed

We make sure you get the most from your automated processes, monitoring stakeholder feedback and performance data — then carrying out any fine-tuning that needs to take place.

Manage

We provide you with the right automation technologies for your business, making sure you get the most of them in the future by pursuing opportunities for continuous improvement.

WHY CGI?

We use a holistic approach to process automation that takes you beyond solutions for isolated issues and maximises the overall benefit to your organisation.

- We have worked with many shared service centres to speed up their performance and increase customer satisfaction by automating common tasks like account creation, progress reporting, password resetting and identity validation.
- We have worked with a range of major organisations to improve flexibility and reduce costs by automating their back-office processes.
- We have 40 years of automation knowledge, combined with our expertise in the Public and Private Sectors. This means we have the ability to develop your digital transformation roadmap, and deliver the outcomes you need as well.



About CGI

With over 70,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects.

Our high quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results.

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