

# Accelerating modernisation at scale

**CGI**



# Context

Today's productivity demands require innovative and cost-efficient solutions designed to adapt to an ever changing and challenging business environment. Further, users struggle to use them efficiently and often require weeks of training, as well as many work hours of service desk tech support.

The disadvantages of these tools often force smaller organizations to come up with their own digital transformation solutions through "shadow IT" practices, leading to dangerous compliance and security pitfalls.

Overall, the lack of a viable alternative means decreased productivity, increased risks, and rising costs for simply keeping the lights on.



# Market landscape

\*Source:  
TechRepublic  
survey 2020

\*\*100 UX  
Statistics Every  
User Experience  
Professional

26%

of business surveyed  
were « **very satisfied** »  
with their business  
software

Index of  
dissatisfaction\*

61%

of business surveyed  
were « **somewhat  
satisfied** » with their  
business software

13%

of business surveyed  
were « **somewhat  
dissatisfied** » or « **very  
dissatisfied** » with  
their business software

85%

of consumers think  
companies **should**  
understand their  
expectations and  
needs\*\*

55%

of B2B organizations  
surveyed struggle with  
limited insights into  
interactions\*\*

That's 74%

of businesses that do not get the value  
they want from business applications

Studies show that most  
enterprise users today  
are dissatisfied with the  
tools they are provided  
to execute their tasks.

# CGI's "low-code/no code" services

At CGI, we understand that digital transformation begins with the fundamental needs of your business and can succeed only when users can take full advantage of software to achieve their business goals more quickly, securely and efficiently.

We have been helping organizations across the globe to deliver high quality application development for decades. Using "low-code/no code" technology, we can provide more volume and value to our customers while maintaining the stringent requirements of modern enterprise applications by applying its award-winning software design processes and service optimization capabilities at scale.

With hundreds of Microsoft Power Platform Makers, thousands of cloud architects and software analysts as well as the hundreds of professionals that assist in "low-code/no code" projects

from other great service delivery frameworks such as ServiceNow, Salesforce and others, we can support your growing digital transformation needs end-to-end.



# Our “low-code/no-code” capabilities

Using “low-code/no-code” Microsoft Power Platform technology, we develop and tailor apps at a fraction of the cost of traditional development without sacrificing quality.

By 2023, IDC predicts that “over 500 million digital apps and services will be developed and deployed using cloud-native approaches” to support today’s workforce<sup>2</sup>. These apps are being built today without requiring the user to adapt to the app, but rather adapting the app to how the user truly works.

These apps also are being built fast, so they need to be built well, with all the security, privacy and compliance that today’s businesses require.

This is why CGI has made important investments in the following new capabilities:

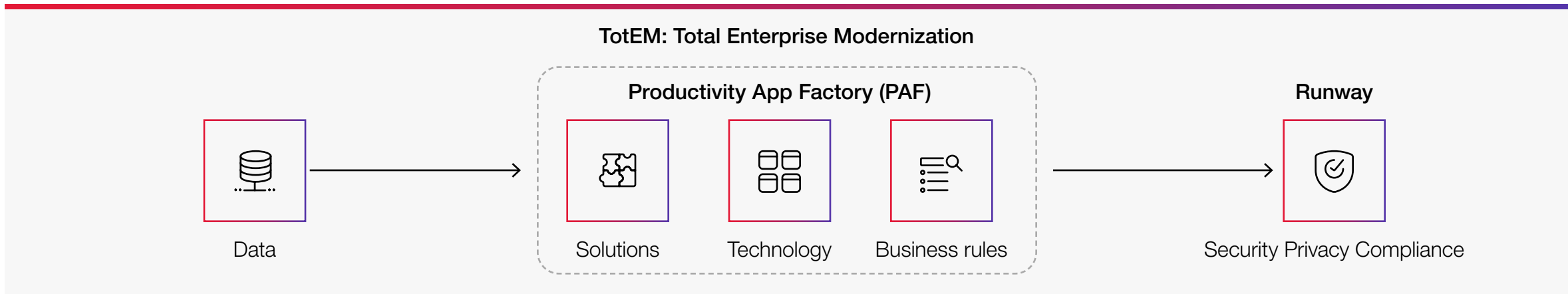
- **Runway** to streamline and speed up app development, with safety guardrails
- **Productivity App Factory** to deliver apps efficiently, globally, and at scale
- **Total Enterprise Modernization (TotEM)** by connecting apps to the multitude of systems you use today

We know how to make apps work for you because we learn your business in-depth and support the apps through our **managed services** offering. This offering delivers quality on day one, so that you can invest in the future and focus more on innovation.

