

Device Management & Engineering

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CGI



The CGI Device Management & Engineering (DME) team provides comprehensive lifecycle support and maintenance for end-user devices and platforms.

We excel at leveraging modern device management tools and cloud service scalability. CGI can help clients transform through direct migration or by evolving solutions at their preferred pace, culture, and budget.



Modernize your workplace and manage your devices regardless of their location, with the guidance of CGI's qualified and knowledgeable experts.

Concerns we hear from our clients about their management of end-user devices

- Users are frustrated with the impact that the device management processes have on their productivity
- The workstation environment is not up to date with operating system patches and feature updates, increasing our security risk.
- Efforts to support multiple tools with devices managed through various consoles relying on numerous infrastructures without a way to bring them all together is significant.
- We haven't migrated to or taken advantage of modern / cloud technologies which would enable us to configure and manage devices globally.
- The team doesn't know how or doesn't have enough available resources to evolve to modern approaches and preparing for AI enhancements.
- Remote users are saying that they feel lost when they get a new device, not knowing how to get their apps and data or how to connect to the corporate network.
- Some applications are consuming increased amounts of hardware resources, forcing the users to close some apps in order to run others.



How are we address our clients' concerns about device management?

In today's modern workplace, there are many ways we can make the most of process & technology to bring our global organizations together.

CGI cultivates creativity, innovation, and partnership with our clients.

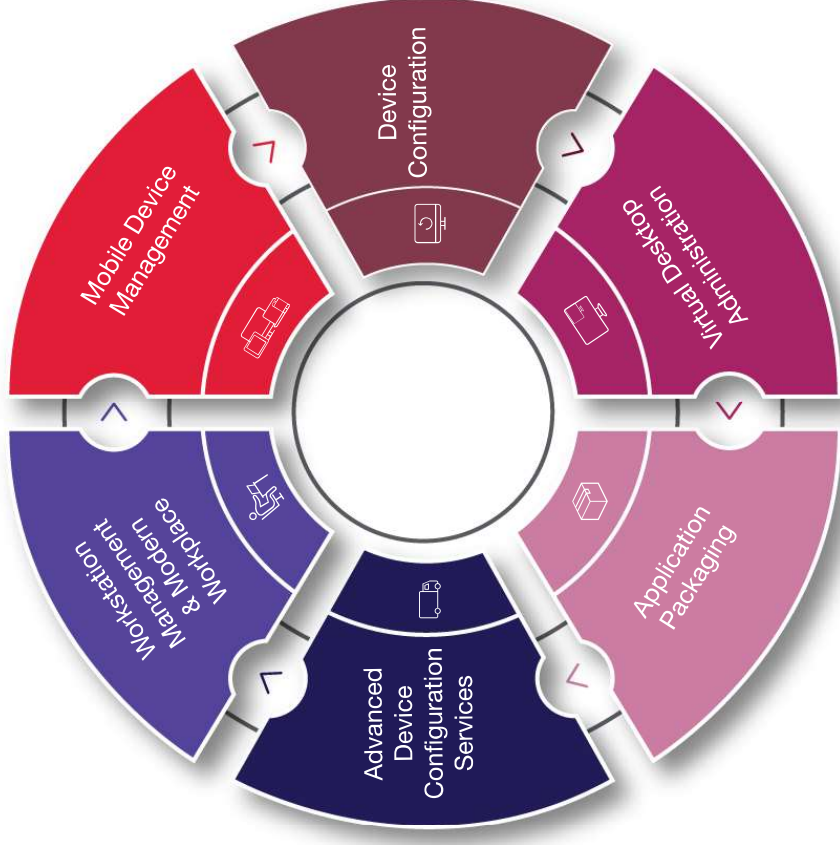
Our dedicated support model ensures a deep understanding of each client's unique technical complexities, processes, and culture. With proven, standardized processes and frameworks, we meet the requirements of both organizations. Our skilled subject matter experts leverage their expertise to modernize your environment while meeting the needs of your corporation and employees.



