CGI Overview

August 2017

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Experience the commitment®

Topics

- C4HCO's On-going Challenges
- Who is CGI?
- Marketplace Timeline/Overview
- Service Center Information
- Technology Information
- Partnering for What's Next

- Appendix – Overview of CGI

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C4HCO’s On-going Challenges

C4HCO’s Challenges

Evolving requirements – lack of clarity
Ever changing impacts
Green field endeavors
Changing political tides

C4HCO’s Accomplishments

Has set clear strategy
Nimble in its approach
Obtaining sustainability
Open and transparent

CGI supports C4HCO through these challenges
and a constantly changing landscape

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Who is CGI?

$10.7B annual revenue, $21B backlog

70,000 professionals, 80% shareholders 300+ CO employees

10,000 clients across the globe

150+ mission-critical IP-based solutions

400 locations, 40 countries around the world

9/10, client satisfaction score

95% on-time, within budget delivery

Figures are in Canadian dollars.
Statistics verified as of November 9, 2016.

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We are Your Partner

Create a vision

CGI helps organizations create a vision and can be trusted to work in the best interests of the organization towards achieving it

Bring new ideas

CGI is the partner of innovative thinking organisations

Execute against a vision

CGI helps execute against a vision and makes innovative thinking a reality

Collaborate effectively

CGI is the conductor of the orchestra and brings diverse suppliers together

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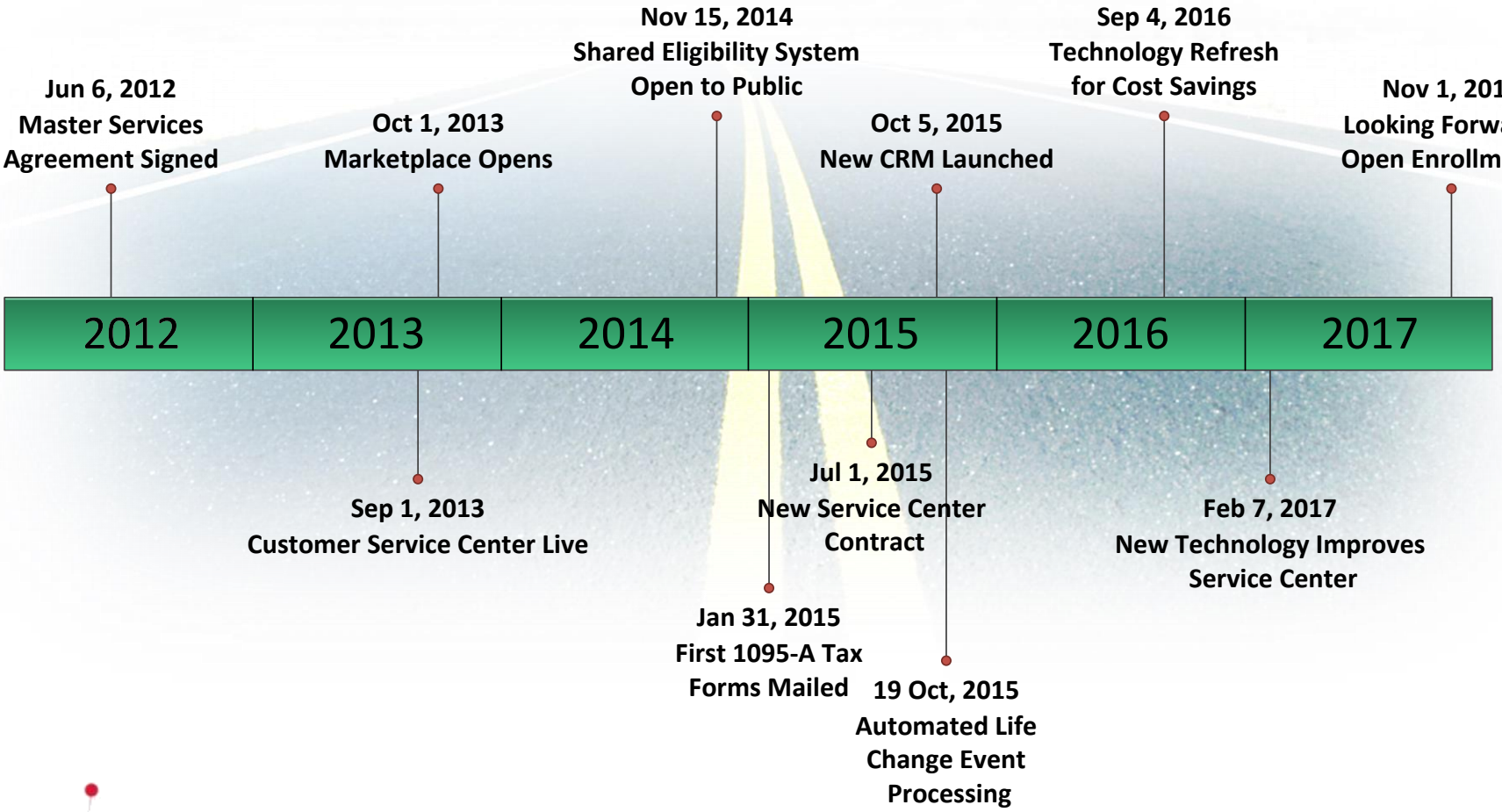
Our Journey Together



