Automation technology is being used increasingly to allow employees to focus on high-value work, boost productivity, reduce costs, improve quality, increase security and enable real-time operations. Combined with advanced analytics, the internet of things (IoT) and artificial intelligence (AI), intelligent automation enables entirely new digital business models.

CGI helps clients use the full spectrum of automation—from robotic process automation (RPA) focused on task automation to algorithmic automation focused on decision automation, to AI that ultimately will emulate full human cognition and empathy—no matter where organizations are on their automation journey.

Our Intelligent Automation Services include:

- **High-end business and IT consulting**: providing enterprise strategies and roadmaps, proofs of concept, technology evaluation, selection and integration, benefits/ROI analysis, business case development, organizational consultation (center of excellence creation), frameworks and working models, change management and digital workforce adoption

- **Systems integration and managed services**: bringing enhanced and algorithmic solutions to life through systems integration, implementation, managing and hosting of automation technologies and platforms—
such as natural language programming (NLP), optical character recognition (OCR), machine and deep learning, neural networks and computer vision—and providing fully managed RPA factory engagements and virtual workforce management

- **Outsourcing**: providing intelligent automation as part of both IT and business process outsourcing engagements (where CGI assumes responsibility for operating our clients’ intelligent automation processes) to accelerate digital delivery, improve how they operate and transform their business

**CGI's intelligent automation delivery approach**

- **Exploratory workshop**: Providing automation strategy and roadmap; identifying candidate areas with high-level cost/benefit and business case
- **Ideation**: Designing innovative solutions using appropriate technology mix; defining business change needs and optimizing processes
- **Prototype**: Developing and testing the automation; defining pilot implementation and business change plans
- **Pilot**: Performing user acceptance testing; preparing users for change; rolling out the pilot, monitoring and fine tuning to maximize benefits
- **Production**: Supporting the ongoing automated service as “business as usual,” through cloud hosting, proactive monitoring and dynamic scaling

**Market-leading technology**

CGI works with leading vendors—such as BluePrism, UiPath, Automation Anywhere, Kofax, Workfusion, Celaton, Ayehu, IBM Watson, IPSoft, Microsoft and Google, among others—to bring forward innovative solutions and adapt them to client needs. We also develop our own automation intellectual property (IP) through joint prototyping and innovation with clients and our Automation Centers of Excellence and Innovation Labs.

CGI uses open source technologies, along with CGI IP and third-party solutions, to provide AI-powered automation solutions such as:

- Intelligent process automation, including RPA for business and IT processes
- Autonomic IT operations for performance and security monitoring, event correlation, diagnostics, self-healing, incident resolution and service orchestration
- Intelligent machine learning and deep learning for advanced automation scenarios across processes, transactions and operations
- Customer interactions and service automation via conversational AI, virtual agents and chat bots
- IoT-based analytics integrated with automation for predictive maintenance, smart community management, supply chain and logistics optimization

**DELRIVERING RESULTS**

**Machine learning in Watchlist filtering**
- Reduced false positives by 40-70%
- Increased reviewer productivity 5X
- Enabled scanning of 100’s of transactions/second across direct channels

**Autonomics and machine learning in infrastructure management**
- Cut labor costs by 30%
- Reduced mean-time-to-repair by over 50%
- Lowered event load by 95%
- Delivered 1,450 hours of workload by software robots
- Deployed 50+ self-healing virtual engineers, freeing up employees for value-creating activities

**Machine learning in claims fraud detection/prevention**
- Avoids false positives with 98% accuracy

**Advanced analytics and modeling in energy trading**
- Optimized 400 FTE operation
- Identified $95M per quarter profit optimization potential

Contact us at info@cgi.com to learn how we can help you design, develop and implement successful intelligent automation solutions.