



# Becoming World Class

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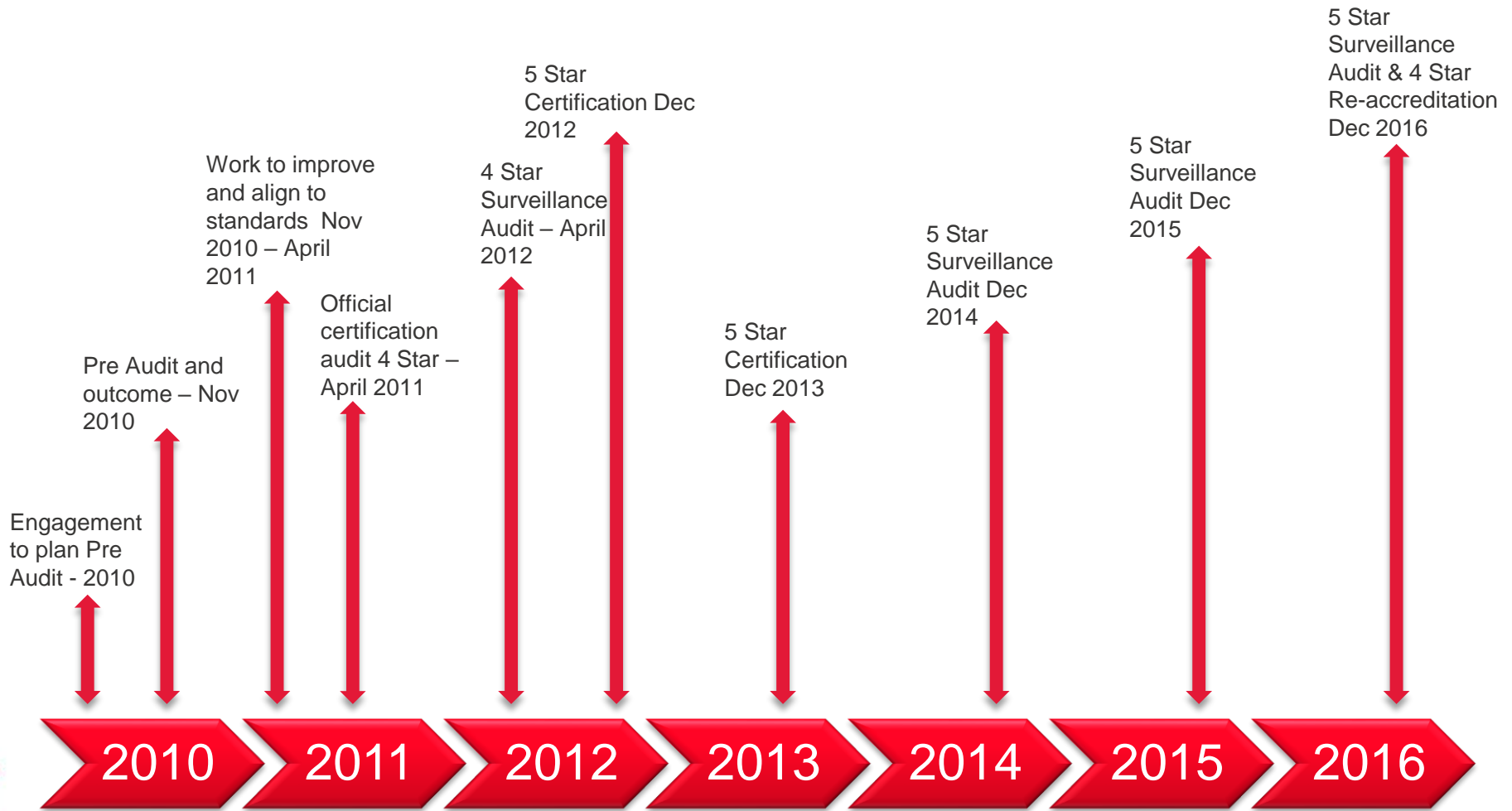
**CGI**

Experience the commitment®

# Content

- Our journey to 5 star success
- Company growth
- Customer Satisfaction & Engagement
- Staff and Culture
- Engaging our Members
- Continuous Service Improvement
- Our KPI's –Set high targets, Maintain high standards.
- Our Champions!
- The WOW Factor

