CGI’s U.S. Onshore Delivery Model

Maximizing ROI with highly skilled U.S.-based resources
As organizations evaluate options for diversifying their IT delivery models to reduce cost and risk, they must consider carefully how to retain control of critical business functions, ensure provider accountability, protect data, and achieve regulatory compliance. CGI’s onshore delivery model helps government and commercial enterprises achieve all of these objectives with secure, cost-effective managed services that are made in America.

“CGI is offering the kind of jobs that will truly transform the region’s economy.”

United States Senator and former Governor of Virginia, Mark Warner
Creating business value and quality jobs

CGI’s U.S. onshore delivery model provides high-quality, cost-effective IT resources to our clients, while creating good jobs where they are needed most for our nation—including our veteran community. Through this model, we have created more than 1,600 quality jobs and generated hundreds of millions dollars in economic activity. Across the U.S., CGI has 12,000 professionals in 80 offices. Globally, we are 70,000 strong.

Our U.S. onshore IT services delivery centers—in Alabama, Louisiana, Texas, Maine, Virginia and Wisconsin—are an integral part of CGI’s global delivery model that includes onshore, nearshore and offshore options to suit client needs. These centers offer full-service application development, maintenance, testing and integration services, as well as business process outsourcing. These high-quality IT services are provided at costs significantly below averages for major metro areas, saving 20% to 30% in the first year and beyond.

CGI’s model is based on true partnerships between industry, government and higher education to create magnets for technology jobs and keep skilled technology expertise in the U.S.

CGI’s seven onshore centers are within 1-2 time zones from any contiguous U.S. location, effectively supporting projects requiring close collaboration, immediate communication and tight timelines.
CGI’s U.S. onshore IT delivery centers offer superior quality, ease of access and time zone synchronization for our clients, while reducing their costs 20% to 30% compared to U.S. metro areas.

Reducing costs and streamlining processes

Organizations seek IT delivery options that will maximize efficiency and allow core resources to focus on mission-critical work. When evaluating the range of choices including remote delivery, tradeoffs in cost, risk and value must be weighed carefully.

CGI’s onshore delivery model is a cost-effective, low-risk, U.S.-based solution that is an appropriate IT diversification option for many clients. Agreed-upon managed service levels at a lower-fixed price not only can reduce costs, but also can provide greater cost predictability.

CGI takes responsibility for all process management and staffing, so clients can focus scarce resources on their core business. Access to CGI’s high-quality talent, advanced tools, and standardized processes also helps our clients’ IT departments increase productivity and output. In addition, onshore engagements can ramp up quickly to support changing needs.

Providing expert U.S. talent with a proven governance framework

In a managed services arrangement, clients want assurance that knowledgeable program and technical staff will be available not just for today, but also over time.

CGI’s U.S. onshore centers are staffed by a highly educated and skilled talent pool that has a lower-than-average attrition rate. Employees are hired through a feeder system of high-caliber colleges and universities, as well as strong technical programs and recruiting networks including veteran and military family outreach. All employees must meet CGI’s rigorous standards and follow specific procedures for knowledge retention and transfer.

Leveraging our skilled IT professionals and repeatable governance framework, CGI’s onshore delivery model improves system quality, reliability and stability through standardization and consistency, all while ensuring IT alignment to business goals and delivering quality services at a lower cost. Our centers also maintain certifications such as CMMI and ISO9001 to ensure quality programs.

“CGI’s arrival in Louisiana has helped elevate our state’s status as a leading destination for knowledge-based employers and the creative professionals who help them thrive.”

Louisiana Governor
John Bel Edwards
Protecting data and mitigating risk

Among the most critical considerations in a managed services arrangement are protecting the client’s sensitive IT infrastructure and data and ensuring the accountability of service providers.

CGI’s U.S. onshore delivery centers meet strict government and commercial security standards and mandates. We provide full transparency and accountability via advanced reporting and agreed-upon managed service levels. Our onshore delivery model also mitigates numerous risks by providing ease of access to resources, common time zones and currencies and domestic travel.

“This (Texas Enterprise Fund) TEF investment in CGI will create 350 jobs and millions in capital investment, strengthening the economy in Central Texas and creating a livelihood for hundreds of Texas families.”

Former Governor Rick Perry
Texas

“We are grateful for CGI’s decision to locate a center in Waterville, Maine, where a network of partnerships is transforming the economy and creating new opportunities for growth. CGI’s innovative business model and commitment to quality will contribute to Waterville’s downtown revitalization and be a boon to the entire state.”

David A. Greene, President
Colby College
“CGI in Troy is a prime example of private sector investment that will help get our country back on track. It was exciting to speak with CGI staff members about the prospect of generating more jobs in the future…”

U.S. Representative Martha Roby
2nd District of Alabama

Delivering full-service IT

CGI’s U.S. onshore delivery centers are one-stop, state-of-the-art full-service facilities. Our clients benefit from cost-effective, secure and nearby access to comprehensive design, development, maintenance, testing, implementation and integration services, as well as complex data and transaction processing and business process outsourcing. Our onshore work includes tax and revenue program support for state and local governments, large-scale application maintenance and development for federal agencies, and product and software testing for the world’s largest corporations. Our centers also provide the lifecycle development of CGI’s Momentum® and CGI Advantage® ERP solutions, Collections360® debt management solutions and ProSteward360® environmental compliance solutions.
Investing in American jobs, talent and communities

CGI is dedicated to creating jobs in U.S. communities and we partner with the area’s local colleges and universities to help bring well-trained students into the workforce. We truly believe in the revitalization of main streets and downtown areas, fueling economic growth and helping to transform communities that previously have experienced job loss.

CGI’s onshore IT delivery centers have created 1,600 quality IT jobs and generated hundreds of millions dollars in local economic activity.

We also are passionate about the communities in which we live and work. We take the skills required to be a leading IT services company—problem solving, creativity and dedication—and put them to work to make a positive difference. Our onshore delivery centers are deeply involved in their local communities.

Through volunteer and pro-bono initiatives and financial investments, CGI supports a variety of local organizations in each region. We know from experience that serving locally benefits all of us globally.
CGI at a glance

Founded in 1976, CGI is one of the largest IT and business process services providers in the world. Operating in hundreds of locations across the globe, CGI helps clients become customer-centric digital organizations. We deliver high-quality business and IT consulting, systems integration and transformational outsourcing services, complemented by more than 150 IP-based solutions, to support clients in transforming into digital enterprises end to end. CGI works with clients around the world through a unique client proximity and best-fit global delivery model to accelerate their digital transformation, ensure on-time, within budget delivery, and drive competitive advantage in today’s increasingly digital world.