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What We Have Built Together and Who We Serve

Stakeholders / Users

Individuals

Small Business

Assisters/Brokers

Other Systems

OIT CO

STATE OF COLORADO 1876

COLORADO PEAK

Colorado Exchange

CONNECT for HEALTH COLORADO

Service Center

Carriers

KAISER PERMANENTE

Colorado Choice Health Plans

CIGNA

ROCKY MOUNTAIN HEALTH PLANS

Anthem

DELTA DENTAL

ELEVATE Local. Nonprofit. Health Insurance.

bright HEALTH

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Service Center Information

Service Center Highlights

Improving Processes and Customer Experience

A Day in the Life of a Service Center Rep

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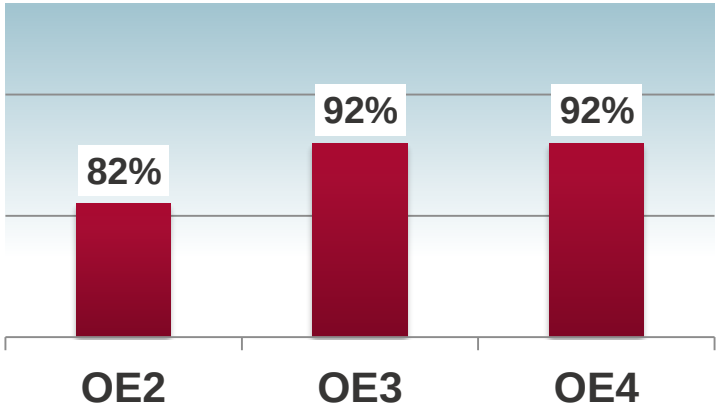
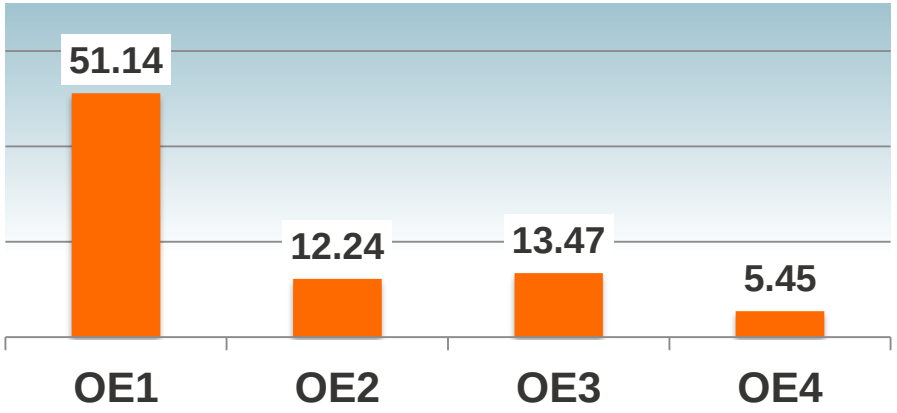
Working Together to Improve Customer Experience

Quality Assurance Improvement (as Percentage)



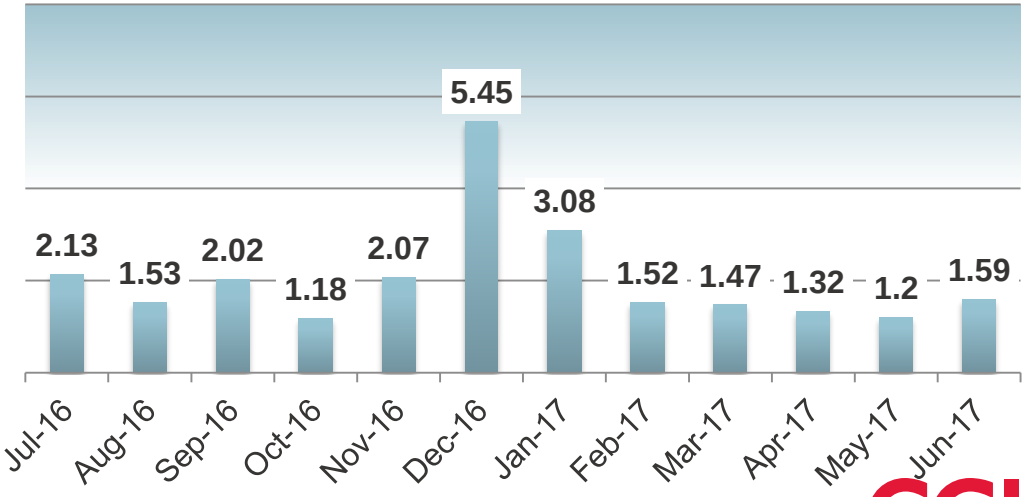
Average Speed to Answer in Minutes (December of each OEP)



Average Call Handle Time

OE1	Dec ’13	0:23:26
	Jan ’14	0:19:00
OE2	Nov ’14	0:15:05
	Dec ’14	0:19:39
	Jan ’15	0:19:52
OE3	Nov ’15	0:21:52
	Dec ’15	0:24:41
	Jan ’16	0:20:10
OE4	Nov ’16	0:17:36
	Dec ’16	0:18:59
	Jan ’17	0:15:59