# Certification Journey



# Company Growth

We have had a number of big wins since 2015 including:

**MOSL**  
**Virgin Media**  
**MoD Spectrum**  
**Highways England**  
**Crown Prosecution Service**  
**North Wales Police**  
**MedCo**  
**LNWH NHS**  
**Kelda Retail**  
**Data Services Provider (including Data Communications Company)**

**MoD CySafa**  
**Evolut1on**  
**Clydesdale Bank**  
**Environmental Agency Future Flood Forecasting System (EAFFFS)**  
**Northumbrian Water Limited**  
**BNP Paribus**  
**UCLH Application Support**  
**Gas Networks Ireland**  
**Public Health England**  
**Shell Hotscan**

In addition to the above, we have also had a number of key wins within Scotland, with others in discussion:



- All go-lives have additional support from our Transition Team on site
- To celebrate this we enhance the atmosphere by decorating desks with balloons and/or flags to represent the client

# Customer Satisfaction & Engagement

Customer satisfaction survey - We consistently achieve a target of 90% and above

One example of the many positive feedback received:

*"I would like to thank you for your support in getting the problem sorted. You were polite and helpful and patient with me. You dealt with it in a prompt and professional manner. It was extremely useful to be able to have one contact to deal with this issue which was very complex. When you said that you would call me back you did, I appreciate that you are busy however I felt that when speaking to you the problem was being resolved and not being left nor was I not being sent from to pillar to post".*

Our Clients:

- Service Desk Representatives visit Client Site regularly
- Clients visit Bridgend for a tour of the three main sites
- Weekly conference calls
- Engagement with SDM's

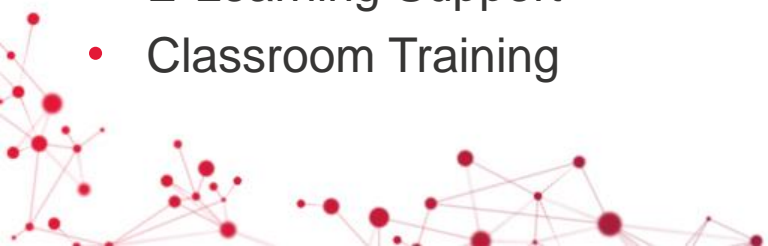
# Staff and Culture

## New Members:

- All new members undertake a 3 week induction course
- 'Contract training'
- 2 weeks buddying process
- Each team has created its own knowledge base
- Specific Points of Contact per team
- 'Analyst Guide' available for reference

## Existing Members:

- There have been over 140 Promotions across GTO during 2017.
- 55 of which have been in Service Desk
- Team Leader workshops
- Classroom Training
- E-Learning Support
- Classroom Training



# Staff and Culture – Our Support Teams

## Planning and Scheduling

- Forecast trends and ensure calls are answered within SLA
- Ensure there is enough resource to deal with demand
- Realtime Analysts - Proactively take corrective action when things go wrong

## The Compliance Team

- Actively monitor incidents/ changes and ensure they are handled within SLA
- Identify incidents that have been incorrectly assigned

## The Quality Team

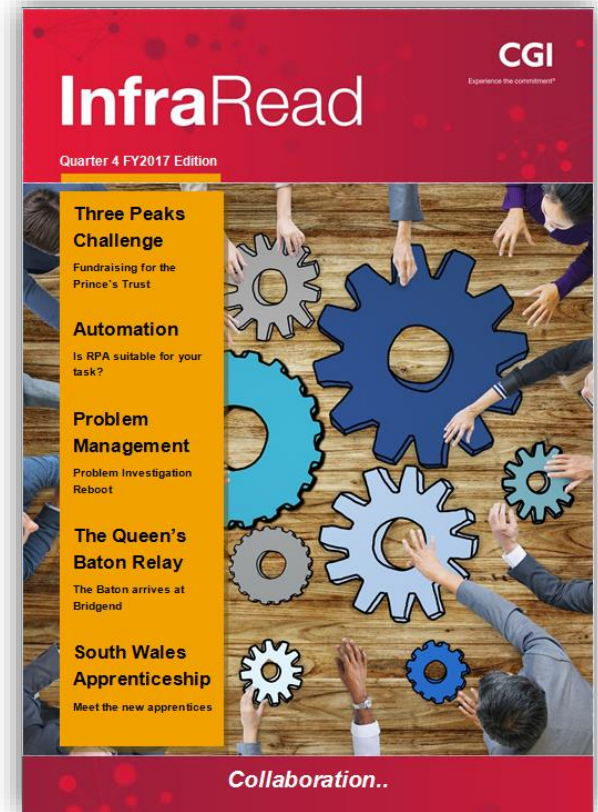
- Analysts from each team are quality scored using a voice recording and screen scrape
- Evaluations include notes on customer service and quality of the logged ticket

