CGI ProAction-AS is a transformational approach to application services management focused on achieving client business objectives and delivering expected benefits and value. Based on an outcome-based model executed by high performance teams, CGI ProAction-AS is designed to continually improve performance, enhance quality and drive innovation.

**APPLICATION SERVICES AS A STRATEGIC DRIVER**

Leading organizations are transforming application services (AS) management from an overhead cost to a strategic driver. This type of transformation requires a new approach to AS management—one that focuses less on resources and more on results. Aligned with industry standards (ITIL®, CMMI), the best application delivery approaches (Agile, DevOps) and CGI’s Client Partnership Management Framework (CPMF), CGI ProAction-AS is driving strategic transformation and outcomes for organizations worldwide.

**CGI PROACTION-AS – A FUNCTIONAL VIEW**

CGI ProAction-AS is a team-driven, highly collaborative approach that fosters ingenuity, knowledge sharing and transparency for the benefit of the client. Enabled by agile processes, an integrated tool ecosystem and a state-of-the-art workbench, CGI ProAction-AS also ensures the highest level of quality and continuous improvement.

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Creating a culture of continuous improvement & innovation

CGI ProAction-AS drives value for clients by building systematic continuous improvement and innovation into our service delivery approach. It is designed to create a consistent, disciplined, performance-based and outcome-driven culture based on the following concepts:

- What gets measured gets managed and improved
- Putting the measures and metrics into the hands of the teams will drive rapid continuous improvements and enhanced business outcomes
- Team collaboration and process automation enabled by DevOps tools enable visibility and efficiency

WHAT MAKES CGI PROACTION-AS DIFFERENT?

EMPOWERED TEAMS
- Self-directed, agile-based teams that drive work streams and improvements
- Embedded knowledge acquisition, retention and collaborative culture
- Integrated, skill-based assignments and learning goals

OUTCOME-BASED MANAGEMENT
- Heightened focus on business objectives, outcomes and value generation
- Managed performance based on KPI visibility and analytics
- Disciplined drive to continually improve quality and transform service

INNOVATION
- Value-driven transformation of business and IT processes to shift spend from “keep up” to “step up”
- Higher levels of quality and performance through automation
- Modernization focus with longer term value and benefits generation

CGI ProAction-AS BENEFITS

IT organizations are increasingly challenged to do more with less and to manage services delivered by a global supply chain of vendors. CGI ProAction-AS enhances the entire software application life cycle, introducing continuous improvement to deliver significant benefits.

Reduce “run” costs to re-invest in “change”

CGI ProAction-AS delivers performance improvements through process and technology automation and innovation that enables organizations to reduce the costs of running their business, and, in turn, re-invest the savings into business change activities. An agile and highly integrated process and tool suite including automation, workflows and analytics enables teams to deliver productivity improvements.

Drive proactive and predictive delivery through digital insights

Analytic tools and dashboards share data and metrics to enhance team performance, resulting in measurable operational improvements. Performance intelligence and meeting improvement targets is fundamental to our outcome-driven delivery culture.

Embrace new business models with agility and speed

Flexible services and solutions are efficiently delivered to respond to rapidly changing business needs, allowing for the agility to implement non-traditional, emerging business models, such as DevOps.

innovation & automation focused
high performance teams
industrialized global delivery
reduced costs & incremental value
entrenched knowledge acquisition, sharing, retention
increased service agility & transparency
proactive risk & security management
business outcome driven performance
reliable & predictable spend management

ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business process services providers in the world, delivering high-quality business consulting, systems integration and managed services. We combine innovative services and solutions with a disciplined delivery approach that has resulted in an industry-leading track record of delivering 95% of projects on time and within budget. In the Insurance Market, CGI provides Advisory Practices by assessing the current state and business goals to help clients create a roadmap for return on value. As a demonstration of our commitment, our average client satisfaction score consistently measures 9 out of 10.

For more information about CGI, visit www.cgi.com, or email us at info@cgi.com.