Average Speed to Answer in Minutes



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Service Center Summary

CGI Customer Service Reps:

- Handle ~**500,000** calls per year
  - ~**250,000** calls handled during open enrollment period
- Resolve issues from a variety of sources
  - Fewer than **1%** of contacts result in an escalation
- Expand and contract staffing levels to meet seasonal demands
  - Reach peak staffing of ~**300** representatives
- Create and utilize industry best practices
  - Attend a rigorous **4 week** training regimen

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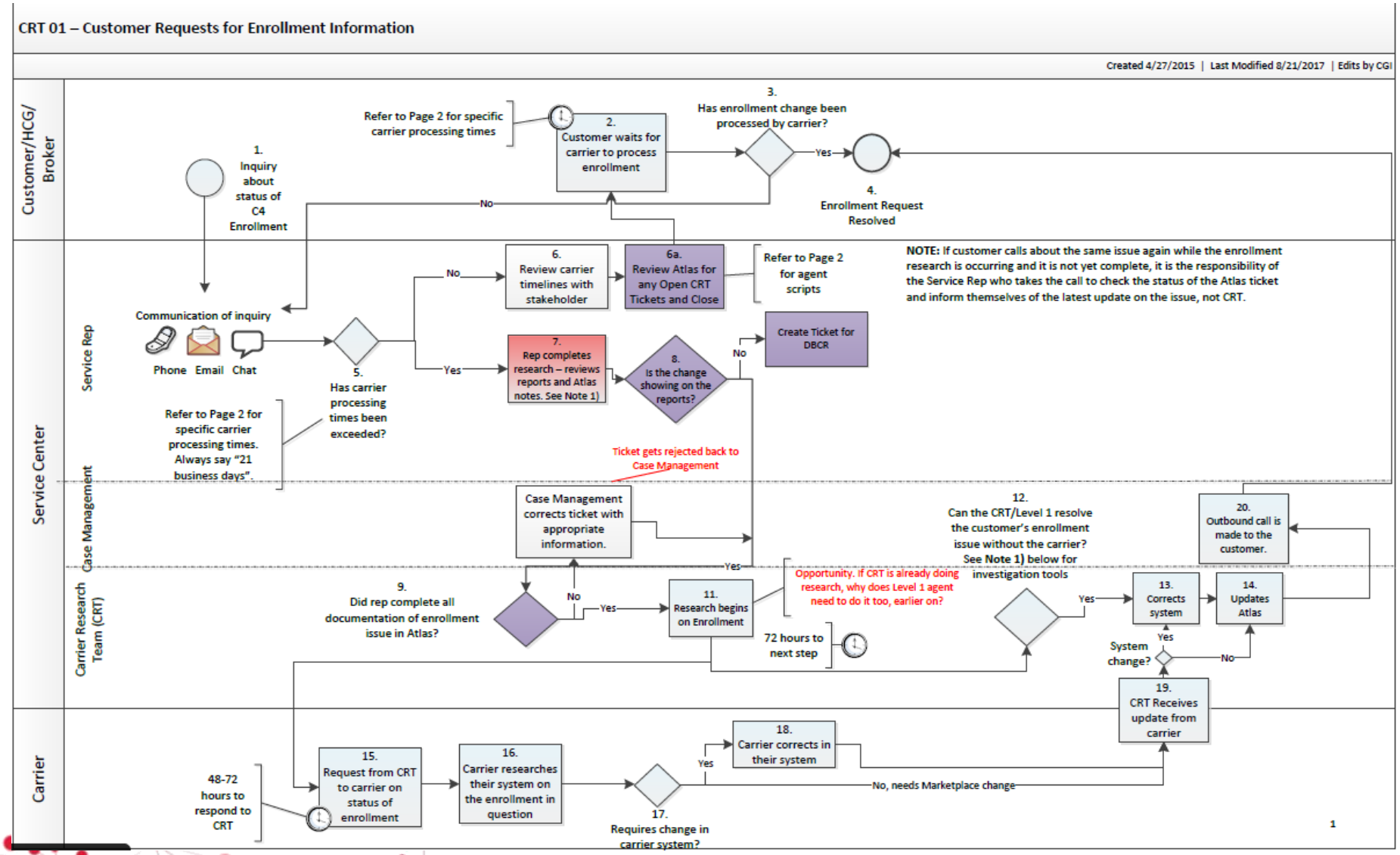
Example Service Center Single Call Flow



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Technology Information

Improved Operational Stability

Improved Customer Experience

Responding to Technology Needs

Cost Saving Initiatives

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Working Together to Improve the Customer Experience

