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BUSINESS PROCESS SERVICES HOME

BUSINESS PROCESS SERVICES

B2B operations support
B2C operations support
Purchase management
Revenue management
Supplier payments

APPROACH

IT governance model
Outcome-based model
Global delivery model
Tools and processes
Transition management
Domain expertise

END TO END SERVICES

IT outsourcing services
Infrastructure services
Application management
Business consulting
Systems integration services

BPS MATERIALS

Business process services

Harnessing business processes and technology to deliver world-class, global services

Today, organizations in all industries are under enormous pressure to do more with less. They require greater efficiency from their business process services (BPS), and seek to maximize revenue, reduce costs and drive growth through innovation. As new technologies enable digital transformation, there is an increasing focus on automation, context-aware capabilities and real-time information insight.

At CGI, we have a deep knowledge of our client's businesses and offer a suite of business process services that are designed to address the needs of specific industries in this changing landscape. With evolving business process automation and robotics technology, we meet the rising demands for quality and compliance, while decreasing the cost to serve our clients.

To address clients' needs, we also drive efficiencies and savings from CGI's expansive global delivery network—delivering services onshore, nearshore and offshore.

CGI business process services are grouped into five broad areas of expertise, each of which is focused on delivering business outcomes:

- [B2B operations support](#)
- [B2C operations support](#)
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Featured

Media announcement

[Connect for Health Colorado consolidates services under expanded CGI contract](#)

White paper

[BPS: A Successful Transition Is the Foundation of World-Class Outsourcing \(PDF\)](#)

White paper

[The Power of Combining Big Data Analytics with Business Process Workflow \(PDF\)](#)

- Brochures
- Case studies
- Media announcements
- White papers

RELATED LINKS

- Insurance Information Services client portal
- Cloud computing

CONTACT US

Supplier payments

If you can't find the service you need, we'll explore how we could work together to build a mutually profitable new offering in the market.

Experience and expertise

- 27 years of experience in BPS, with over 30,000 end-users across all services
- Integrated network of delivery centers throughout the world—blending onshore presence with offshore centers of excellence in Manila and India
- BPS support in more than 12 languages
- Provision of over 30 BPS and industry specific applications
- Cross-industry and industry-focused offerings combined with accountable local partnership and high-value global delivery models
- Strong partnerships with leading organizations, including **Desjardins** and the U.S. Department of Housing and Urban Development
- ISO-certified processes and world-class technology platforms

ABOUT US

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High-end IT and Business consulting.
Systems integration. Outsourcing.
Intellectual Property.

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