



CGI

The Advance of RPA and AI in Banking

**Vendor Assessment
Report Abstract**

December 2018

**by Andy Efstathiou
Director
NelsonHall**

9 pages





Who Is This Vendor Assessment For?

NelsonHall's The Advance of RPA and AI in Banking Vendor Assessment for CGI is a comprehensive assessment of CGI's RPA and AI in Banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for RPA and AI in Banking RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.



Key Findings & Highlights

This NelsonHall assessment analyzes CGI's offerings and capabilities in RPA and AI in Banking. CGI is one of a number of RPA and AI services companies analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

CGI uses a highly decentralized delivery model, where local business units (BU) work with clients on highly localized projects. CGI started working in RPA and AI for clients across many BUs to deliver RPA and AI projects as clients required. CGI does not intend to be a leading-edge adopter of automation technologies with its clients. However, it does pursue a fast follower strategy.

The initial banking client interest for RPA and AI services came from the Nordics marketplace. In 2016 CGI began to pull together its RPA and AI initiatives into a set of shared best practices and tools. By late 2017 CGI had assembled a set of mature RPA and AI offerings, which it delivers to its banking client base. Its RPA and AI business, in order of volume, comes from:

- Nordics
- Continental Europe in order of volume: U.K., France, Portugal, and Germany
- North America in order of volume: U.S. and Canada

Scope of the Report

The report provides a comprehensive and objective analysis of RPA and AI in Banking offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capabilities & Partnerships

5. Target Markets

6. Strategic Direction

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

9 pages

Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

RPA and AI in Banking Vendor Assessments Also Available for:

Atos

Capgemini

Conneqt

First Source

CGI

IBM

Infosys

Mphasis

TCS

Wipro

WNS