38% year over year reduction in number of opened defects

CONNECT for HEALTH COLORADO®

11% year over year reduction in time to resolve critical issues

Met or Exceeded all established technology SLAs inception to date

99.9%
System Up Time

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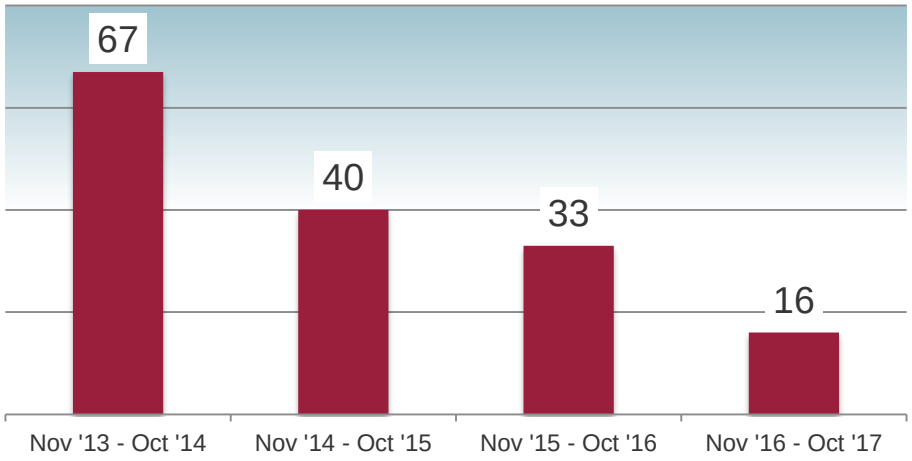
Improved Operational Stability

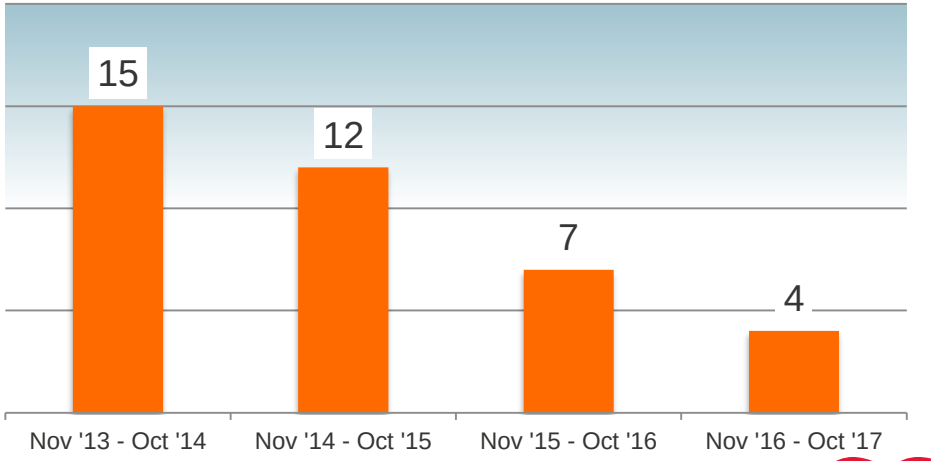
Production Deployments



Significant year-over-year reduction in required number of deployments

Significant year-over-year reduction of unplanned system outages

Production Severity 1 Incidents



Continuous Improvement to Support Sustainability

Full re-architecture of solution suite

Resulting in a savings of ~25% from build and release management team while enabling continued compliance with licensing and maintaining updated data security standards

Creation of solutions to tackle ever-changing business needs/regulations

Resulting in a 2017 savings of ~17% from previous year's costs

Assisted C4HCO with numerous vendor contract negotiations (e.g. Oracle)

Resulting in C4HCO savings of ~16% in the area of Infrastructure consolidation

Tools developed to increase customer satisfaction and response times

A support team savings of ~20%

A Strong Partnership… for What's Next

"Great things in business are never done by one person. They're done by a team of people."
Steve Jobs

Support C4HCO's vision for growth by quickly responding to:

- Changing government guidelines and policies
- Creation of a Multi-state Exchange (potentially)
- Expanded offerings

Collaborate with C4HCO to:

- Improve customer/other stakeholder end to end experience
- Adapt to changing business conditions
- Leverage CGI Innovation labs and industry expertise towards C4HCO strategic initiatives
- Identify and implement Continuous Improvement opportunities
- Support long-term sustainability

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Questions?

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Appendix – Supplemental Information