## The InTec Team

- Provide second line support to contracts across the Service Desk
- Assist with Knowledge Transfer and on site projects
- Assist with new starter training, including technical training and Average Handling Time

# How we engage with our members:

- Open Door Policy
- Monthly and Ad-Hoc 1-2-1's
- GTO "All Member Calls"
- Annual Tour
- Intranet communications and all staff mails
- Cynergi
- Weekly Roundup emails
- Know-How calls
- InfraRead
- Team meetings
- Member Satisfaction Assessment Programme
- Strategic Planning Questionnaire (SPQ) open to members to input ideas, views and opinions





# Gamification!

- Gamification is a way of **rewarding** members for their performance and behaviours using an application that consists of typical elements of game playing
- Teams share **good practice, positive** news stories and **feedback!**
- Team Leaders and Operational Managers are given a *pot* of **points**
- Members are **automatically** rewarded for their KPI stats
- Team Leaders rewarded for their **team** KPI performance
- Single point of contact on the desk
- High levels of **communication**
- Boutique modified with products that the demographic requested
- Points allow members to purchase a number of gifts

# Gamification!

The screenshot displays a social media interface for CGI. At the top, the CGI logo is on the left, and search, notification (37), and profile icons are on the right. A left sidebar contains a user profile for Lyssa Edwards (10 points) and a menu with options: Home, My account, Boutique, Recognitions, News, KPI, and Campaign. The main content area shows two recognition posts. The first post, titled 'Louise recognizes Thomas' (3 days ago), features photos of Louise and Thomas, a 'Hand Clap' icon, and the text: 'Thank you for all your support on T5 in Tina's absence. I know it was a busy week but we got through it, great work!'. It has 1 like and 1 comment. Below it is a comment from Thomas Webster: 'Thanks Louise :-)'. The second post, titled 'Ros recognizes Elaine' (3 days ago), features photos of a brown bear and a giant panda, a 'Hand Clap' icon, and the text: 'Well Done on 11/12 on the Halloween Howler Quiz'. It has 0 comments. Both posts have a 'SUBMIT' button for comments.

# Service Improvements

## WebChat

- Additional communication channel
- Internet online chat– Real time communication

## BMC Remedy MyIT

- Modern browser based application
- Enables users to log and track progress of incidents and service requests
- View service status and access knowledge directly from their PC, mobile or smart device.

## Speech Analytics

- Retrospective and potentially Real time analysis of voice call recordings.
- Key word identification and trending

## Self-Service Password Resets

- Convenient and secure method for managing user credentials



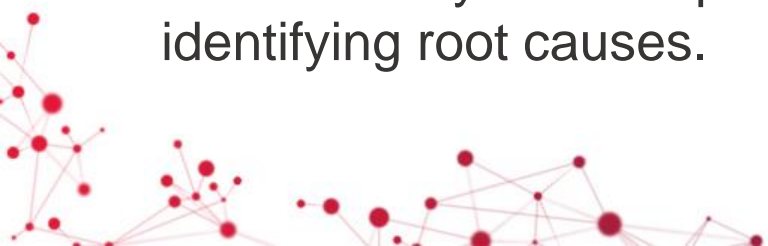
# Service Improvements

## **Artificial Intelligence / Machine Learning**

- Use of artificial intelligence for the automation of unstructured data through machine learning.
- Use of chat bot technology
- Learned decision making capabilities for streamlining and automating process.

## **Qstory (Workforce Automation and Performance Management)**

- Real-Time Workforce Management/ Performance Management Automation Tool. Automatically reforecasts contact volumes and expected service levels during the day.
- Automatically spots staff shortages/ resources and staff surpluses and sets up offline work or training to increase productivity
- Automatically manages voluntary overtime and voluntary time off
- Automatically writes reports, summarising performance and identifying root causes.