If you want to ramp up **productivity, innovation and digital transformation** while making sure that you meet **compliance and security requirements**, give us a call. Our subject matter experts will share with you what we are building today and what we can build together for tomorrow.







**TotEM: Total Enterprise Modernization**

- Integrate enterprise-wide systems to modern Low-code/No code platforms
- Bring legacy systems into the digital age
- Accelerate innovation for the last and most important aspects of your organization
- Support modern workloads and business imperatives

**Productivity App Factory (PAF):**

- Build apps that are custom made to support the most effective processes because you are experts in your field
- Increase user adoption and satisfaction
- Improve productivity by making apps adapt to your work style and not the other way around
- Implement quality tools fast and at scale

**Runway:**

- Build environments that are secure, managed and business/regulations compliant
- Provide safe harbor for your business to thrive and innovate
- Ensure that best practices are implemented the way they are meant to be

# Deliverables

Our runway to accelerate safely your digital transformation, taking advantage of the streamlined approach to app development of our Productivity App Factory and the fully integrated capabilities provided by our TotEM services, contribute to delivering the following:

- **Productivity App Factory** - Implementation of apps that are mapped to business processes using a set of predetermined assets that define the most efficient path to deliver high-quality apps in users' hands quickly, seamlessly and at a lower total cost of ownership (TCO). The apps are packaged with the design blueprints, the architecture, the documentation, the testing resources and all other collaterals needed as part of the app components, ready for deployment. Intuitive apps that can be easily deployed and work as expected mean that your users/customers get what they need as fast as possible.
- **TotEM** - Creation of connection links through simple software contracts that allow legacy systems to cooperate with modern systems, thus opening the way to new business models and efficiencies. The application bridges a gap by providing the missing link and covering a wide variety of enterprise integration needs, such as essential functions as well as payload transmission and transformation.
- **Runway** - Security/compliance baked-in through the assembly of a governance model based on your users actual work scenarios and consumption model, delivered through a set of workshops that contribute to building your unique portfolio of security, compliance and application lifecycle requirements. A clear set of guidelines on using properly "low-code/no code" development frameworks defined as a roadmap to success is essential since fast development needs to be done well to avoid a pileup of issues later.



# Benefits

## Increased productivity

- More satisfied productive user
- Solution design guided by the user/consumer needs

## Innovation enablement

- Custom departmental solutions no longer prohibitive
- Larger app projects broken down into components
- Development costs reduction through reduced effort

## Strategic digital transformation and continuous improvement

- Source code owned by the organization
- Code reduction = custom code maintenance reduction (cost reduction)

## Security/compliance baked-in

- Prefabricated components are secure by design
- User environments governed by the organization with guardrails, oversight





# Case studies and success stories

## Government (Canada):

- The customer required for its mission critical enterprise system developed entirely as a web-based Angular Microsoft Azure system to connect with Microsoft Power Platform to deliver an improved employee facing portals experience:
  - **PowerApps:** canvas applications were deployed to improve employee productivity, based on their respective functional roles.
  - **Azure Cosmos DB and Microsoft Dataverse:** an integration scheme was devised to connect to the database references to support efficient horizontal transactions.

## Aeronautics (Europe):

- The customer program involves the decommissioning of Microsoft and associated tools (such as Excel macros). The initiative is now addressed in the transformation factory framework. The study allowed to set a Low Code/No Code Team with the following objectives:
  - Categorizing group tools for all LCNC needs.
  - Setting up the associated governance.
  - Identifying critical tools to migrate, defining the appropriate LCNC tool.
  - Monitoring the implementation of the migration.
- Fixed rate 6 weeks engagement from commitment to end result.

## Energy (Asia):

- By creating a partnership with one of the world leaders in energy delivery, CGI was able to implement a zoning in our client's DIY strategy that clearly defines where DIY ends, and IT capabilities take over. As our first App Factory, we provided a scalable, outcome driven solution that can take over seamlessly where DIY ends.



## Transport (Europe):

- The customer innovation department opted for 2 technological solutions to cover all their Low Code needs:
  - **Faveod:** for critical or complex applications to implement on premise.
  - **PowerApps:** for cloud applications ran by staff acting as citizen developers.
- In this context, CGI brought its expertise to set up 2 excellence centers: Faveod and PowerApps.
- The partnership has been established since 2018, providing training, maintenance and generation of applications.

## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

[cgi.com](https://www.cgi.com)



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