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Industry Expertise

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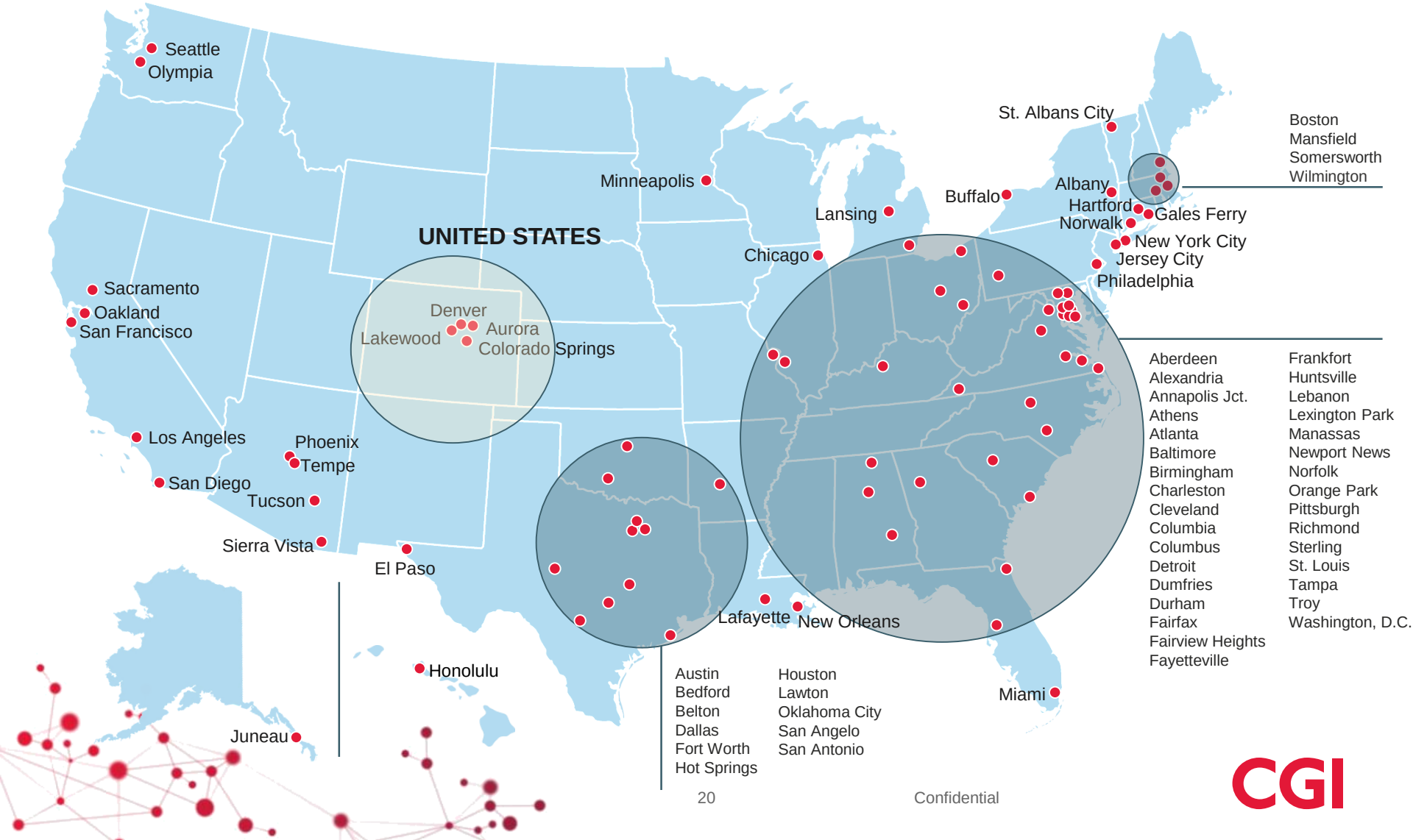
Our Locations in the United States



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We Have Been Long-term Strategic Partners to Our Healthcare Clients

USA

- CMS: 18 years
- Orlando Health: 20 years
- StVincent Indianapolis: 23 years
- Highmark: 19 years
- BCBS of Mississippi: 14 years
- Sierra Health Plan (UHC): 13 years
- CarePlus: 12 years
- HealthNow: 11 years
- BCBS of Oklahoma: 11 years
- Rocky Mountain Health Plan: 10 years

Canada

- Alberta Health: >15 years
- BC Ministry of Health: 10 years
- Medavie Blue Cross: >20 years
- Saskatchewan Dept. of Health: >30 years

UK

- University College Hospitals London: >13 years
- Defence Medical Services: > 12 years
- CNWL
- LNWH
- Solent
- West Herts

New

France

- Sanofi: > 25 years

Nordics

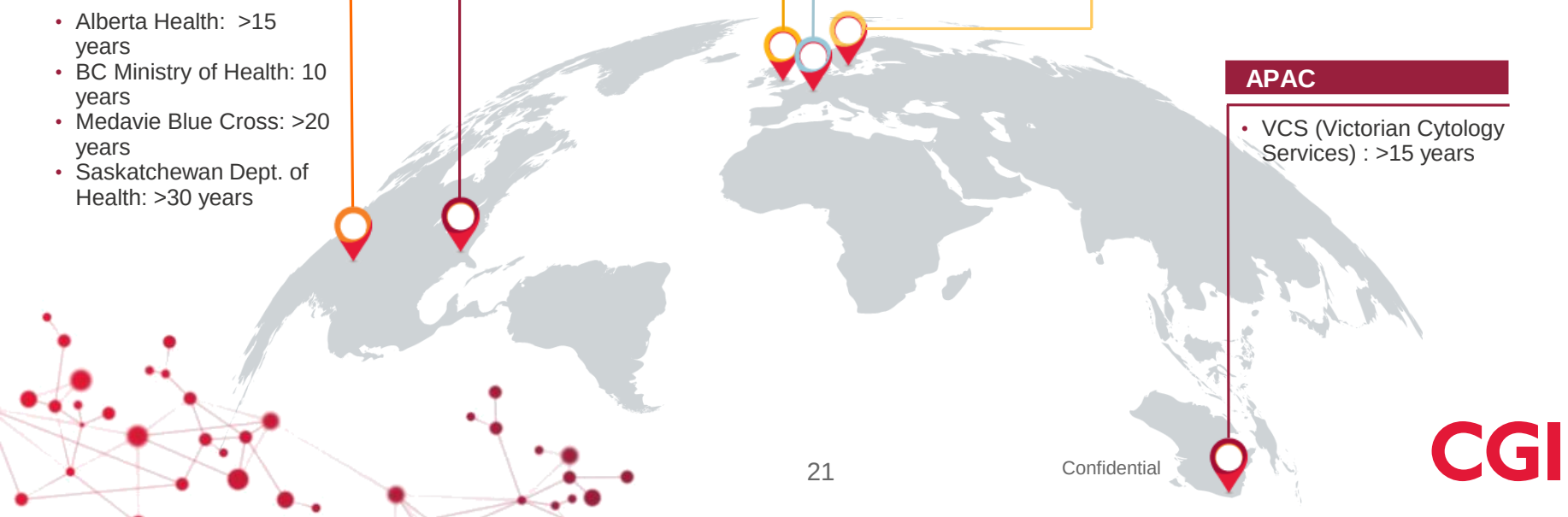
Denmark
- Odense: >10 years
- Danish Labs: >15 years
- Region Nord: > 27 years
- Region South: > 12 years