Why we deliver Device Management Services

Given the extensive diversity of mobile and desktop devices, it's crucial to manage them effectively. This ensures they operate at peak performance and efficiency while adhering to company and security policies.

Modular approach to Device Management



CGI's Modular approach to your Device Management



Workstation Management & Modern Workplace

In order to manage our clients' end-user laptops, desktops and virtual devices, CGI designs, constructs and maintains many types of enterprise management infrastructures. Corporate-wide IT standards are key to being able to deploy stable and reliable technology. Users will be their most productive while CGI manages their devices and installs applications behind the scenes.



Device Configuration

Users need to perform their daily activities without distractions, focusing on business productivity. A standardized and predictable environment ensures business continuity, which is a key advantage of this service. Rigorous testing at each phase of the development cycle guarantees high-quality device configurations. This foundation streamlines the process of maintaining and optimizing device configurations over time.



Mobile Device Management

A lost corporate mobile device represents a significant threat to the corporation. Providing the ability to locate, lock, and wipe lost devices is a must. Automating that process is even better. Similar to workstation management, CGI uses repeatable risk management and deployment processes for mobile devices.



Virtual Desktop Administration

CGI DME provides comprehensive management services for virtual devices. Beyond managing persistent virtual machines with images, patches, application deployments, and inventory, we also administer the VDI console, spin up new virtual devices, assign them to users, and create, monitor, and adjust pool capacity



Advanced Device Configuration Services

There are a lot of activities to be completed between a request for a new device and an end-user logging into their email. At CGI, we can leverage our relationships with global hardware vendors to ensure the corporate devices are the best fit for our clients. Dealing directly with the vendors, we are able to make, model, technology and platform agnostic, allowing us to provide our services for all corporate devices separately or bundled together. A customized and superior end-user experience is the result of our kitting and user onboarding options.



Application Packaging

Users depend on their applications like mechanics depend on their tools. They expect their applications to be available and regularly updated. CGI's expert packagers follow standardized processes for package creation building quality packages with fewer application compatibility issues and reworks. The packages are created based on industry best practices, often utilizing custom silent installation scripts, tailored end-user prompts and corporate logos along with automated application inventory tracking.

Unique features of CGI's Device Management



Engagement Framework

We work in partnership with you to provide the best value proposition aligned to the goals of your organization

This ensures a close working partnership and promotes an in-depth knowledge and understanding of your company's technical complexities, processes and culture.



Support Model

CGI recommends a Dedicated Support Model tailored to your environment and needs, considering factors such as the number of managed devices, images, packages, and other relevant criteria.

Collaborating with Deskside Services and Service Desk, CGI's Device Management & Engineering team will provide the most consistent, integrated and cost-effective experience to your end users.



Continuous Improvement

We are committed to highlighting optimization opportunities, providing innovation, and working collaboratively with our clients and their vendors by ensuring open dialogue & communication.

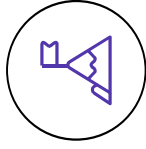
Our highly skilled and experienced subject matter experts will leverage their knowledge, experience & expertise to help evolve and modernize your environment while putting the needs of your employees first.

Why do our clients trust us?



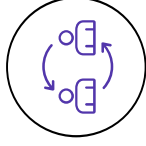
Experience

- Operational excellence and stability for client environments through demonstrated CGI frameworks and industry best practices
- We hold certifications in various emerging technologies, with a member average of 20 years of industry experience
- Over four decades delivering enterprise class device management services



Value

- Drive efficiencies and improve the end-user experience by helping harness cloud technology, the future of AI and modernizing provisioning models
- Taking advantage of modern technology to create valuable insights into application utilization and managed assets, allowing you to make decisions that fit best your business
- Rapid deployment of device applications, patches and configuration settings to your users utilizing automated / proactive maintenance and monitoring



Versatile

- Specializing in solutioning and developing custom automations and innovations, like our Client Health Solution, DME Toolkit, Web Console etc
- We maintain an unbiased, technology agnostic point of view on our clients' end-user device environment, "any tool anywhere"
- Flexible engagement model, pricing options and professional services, tailored to ensure the best fit

