CGI solutions for Future Cities and their citizens
Fostering sustainable economic growth in cities and regions requires a steady flow of entrepreneurs to launch value-added businesses and employ more citizens, thereby increasing local income and decreasing budget dependency on central or federal allocations. Attracting and keeping these new residents requires an environment where people feel safe, enjoy greater mobility, and have access to good healthcare, education and leisure and cultural activities.

CGI partners with cities and regions around the world to develop strategies and roadmaps for smarter, more sustainable operations. We implement innovative solutions to improve:

• Citizen participation and safety
• Education
• Energy and asset management
• Government administration
• Health and human services
• Transport and tourism

And many more. Explore our solutions.
Community policing (Burgernet) in the Netherlands is a great success thanks to CGI with more than 1.5 million people participating nationwide.

“This common operational tool is the first of its kind in the emergency services that covers the entire chain of activities from the emergency call center to arrival of help at the scene. The tool provides a shared platform for all emergency services. The project has already taken a new direction by the prospect of adding the police to the system.”

Janek Laev, Director General, Estonian Response Centre

Citizen participation and safety: Facilitating civic activity and a safer society

Community culture

CGI’s Participation Next is a context-driven private social network that helps municipalities connect citizens, organizations and local initiatives based on their interests, connections and location, making participation easier and more fun.

Citizen benefit: A fun platform for supporting more livable and safer neighborhoods.

Community policing

Burgernet is a citizens’ network in the Netherlands enabling quick, effective communication and collaboration between citizens, police and municipalities to improve neighborhood safety and help catch suspects in the act.

Citizen benefit: Ability to contribute to a safer society.

Emergency response system

A CGI delivered innovative emergency response system helps dramatically speed up response times and save lives. With the help of a rescue center system in command and control centers, and a mobile application on board all emergency vehicles, the solution helps determine the locations of incidents faster and more precisely to send more timely help.

Citizen benefit: Faster and higher quality emergency response and care, 24/7.
Education: Adapting to meet future needs

Virtual Learning Environment
CGI’s OpenENT is a Virtual Learning Environment for schools enabling French students, parents and teachers to exchange academic information using a secure, digital and engaging platform.
Citizen benefit: Better ways to participate in education programs.

Online learning and exams
A CGI delivered learning platform is a cloud-based solution for connecting teachers, students and parents through seamless communication and the ability to work anywhere, whether on a computer at school, a smartphone on a train, or a tablet at home.
Citizen benefit: An accessible platform for learning, interaction and communication.

Project management for PhD programs
The PhD solution is a professional tool for the end-to-end administration of a PhD program, giving supervisors and PhD candidates more time for research and supervision.
Citizen benefit: Increased time for research in universities.

Nearly 1.2 million users from 400 high schools in France use the OpenENT solution making about 20,000 connections every day.
CGI was named as a leader in IDC MarketScape: Worldwide IT Professional Services for Utility Smart Grid 2014 Vendor Assessment, Jan 2014, Doc # EI246402

“CGI’s Energy Management System was proven during extensive live tests. The system manages supply and demand by providing triggers to households to optimize their energy efficiency and consumption pattern.”

Han Slootweg, Innovation Manager, Enexis

“CGI presented a very attractive value proposition with IBOR, and demonstrated significant advantages in contributing to a greener world.”

Peter Kommers, Asset Manager Lighting and Traffic Systems in Utrecht, Netherlands

“Technicians no longer have to drive back and forth to the office in the middle of the day. Mileage is reduced, productivity is increased and the safety of technicians is improved because their locations are readily available.”

Nora Gonzalez, Revenue Protection Manager, Orlando Utilities Commission

Energy and asset management: Advancing stewardship and sustainability goals

Advanced meter infrastructure management
For electric, water and gas utilities seeking a smart meter infrastructure, CGI’s Sm@rtering solution helps utilities manage smart meter data, reduce costs, better understand customer usage, perform active network management, pre-empt problems, and respond quickly during a crisis.

Citizen benefit: Reduced energy costs, innovative pricing and access to micro generation and EV charging.

Smart grid performance management
CGI's Central Energy Management System (CEMS) enables demand side management of energy to ensure an optimal match between locally generated energy and demand, enabling a sustainable energy ecosystem.

Citizen benefit: Real-time insight into energy generation, usage and dynamic pricing.

Building and lighting automation
IBOR enables the remote management of public and private space assets—such as street lighting, bridges, road barriers, traffic lights and many other assets—allowing Dutch authorities to respond faster to incidents, accidents or other emergencies.

Citizen benefit: More sustainable and safer living environments.

Intelligent asset management
CGI’s Asset & Resource Management (ARM) solution helps municipalities safely and efficiently manage geographically distributed assets, providing for improved investments decisions, efficient operations and reliability.

Citizen benefit: More effective use of public funds and increased performance of city assets.

Mobile workforce management
From customer contact to fieldwork completion, CGI’s PragmaCAD application takes an innovative approach to automating daily workflows to increase service availability, improve field productivity and reduce costs.

Citizen benefit: Better transparency, timeliness and quality of public services.

Property management
CGI’s FlexProperty helps property owners such as governments, municipalities and property management companies to manage the processes around owning, renting and maintaining properties, from City Hall to schools to harbors and parks.

Citizen benefit: More transparent and efficient management of municipal properties.
Health and human services: Improving service delivery and compliance

Patient-centric care
CGI CommunityCare360 is a game changer in the community of health and social care worldwide. It delivers community care planning, translates physician approved care plans into daily work orders, optimizes community care service delivery and integrates accurate benefit billing and progress updates. It also integrates monitored device alerts and alarms into community care service delivery.

Citizen benefit: Better health and fewer hospital visits through increased engagement.