Sweden
- Municipal governments (Heroma/Treserva/Raindance): >14 years
- Inera: 5 years

Finland
- Helsinki University Hospital: >35 years
- Helsinki Fire and Rescue: 14 years
- Pirkenmaa University: 15 years

APAC

- VCS (Victorian Cytology Services) : >15 years



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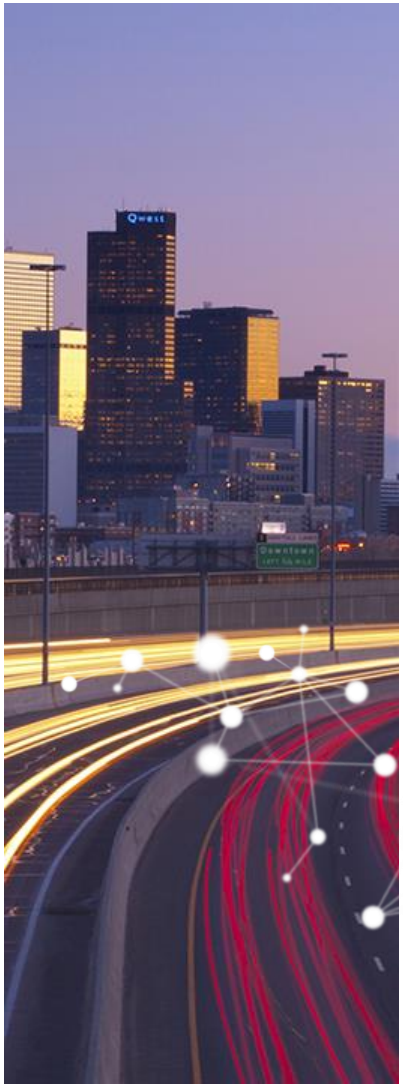

ECS TEAM

ECS Team is now part of CGI.

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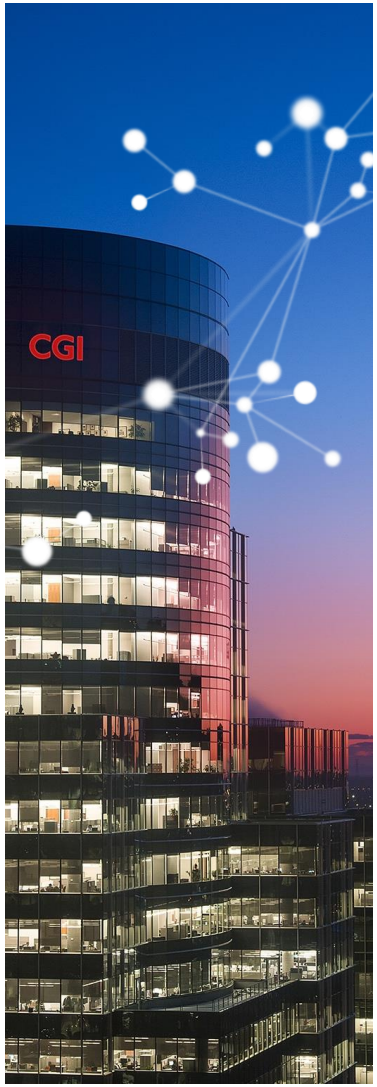

CGI further expands its footprint in high-growth U.S. metro markets and strengthens its digital consulting capabilities

Acquisitions focus on high-growth commercial markets with local presence in Atlanta, Birmingham, Charlotte, Chattanooga, Denver and Nashville

Fairfax, Virginia, April 28, 2017 - CGI (NYSE: GIB) (TSX: GIB.A) today announced the acquisition of two U.S.-based high-end consulting firms specialized in helping clients address technology and transformation challenges with practical innovation. The firms' footprint and capabilities help to further strengthen CGI's global capabilities across several in-demand digital transformation areas.

