



# Vendor Profile

## Salesforce Services

# CGI

### Report Abstract

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Nine pages

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## Who is This Vendor Assessment For?

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NelsonHall's Salesforce services profile on CGI is a comprehensive assessment of CGI's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing IT services suppliers of front-office, Salesforce, and digital transformation applications
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector and examining growth areas within IT services.

## Key Findings & Highlights

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This NelsonHall vendor assessment analyzes CGI's offerings and capabilities in Salesforce services.

CGI has a federated business model, emphasizing client intimacy and local knowledge. As a result, the company has an organization that is geography-based. The geographies, therefore, have P&L responsibility and have their own delivery capabilities. To complement this geography approach, CGI, at the corporate level, drives primary service offering, high-potential partnerships, and the development of the global delivery network in India.

CGI's Salesforce capabilities are typical of the company's model. CGI's Western and Southern Europe drove the development of its Salesforce capabilities in France. The company is gradually expanding its capabilities in all its geographies. The U.S. is the priority for the firm, given the large Salesforce market there. CGI believes that in five years the U.S. will be its largest practice.

Currently, CGI has Salesforce practices in several of its key metros (U.S., Canada, U.K., and France). It also has other Salesforce capabilities (mainly resulting from Salesforce acquisitions) in other practices. For example, the company has MuleSoft expertise in its API practice, Tableau, and Salesforce Industries elsewhere.

## Scope of the Report

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The report provides a comprehensive and objective analysis of CGI's Salesforce service capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, 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.

## Salesforce Services Vendor Assessments also Available for:

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- Capgemini
- CGI
- Coforge
- EPAM Systems
- Grazitti Interactive
- Infostrech
- Mindtree
- NTT DATA
- Persistent Systems
- TCS
- Tech Mahindra
- Wipro.

## About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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