

CGI at a glance

COMPANY PROFILE

Key statistics

- Founded in 1976
- Revenue run rate of CDN\$3.8 billion
- Backlog of CDN\$11.8 billion
- Approximately 26,000 professionals
- More than 100 offices serving clients in 16 countries
- One of the largest independent IT and business process services companies
- NYSE: GIB — TSX: GIB.A

End-to-end services

- Consulting
- Systems integration
- Management of IT and business functions
- 100+ proprietary business solutions

Focused industry expertise

- Government and healthcare
- Financial services
- Telecommunications and utilities
- Retail and distribution
- Manufacturing

Corporate statistics verified as of 30 June 2009.

*Source: CGI's ISO 9001:2000-certified client management process

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. With a 9.0 out of 10 satisfaction ranking from 2,000-plus client surveys*, CGI is committed to exceeding expectations and helping clients achieve superior performance.

Our approach

At CGI, we understand it's how we deliver our services that make us a partner of choice. Our business approach offers clients the expertise and accountability they desire at the value they need.

- **Client-proximity model**—organizes operations around metro markets, allowing us to be deeply rooted within clients' business communities and accountable for project success
- **Industry expertise**—fuels our deep understanding of clients' realities to implement solutions that transform their business environments
- **Global delivery options**—combines onsite responsiveness through our local offices with the value of remote delivery through onshore, nearshore and offshore centers of excellence
- **Quality processes**—ISO 9001:2000-certified operations ensure highly satisfied relationships with clients, members (employees) and shareholders; and CMMI Levels 3 and 5-compliant global delivery centers provide agile, high-quality delivery

Our services

CGI has a comprehensive portfolio of services that enable us to serve as clients' full-service provider in improving all facets of their operations. Key service areas include:

- **Systems integration and consulting**—strategic planning, design and implementation of business and technology solutions that solve clients' business challenges
- **Application management**—day-to-day maintenance and improvement of clients' business applications, helping reduce costs and ensure faster delivery of initiatives
- **Technology management**—full infrastructure management capabilities that adapt to clients' unique business requirements and priorities
- **Business process services**—management of back-office business processes to streamline operations and help reach new levels of effectiveness and productivity

Our industry expertise

CGI offers its end-to-end services to a selected set of economic sectors where we have deep business and technical expertise. This allows us to fully understand our clients' realities and to have the know-how and solutions needed to advance their business goals. Our targeted industries include:

- **Government and healthcare**—helping organizations improve the performance of mission-critical functions through the innovative use of information technology
- **Financial services**—helping clients grow and increase profitability by adopting solutions that support integrated customer-focused operations
- **Telecommunications and utilities**—helping providers deliver new revenue streams while improving productivity and customer service
- **Retail and distribution**—establishing flexible and customer-centered operating models that help clients lower costs and increase profitability
- **Manufacturing**—helping clients leverage information technology to better manage the entire product lifecycle

Our experience has led CGI to have partnered with the following:

- 100+ U.S. federal agencies and 190+ state and local government agencies, and 90% of Canadian provinces, all territories and 60+ municipalities
- 24 of the top 25 banks in the Americas and 17 of the top 25 in Europe; and 6 of the top 10 global property and casualty (P&C) insurers and 25+ life insurers
- 7 of the 10 largest global telecom service providers
- 250+ retailers across North America and multiple distribution segments and channels, including postal services, transportation and logistics, and wholesale distribution
- Global leaders from multiple manufacturing segments, including aerospace, mining and metals, automotive, and chemicals; and solution and service provider to 450 oil and gas clients

Our commitment

CGI's 30+ years of continuous growth is a testament to the confidence clients place in us and to the dedication of our professionals. At CGI, employees are called members because we feel a powerful sense of ownership and accountability. That's why an astounding 83 percent of us are CGI shareholders.

The result for our clients: We are the full-service provider with the global resources, industry expertise, stability and dedicated professionals needed to achieve results.