Building on a portfolio of commercial clients, Birmingham, Alabama-based CTS and **Denver, Colorado-based ECS Team** bring robust strategic consulting, cloud, data analytics and digital transformation capabilities and more than 450 highly-skilled professionals to strengthen CGI's commercial footprint across key U.S. metropolitan areas, including Atlanta, Birmingham, Charlotte, Chattanooga, Denver and Nashville.

Additionally, CGI adds to its robust global and U.S. onshore delivery model with a new domestic delivery center in Mobile, Alabama.

"These acquisitions align with CGI's plan to profitably double the company in five to seven years through a combination of acquisitions and organic growth," said George D. Schindler, CGI President and Chief Executive Officer. "In turn, CGI brings scale for the clients served by CTS and ECS Team through access to our global and onshore delivery network, robust intellectual property portfolio and managed services. We will continue to implement an established build-and-buy strategy that adds to our strength in the U.S. and around the globe."

In the U.S., CGI has 11,000 talented professionals located in 80 cities within 33 states, and operates under a deep commitment of working with clients, governments, academic institutions and other organizations to help transform the communities in which we live and work into economic, technical and educational hubs. The addition of CTS and ECS Team helps further that commitment, providing CGI's clients, professionals, shareholders and communities with a long-term partner dedicated to their success.

Cloud Native Expertise with Global Scale

Scale: CGI provides global scale for ECS Team's clients. This enables us to partner with clients on their largest application modernization projects and enhances our cloud platform managed services with 24x7, follow-the-sun support. This combination with leverages onshore delivery centers to enable cloud-native development at a reduced cost.

History of success: With the successful completion of over 40 Cloud Foundry projects, ECS Team has deep experience implementing and operating the Cloud Foundry platform, as well as in migrating applications to the platform. ECS Team shares CGI's dedication to delivery excellence. Listening to clients and developing the right solution to address their needs is at the heart of innovation for both companies. ECS Team is enriched by several of CGI's innovation initiatives including Agile transformation and DevOps.

Industry expertise: The combined firms have deep expertise in the communications, utilities, banking, government, health, insurance, manufacturing, oil and gas, retail and consumer services, transportation, post and logistics industries.

CGI's Global Delivery

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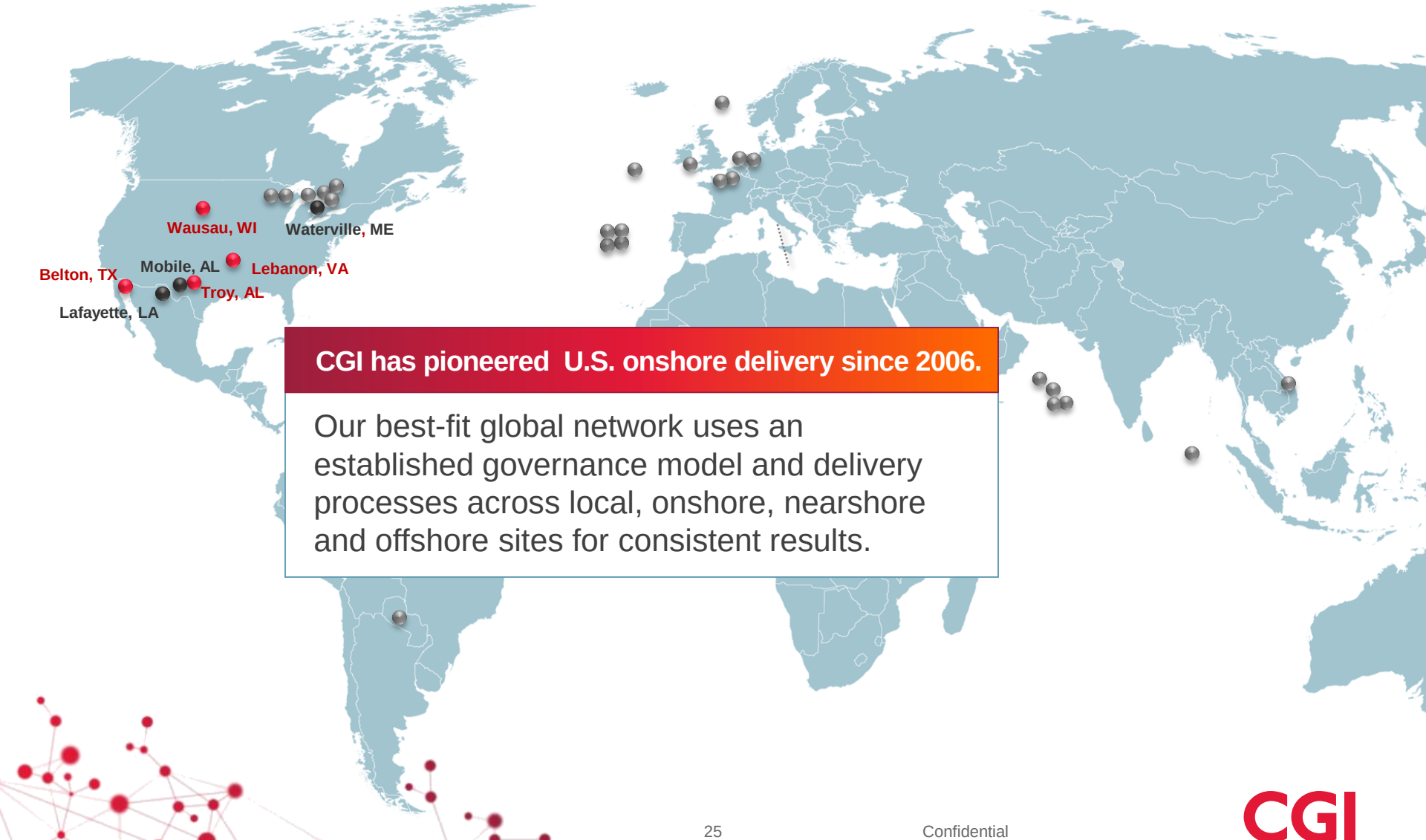
Our **Global Delivery Network** is the Foundation of Our Service Delivery Strategy