Real-time management and reporting for emergency medical care
Merlot Medi is CGI’s real-time system for emergency medical care. It enables fast information sharing between hospitals and personnel at the scene of an accident, as well as more efficient emergency interventions.

Citizen benefit: Supports efficient triage by directing patients to the most suitable hospital for their particular needs.

Mobile regulatory enforcement
CGI OnCue360 is a mobile regulatory enforcement and field data collection solution that allows field inspectors to use smartphones and tablets to capture and share information in real time.

Citizen benefit: More timely and transparent audits and inspections.

Thousands of regulatory inspections are performed monthly using CGI OnCue360. Clients have increased mobile workforce productivity from 30% to 60%.

“The Merlot Medi EPR system with remote printing to hospital and consultation is the right tool – the time of paper patient records is really over for us.”

Kari Porthan, Head of Emergency Medical Unit, Helsinki City Rescue Department

“Even those caregivers who are not accustomed users of IT-tools have been enthusiastic about the mobile care providing solution. The feedback from patients has been also entirely positive.”

Anna-Liisa Lyytinen, Director of Home Healthcare, City of Helsinki, Finland
Government administration: Enabling open and transparent services at lower cost

Financial management and budgeting
Our enterprise resource planning solutions help governments improve back-office operations and better serve citizens with modern financial management, budgeting, payroll, human resource management, procurement, collections, permitting, case management and business intelligence.
Citizen benefit: Increased government transparency, efficiency and self-service access.

Case management
CGI’s Case Management solution transforms business processes to increase agility, boost productivity and improve customer service. It can be configured to engage with a public audience to improve transparency, communication and constituent service levels.
Citizen benefit: Faster and better services with efficient document management and heightened transparency.

State Treasury of Finland’s Rondo environment consists of over 120 organizations, 50,000 users, 2 million supplier invoices each year and over 6,000 integration interfaces between Rondo and other financial systems.

CGI’s Grand Angle ERP is used by more than 25,000 everyday users in local authorities.

“CGI continues to be a reliable and committed partner for the County’s ERP needs. We benefit from a single point of accountability for software delivery and implementation services, which maximizes our results while minimizing risk.”

Robert Davis, Assistant Auditor-Controller, County of Los Angeles, CA
Transport and tourism: Improving mobility, cultural and environmental experiences

Online trip planner
CGI’s Navici Trip Planner has changed the way people travel in 35 city regions and it provides travelers with advice on the best public transport options to their destinations. Cycling and walking options in the trip planner provide useful information on recreational and scenic routes and can lead to health benefits by promoting safe cycling and healthier lifestyle.

Citizen benefit: Ability to make smarter, more-efficient and eco-friendly travel decisions.

Smart driving solution
CGI’s solution for Helsinki’s public bus operator uses big data analytics to enable smoother bus rides, more satisfied passengers and benefits for the environment. The application provides precise information to support operations and driver-specific improvement through data visualization, presenting vast data in a map view.

Citizen benefit: Smoother bus rides, more satisfied passengers and a reduction in CO₂ emissions.

Airport operations
CGI’s GO is the next-generation airport management system and the heart of the information chain in an airport. It can reduce management efforts by up to 80%, improve resource allocation, standardize processes and increase productivity leading to a seamless experience for passengers in an airport by minimizing delays and queue times.

Citizen benefit: A better airport experience with fewer delays.

Digital library
An all-encompassing solution enables the digitization of the Czech Republic’s most vulnerable and high value books and periodicals. Digital documents are searchable in both the National Digital Library and electronic information resources and accessible to the general public via the web portal.

Citizen benefit: Accessible, available library assets.

Electronic vehicle charging
CGI’s Chargepoint Interactive Management System (CiMS) supports the infrastructure for intelligent electric vehicle (EV) charging points, including managing transactions and subscribers, to make charging an EV as easy as refueling a regular vehicle.

Citizen benefit: Real-time information on the availability of charge points.

Our trip planner solution was implemented over 35 times for cities and regions in Finland and the United States, including a nationwide Finnish system.

“The collaboration between the library and CGI members has resulted in many inspirational moments and the creation of this innovative, world-class, digitalization solution.”

Tomáš Bohm, General Director, Czech National Library

“Driving technique really has an impact, and thanks to the system, we can now explain this to our drivers.”

Michael Andersson, Technical Director, Helsingin Bussiliikenne Oy, Finland

“The success of GO is explained by the fact that it was designed to bring together two views of the airport business: operational and management.”

Rui Alves, Operations Manager of Lisbon Airport, ANA Airports Of Portugal, VINCI Group
Benefit from our structured approach to a Future City

While we see frequent news about cities launching new technology projects to become “smarter,” it is not always obvious whether such projects are part of an integrated strategy, are opportunistic initiatives motivated by the need to react to pressing problems, or are just good intentions that do not necessarily map to clear benefits for citizens.

Linking a vision to specific objectives and defining a roadmap are key steps. But roadmap initiatives need to be assessed for their value, from the elected officials’ perspective to other stakeholders’ perspectives. CGI’s methodology, below, can be a useful approach, supported by tools designed to make the process participative and easy to follow.

Whether you are in the early stages and would like to discuss the Future Cities concept and assess your maturity level, or you are deep into implementing your own projects, CGI can help.

Please contact us at government@cgi.com to arrange to discuss the considerations we know are critical to success. Or, visit cgi.com/future-cities to learn more.
With 68,000 professionals operating in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients’ front doors. Founded in 1976, CGI applies innovative services and solutions with a disciplined delivery approach that has achieved an industry-leading track record of delivering 95% of projects on time and within budget. Our business consulting, systems integration and managed services help clients leverage current investments while adopting technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our client satisfaction score consistently measures 9 out of 10. Visit cgi.com for more information.