



Process Excellence And AI-Driven Process Intelligence

Contracting body

30 Jan 2026

Issue 1.0

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CGI

Table of contents

1.	Service Description	4
1.1.	The Challenge	4
1.2.	Our Approach	4
1.3.	The Benefits	5
2.	Service Pricing and Terms and Conditions	5
2.1.	Pricing	5
2.2.	Terms and Conditions	5
3.	Further information	5
PROPRIETARY AND CONFIDENTIAL		6

Transforming How Organisations Work, Perform & Grow

Modern organisations face constant pressure to evolve, yet digital transformation efforts frequently fall short because leaders lack real visibility into how work truly gets done. Documented processes rarely reflect day-to-day reality; inefficiencies remain hidden; and opportunities for automation, optimisation and cultural improvement go unrealised.

CGI's process excellence and AI-powered process intelligence advisory provides a unified, outcomes-driven approach to understanding, transforming and sustaining organisational performance.

By integrating innovative technologies with proven change methodologies, we help clients shift from reactive problem-solving to proactive, intelligence-led decision-making, unlocking long-term value across people, processes and technology.

Our approach delivers real-time insights, actionable roadmaps and cultural adoption to ensure transformation is not only achieved but sustained.

Why CGI?

CGI brings a distinctive blend of process excellence expertise, advanced analytics capability and deep industry knowledge that enables organisations to transform the way they work with confidence. Our consultants combine rigorous process improvement disciplines with real-world operational experience, ensuring that every recommendation is grounded in evidence and fully aligned to business priorities.

We are recognised for our ability to uncover the realities of how work is performed and translate those insights into practical, achievable change. Our teams bring proven capability in process discovery, optimisation, automation and continuous improvement, supported by the selective use of AI-powered tools that enhance visibility and accelerate insight. This allows us to help clients move beyond surface-level symptoms and address the underlying factors that limit performance.

What sets CGI apart is our commitment to building capability as we deliver change. We work collaboratively with operational teams, leaders and SMEs to ensure that process improvements are understood, adopted and sustained. Our people-centric approach ensures that changes are not only implemented effectively but become part of the organisation's cultural fabric.

As part of a global organisation, we give clients access to the scale, stability and multidisciplinary expertise required to support transformation at pace and at depth. Our capabilities in intelligent automation, data analytics, digital engineering and managed services allow us to advise on the most effective blend of people, process and technology to achieve lasting impact.

1. Service Description

1.1. The Challenge

Rapid digitalisation has created unprecedented operational complexity. Systems multiply, data volumes surge, and teams are under pressure to deliver more with fewer resources. Yet most organisations still lack a clear, evidence-based understanding of how work actually flows across their ecosystem.

As a result:

- Process inefficiencies go unnoticed until they become costly.
- Transformation programmes stall due to assumptions rather than insight.
- Manual workarounds and siloed operations erode productivity.
- Leaders struggle to make fast, accurate, intelligence-led decisions.

Organisations need real-time visibility into their processes- what's happening, where it's breaking down, and what to fix first, before they can truly modernise or scale.

1.2. Our Approach

Our approach provides a structured and scalable pathway to process transformation, enabling organisations to build transparency, improve performance and realise measurable outcomes. By combining proven process excellence methodologies with advanced analytics and, AI-enabled insight, we create the clarity and control required to modernise operations with confidence.

Assess: Discover, Diagnose, Prioritise

In the Assess phase, we build a clear and evidence-based picture of how work is carried out across the organisation. This involves combining traditional process discovery techniques with qualitative insight from teams, direct observation of real workflows and the analysis of operational data. AI-powered tools such as Soroco Scout can also be used to capture detailed interaction data and reveal how work truly flows across systems and teams, enriching our understanding of the current state.

Plan: Design the Future State

During the Plan phase, we work collaboratively to design an optimised future state that aligns with strategic goals and operational realities. Together we define the process improvements required, the role of automation and technology, and the performance measures that will demonstrate success. Where appropriate, we introduce small-scale Proofs of Concept to validate key solution areas and ensure feasibility before wider implementation. The result is a clear and achievable roadmap that provides direction, confidence and alignment across the organisation.

Perform: Implement, Automate and Optimise

In the Perform phase, we translate the plan into action by implementing process changes, deploying automation and integrating predictive analytics and dashboards where they provide value. We work closely with teams to refine workflows, strengthen governance, embed new practices and ensure adoption of the new ways of working. Our focus is on delivering improvements that feel seamless, intuitive and fully integrated into existing operations.

Sustain: Embed, Monitor and Continuously Improve

The Sustain phase ensures that improvements continue long after initial delivery. We provide the frameworks, skills, behaviours and leadership capability required to monitor performance, interpret insights and make continual enhancements. Ongoing process intelligence and a culture of continuous improvement enable the organisation to remain agile, resilient and competitive in a rapidly changing environment.

1.3. The Benefits

This proposition enables organisations to deliver stronger performance by creating clarity, consistency and control across their operations. With a comprehensive understanding of how work is carried out, leaders can focus improvement efforts where they will deliver the greatest impact, strengthen operational resilience and ensure resources are used effectively.

Organisations gain the ability to make decisions based on real operational insight rather than assumption. This allows them to prioritise investments, accelerate transformation initiatives and mitigate risk before it affects service, cost or compliance. By simplifying and standardising workflows, cycle times are reduced, errors decrease and operational capacity increases.

Customer outcomes improve as processes become more predictable and responsive. Faster turnaround times, fewer handoffs and higher-quality outputs build trust and enhance the overall experience. At the same time, employees benefit from clearer, more intuitive ways of working that remove frustration and enable them to focus on value-added activity.

Longer term, this approach helps organisations embed a culture of continuous improvement. With ongoing visibility of performance and the capability to refine processes proactively, organisations become more agile and better equipped to adapt to new challenges, emerging technologies and shifting customer expectations.

2. Service Pricing and Terms and Conditions

2.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

2.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

3. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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