CGI has pioneered U.S. onshore delivery since 2006.

Our best-fit global network uses an established governance model and delivery processes across local, onshore, nearshore and offshore sites for consistent results.

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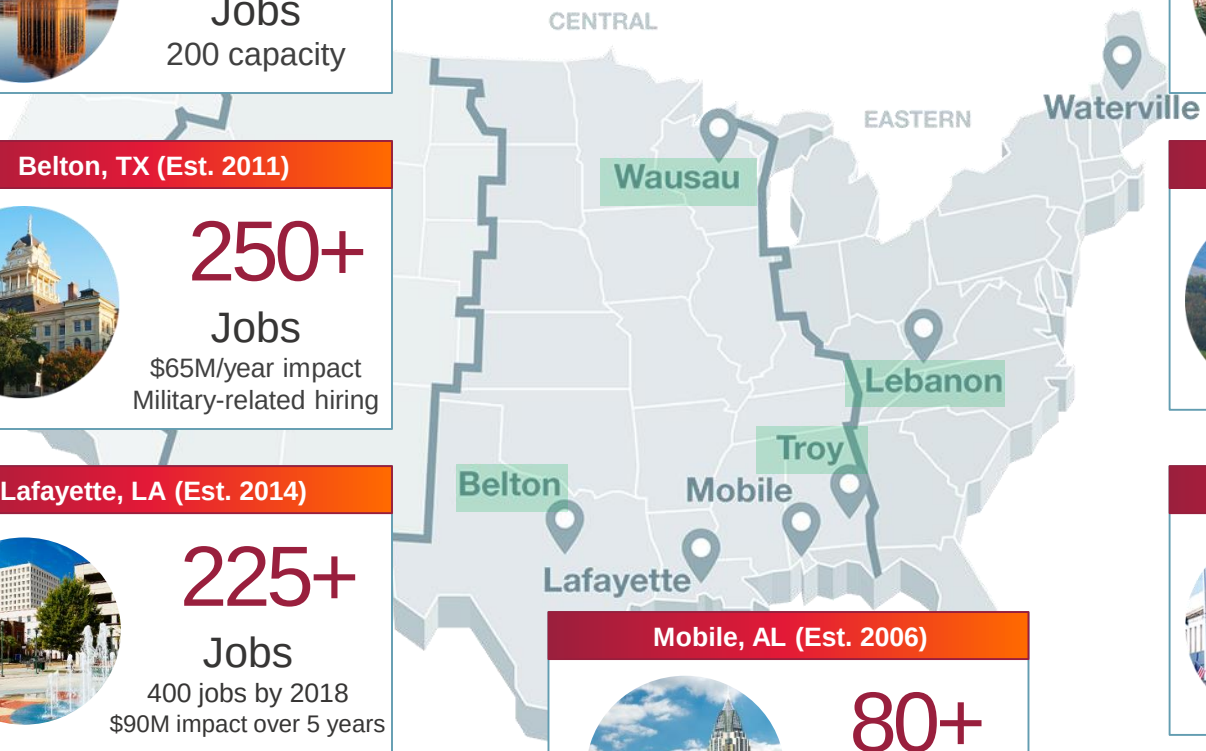
Our U.S. Onshore Centers Have Created **1,600+** of CGI's 12,000 U.S. Jobs

CGI onshore centers are part of our network of **80+ offices across the U.S.**



Wausau, WI (Est. 2012)

125+
Jobs
200 capacity

Belton, TX (Est. 2011)

250+
Jobs
$65M/year impact
Military-related hiring

Lafayette, LA (Est. 2014)

225+
Jobs
400 jobs by 2018
$90M impact over 5 years

Waterville, ME (Est. 2016)

30+
Jobs
200 capacity

Lebanon, VA (Est. 2006)

375+
Jobs
$68M/year impact

Troy, AL (Est. 2010)

525+
Jobs
$55M/year impact

Mobile, AL (Est. 2006)

80+
Jobs
100 capacity

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Unique Aspects of CGI's Onshore IT Services Delivery Model

Full-service onshore delivery since 2006

Innovative approach to boost local economies

Proven site-selection model to attract quality talent

Lower cost, experienced resources in a project-based model

Effective partnerships with clients, local governments and academic institutions

ISO 9001 certified **quality management**

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