



## Customer-focused. Digitally-enabled. Modernized.

Approximately **4,000 CGI consultants** work with **200+ transportation and logistics clients** in the aviation, maritime, rail, road, logistics and post sectors to help them become digital organizations. We combine industry expertise and end-to-end services to digitize and automate their business processes and leverage emerging technologies to help them satisfy rising customer expectations.

### Client insights. CGI action.

In 2019, we met face-to-face with 70 transportation and logistics executives to learn about their top trends, priorities and challenges.

#### What we heard from clients

**Industry trends:** Becoming digital organizations to meet customer expectations, while protecting through cybersecurity

**Business priorities:** Optimizing operations to enable and accelerate digital transformation across the enterprise

**IT priorities:** Digitizing and automating business processes to improve customer experiences and reduce operational costs

#### How we partner to help them succeed

Modernizing and securing systems to enable fast, reliable delivery, real-time communication and competitive pricing

Embedding digital capabilities across processes and systems and adopting agile operating models to continually innovate and evolve

Supporting clients through end-to-end IT modernization, including adopting intelligent enterprise resource planning environments

#### Satisfying customer expectations with digital experiences

Transportation and logistics executives know that their customers have a “new normal” based on expectations for fast delivery, real-time updates, mobile-friendly services and competitive pricing. CGI helps our clients retain and gain customers with modern digital experiences.

**Parcus**, an operator of car parks in Strasbourg, France recently deployed APILA, a CGI-developed mobile app that uses predictive analytics and Internet of Things devices to provide users with parking availability and traffic information in real time. APILA is just one part of a broader solution,

CGI Urban Mobility, which supports policy and decision-makers through business intelligence and predictive analytics.

*“The development and deployment of the APILA solution created by CGI is complementary to the approaches we are putting in place to better meet the needs and concerns of users while working to achieve the goals set by the city to meet its major challenges.”*

**Pascal Jacquin**  
Managing Director, **Parcus**,  
Strasbourg, France



#### Embedding digital technologies and streamlining business operations with managed IT and business process services

CGI modernizes clients’ operational backbones to support end-to-end digital transformation, helping them to move beyond implementing digital capabilities to fundamentally rethinking their business model and driving the business process and technology changes required to succeed.

For example, CGI provides a comprehensive platform for modernizing and optimizing airport operations management, enabling real-time, efficient and secure operations that drive performance and profitability for airports across the globe. We also deliver intelligent transport systems that use space,

wireless, radar, sensor and other innovative technologies to transform transportation networks, as well as advanced systems for effectively managing assets and ensuring sustainable supply chains.

#### Transforming operations with modern IT and automation

IT modernization is vital for clients to take advantage of digitization and automation. We help replace or augment legacy systems to deliver operational cost reductions and a superior customer experience. For example, French-based global airlines **Air France** selected CGI to modernize part of its payroll process by automating low value-added control tasks while ensuring better results for its employees.

**DB Netz AG**, which owns and operates a majority of the German railway system, faced a week-long manual process for scheduling the path of cargo trains. We helped design and construct an advanced planning system that digitizes and automates much of the planning process. For **SNCF**, France’s national rail, we helped implement a mobile solution for its 10,500 inspectors to provide real-time information about transfers and available services in the event of service disruptions.

*“In the ‘Digital Capacity Increase’ project, we planned the first fully automated railway—or ‘constructed’ it, as the railway people say! No one else in the world can do that. This is such an important and valuable step, not only for our entire company, but also as a sign of respect for the railway industry in Germany. CGI, with its technical and professional expertise in the areas of algorithms, agile software development and cloud architecture, has made a decisive contribution to the core modules ‘Construction’ and ‘Assignment’.”*

**Dr. Daniel Pöhle**  
Head of neXt-Lab Gesamtfahrplan,  
**DB Netz AG**,  
Frankfurt, Germany

*“CGI was chosen for the quality of its response to our specifications and its ability to take into account and achieve the set objectives through a real partnership approach. CGI has reassured us by carrying the overall commitment of the project while providing ideal coverage through market-leading solutions...”*

**Sylvain Jonnet**  
Project Leader, **SNCF**,  
Paris, France

