# Global Infrastructure Services

Technical service desk

As IT environments grow increasingly complex, today's global workforce demands a much higher level of technical support. To be successful, technical service desks must be prepared to provide know-how, availability and responsive service. But attracting, training and retaining top talent in a fast-paced service desk environment can be challenging at best.

At CGI, our business is technology, so we fully understand the need to support users with management and technical expertise, scalability and advanced call management systems. CGI's Technical Service Desk offering can provide full managed services support or can integrate seamlessly and cost effectively with your existing in-house capabilities, thereby quickly extending world-class service wherever and whenever you need it.
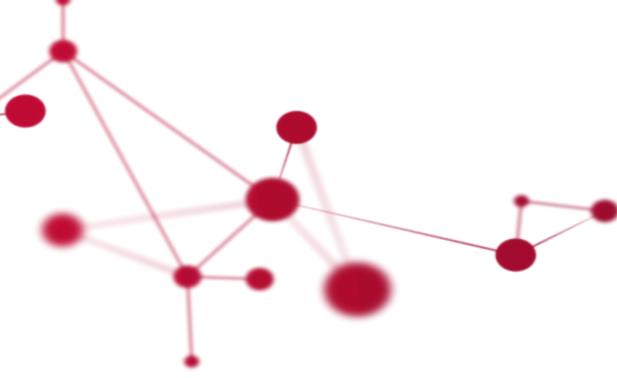
Support geared to your business

CGI offers a best-fit service model based on each client's needs. With contact channels that include phone, email, live chat or self-service, we ensure that the right people with the right skills are available to support your employees at the right time. And, in today's multi-service provider environment, CGI serves as the integrated, central point of contact to manage incidents from start to finish.

Above all, CGI is committed to providing clients with the highest level of proactive, quality service tailored to their unique needs – and we back this up with service level agreements aligned to specific business strategies and requirements.

Highly skilled and prepared for the future

CGI's vast client base includes some of the world's largest government, financial and health care organizations – industries that require highly specialized, secure technical support. CGI's technical service desk is not another "one-size-fits-all" call center. With a finely

honed recruiting and hiring process, CGI's technicians – many of whom are industry-certified and security-cleared – learn our client's business and technical environments from the day they start with CGI. And, our quality assurance program ensures every user is treated with utmost courtesy and, expertise, no matter what channel.

CGI's formal training program readies its technicians for any type of technical issue – from PCs and peripherals, hardware and software, customized in-house and web-hosting applications to automated teller machines. With an eye always to the future, CGI keeps up with the rapid pace of change and provides support for technologies such as mobile device applications, virtualized desktop services and application virtualization.

By offering a well-defined career progression track – with more than 20% of our technical service desk staff promoted within CGI – we experience high employee satisfaction and low attrition rates. To our clients, this equates to a higher level of first contact resolution and a continuity of service rarely seen in the service desk industry.

Visibility and control

Using standardized, mature ITIL®-based processes and workflows, CGI ensures quality service that is consistent. Yet, it is our comprehensive approach to integrated incident, problem and change management processes that differentiates CGI as a provider that consistently exceeds our clients' expectations. Multi-site capabilities ensure effective load balancing and failover strategies as we continuously monitor thresholds and capacity to proactively manage system resources and availability.

CGI provides a complete Service Desk service with multiple options. Clients can decide the level of delivery according to their organization's needs. All issues are registered in an issue management system, which ensures traceability and structured issue management. To us, it is natural that anybody that turns to our Service Desk should feel secure in their IT environment and look upon it as an aid supporting day to day operations. Service Desk means that clients should never have to try to find solutions to problems on their own. CGI provides service desk operations across three continents covering a wide spectrum of clients and all time zones.

CGI was awarded Help Desk of the year 2010 in Finland by the Help Desk Institute (HDI) Nordic. The award recognizes CGI's commitment towards personal development of service desk personnel, continuous cooperation and carefully documented processes and tools. CGI was also recognized as a world class service center in the UK in 2011 and 2012 by SDI (Service Desk Institute, UK) and through reaccreditation achieved the highest score ever achieved in the industry.

We are committed to providing clients with the highest level of proactive, quality service tailored to their unique needs.

At CGI, we're in the business of satisfying clients by helping them win and grow.

Since our founding in 1976, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has a strong base of 68,000 professionals operating in 400 offices worldwide, giving us the competitive advantage of close proximity to our clients.

Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the optimal combination of value and expertise required for their success. We define success by helping our clients achieve superior performance and gain competitive advantage.

We offer services to clients across the globe in the following areas:

- Infrastructure Services, Solutions & Consulting
- Managed Application Services
- Systems Integration and Consulting
- Business Process Services

CGI

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With 68,000 professionals operating in 400 offices across 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors.

Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results.

As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.