# Our KPI's

KPI	Explanation
Adherence	Analysts are provided with a schedule on their Impact 360 system that they must adhere to. The schedule includes breaks, lunches and any offline time for desk queue management, training, 1-2-1's etc.
Quality	Analysts have an average of 5 calls quality scored each month by our designated Quality Team.
Average Handling Time	An average of how long each analyst spends on their call. The target will be different dependent on the complexity of each contract and if it is Log and Pass or Technical.
First Time Fix	The Service Desk target for FTF is over 95% per month. As part of this, each analyst is scored against their individual FTF rate.
Service Desk Productive Time	Analysts are expected to work at an optimum productivity level, based on the tasks scheduled for them per day
Calls Accounted For	Analysts are targeted against the quantity of calls received at desk, and the quantity of contacts logged as a result (incidents, work orders, updates etc.)
Lateness	Lateness has to be justified and a Lateness Form completed per instance
Sickness	Sickness is monitored as per CGI's sickness policy. By monitoring sickness, we ensure that we are providing a duty of care to our members.



# Our Champions!

- Customer Satisfaction
  - First Time Fix
  - Quality
  - Lateness
  - Absence
- 
- Aim – To exceed targets for the main KPI's across the Service Desk
  - Track individual contract performance and provide analysis reports to each Team Leader
  - Provide a breakdown of analyst performance per team
  - Analyse trends
    - How can we improve the service going forward?
    - How can we prevent the issue happening again?
  - The pack highlights analysts requiring most support/ development
  - The strongest team member can be used for coaching exercises with other members on the team

# Community Ambassadors- The Team

## What do they do?

- Organise charitable events
- Communicate with local charities
- Communicate with the local council
- Notifying CGI members of upcoming events
- Integrate local community projects
- Encourage members to participate in voluntary work

## What events are they involved in?

- IT Service Week
- Supporting Charities (examples below):
  - The Princes Trust
  - MacMillan
  - British Heart Foundation
  - Hope Rescue
  - Children In Need

## Volunteering work:

- Mock Interviews in local Comprehensive Schools
- Career Fares in local Universities
- Local Primary School projects- Developing the curriculum



# Oxygen- CGI's Health & Wellness Programme

## Bronze Award!

*The programme provides a support structure that facilitates health and wellness initiatives at the global, local and individual level. It aims to foster a culture of wellbeing within CGI by giving members opportunities to make healthy lifestyle choices.*

Key Oxygen objectives are to:

- Communicate CGI's commitment to member health and wellness
- Promote healthy behaviour
- Help local business units develop and implement health and wellness strategies
- Collect health and wellness data, identify health priorities and measure the impact of health and wellness initiatives

## Examples of the Programme:

- Walk Around the World
- Flu vaccination programme - Vouchers to obtain a free flu vaccination were made available to all members.
- Use of the confidential Member Assistance Program (MAP)
- Health Fairs - Involving health-screening and the distribution of health –related information
- Healthclick campaign





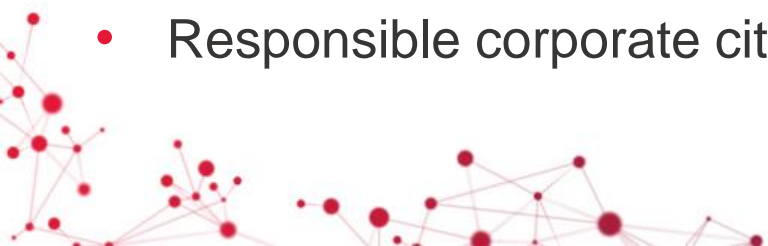
# The WOW Factor!

Since the auditing process started in 2010, our WOW factor continues to be our People and Culture!

Our aim is to maintain the same excellent standards for our clients, whilst formulating a supportive culture for our staff.

Each year our members continue to demonstrate the CGI values in interactions with colleagues, clients and partners. The below values are engrained in our way of life:

- Quality and partnership
- Integrity and objectivity
- Sharing and Intrapreneurship
- Respect
- Financial strength
- Responsible corporate citizenship



# Any Questions?



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