

# How do you improve digital operations?

CGI helps customers transform their businesses with ServiceNow

## Job to be done

Grow consulting business by empowering customers with the latest digital solutions

## Solutions to do it

- ServiceNow® IT Operations Management
- ServiceNow® IT Service Management
- ServiceNow® Strategic Portfolio Management

## What we did

Partner with ServiceNow to deliver industry-specific managed services

## Accelerating business outcomes

Founded in 1976, Montreal-based CGI is among the world's largest IT and business consulting services firms. As a ServiceNow Premier Partner, CGI has completed thousands of ServiceNow solution implementations globally. It has seen especially strong demand for ServiceNow in Europe's Nordic region, as customers in all industries seek to move away from legacy applications and digitize their businesses.



CGI uses the Now Platform to help our customer maximize digital transformation with enterprise workflows—improving customer and employee experiences.

### Leena-Mari Lähteenmaa

President, Finland, Poland and Baltics, CGI

## Industry-specific solutions

CGI began providing ServiceNow solutions through a managed service provider (MSP) model. Because ServiceNow offers industry-specific solutions delivered through a partner-led model, CGI can better address the unique challenges that customers face in a variety of industries, including telecom, aerospace, financial services, transportation, manufacturing, and government.

Completed

**4K+**

ServiceNow implementations

More than

**300+**

professionals with ServiceNow expertise

And

**46K+**

active users

## Simplifying IT workflows

To help customers evolve their digital operations, CGI established ServiceNow centers of excellence in multiple regions with more than 100 dedicated professionals. The company also developed the CGI ServiceNow Framework, which accelerates ServiceNow implementations to improve customer experiences, increase efficiency, reduce silos, streamline processes, and achieve operational excellence as quickly as possible.

## Joining an elite alliance

Recently, CGI became a member of the ServiceNow Global Elite Alliance, a select group of systems integrators hand-picked by ServiceNow to help revolutionize the world of work for customers around the globe. CGI is also adding its own intellectual property to out-of-the-box ServiceNow solutions to delight customers and build new revenue streams.

## Supporting customers' core business

"One of the biggest advantages of being a ServiceNow partner is that we're not limited to IT workflows," says Marko Salonen, Director of Consulting Services at CGI. "We can support many of our customers' core business activities with the Now Platform®."

“ There's a lot that ServiceNow can do out of the box, and we're adding our own expertise to that.

**Leena-Mari Lähteenmaa**

President, Finland, Poland and  
Baltics, CGI

**Now you know how  
work can work better.**