REPRESENTATIVE CLIENTS

- Air Liquide
- Australian and New Zealand Bank (ANZ)
- Bell Canada
- Blue Cross Blue Shield
- BNP Paribas
- Bombardier
- Canada Post/Purolator
- Chicago Stock Exchange
- Cirque du Soleil
- Commonwealth of Virginia
- Daimler Financial Services
- Desjardins
- DIRECTV
- Equity
- Government of Canada
- Government of Québec
- Halifax Bank of Scotland (HBOS)
- Hydro-Québec
- Los Angeles County
- Michelin
- Microsoft
- National Bank of Canada
- O2 Germany
- Penn West
- Pfizer
- Rio Tinto Alcan
- Schroders
- SEAT Pagine Gialle
- Société Générale
- TD Bank Financial Group
- Telstra
- Total
- U.S. Department of Health and Human Services
- U.S. Department of State
- Vodafone
- Yellow Pages

Job Description – College Hires

- Defined as a candidate who has been enrolled in a college program within the last 12 months.

Business Analyst

Assignments in a functional role may include responsibilities in one or more of the following areas:

1. **Business Analysis** – Developing knowledge of a client's industry, customers, organization and business objectives in order to help the client in a problem-solving role. Assessing user requirements, procedures, and problems to create or improve a system.
2. **User Support Analysis** – Providing quality client support by answering client questions, researching possible solutions to problems, and fostering open communication between the client and the CGI project team. Tracking software and documentation defects, performing applications maintenance, and providing on-site consulting and training as required.
3. **System Testing** – Working with system developers and designers to identify, diagnose, and document problems and errors in specific components of a system. Assessing how well a product adheres to its design, standards, as well as its usability and ability to meet business needs.
4. **Decision Analysis** – Applying quantitative methods to study and make recommendations regarding various business issues, including credit risk management, customer profitability, resource allocation and optimization, and customer segmentation.
5. **Technical Writing** – Writing and editing program and system documentation, user manuals, and training materials required to help people use and operate a system.

Programmer Analyst

Assignments in a technical role may include responsibilities in one or more of the following areas:

1. **Systems Design** – Analysis of a system's requirements to create a general or detailed design, system components, and a working model.
2. **Systems/Applications Development** – Conversion of information from design specifications to programming code. Writing specific programs by analyzing workflow charts and diagrams and applying knowledge of computer capabilities to satisfy system requirements.
3. **Data Design/Database Administration** – Analysis, classification and maintenance of an organization's data and data relationships; providing the overall management of data as an organization resource; developing data models necessary to support a system's functions and operations; defining and maintaining data security and integrity.

Job Descriptions – Experienced Hires

- Defined as a candidate who has not been enrolled in a college program within the last 12 months.

Business Analyst

Our consultants provide a full range of services, from defining strategy to implementing solutions. Below are examples of work we perform every day:

System Testing: Identify, diagnose and document system issues. Execute test scripts. Assess how well a product adheres to its design, follows standards, is usable, and meets business needs.

User Support Analysis: Research solutions to problems, answer client questions and provide consulting and training as required. Track software and documentation issues and perform applications maintenance.

Business Analysis: Work with clients to capture and document business needs and requirements. Assist with designs to document clients' processes. Develop test cases to verify accuracy and completeness of process and software solutions.

Programmer Analyst

Our consultants provide a full range of services, from defining strategy to implementing solutions. Below are examples of work we perform every day:

Systems/Applications Development: Convert information from design specifications to computer programming. Analyze workflow charts and diagrams, and apply knowledge of computer capabilities to satisfy system requirements.

Programming languages: C, C++, Java, Object oriented languages

Salary Data (aged to May 01, 2009)

The salary data is based on a national average; the Company is aiming for salaries to fall on average about 15% percent below the national average.

Collection Agent (Hourly Rates)		
Level 1	Level 2	Level 3
11.33 - 16.99	13.01 - 19.52	14.90 - 22.36
14.16	16.27	18.63
Business Analyst (Salary)		
Level 1	Level 2	Level 3
42,712 - 64,068	50,160 - 75,240	62,480 - 93,720
53,390	62,700	78,100
Applications Programmer		
Level 1	Level 2	Level 3
44,080 - 66,120	52,320 - 78,480	61,600 - 92,400
55,100	65,400	77,000
Software Engineer		
Level 1	Level 2	Level 3
50,800 - 76,200	61,520 - 92,280	75,280 - 112,920
63,500	76,900	94,100