



Roadmap and Business Case

Contracting Body

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Issue 1.0

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Service Definition overview

As part of its wider Business Strategy offerings, CGI works with clients to develop delivery roadmaps and associated business cases which we produce using a flexible set of methodologies. These activities include an assessment of the organisations goal and vision, a cost and benefits analysis and creation of key project documents. We also help clients with developing a framework for monitoring the outcome of the delivery.

Why CGI?

CGI delivers an end-to-end portfolio of capabilities, from high-end IT and business consulting to systems integration to IT and business process outsourcing services. Our services are supported by our unique differentiators:

- **Client-proximity model:** CGI organises operations within metro markets where clients have concentrated footprints. Our client-proximity model empowers local teams to build strong, trusted, in-person relationships and ensure accountability for delivering client success. Through this proximity, CGI gains deep knowledge of our clients' businesses and industries and stays attuned to market and cultural needs. It also enables us to deliver innovative solutions proactively, and to grow alongside our clients.
- **Domain expertise:** Through our focus on 10 industries and dozens of sub-industries, we provide local experts who understand clients' industries and local business environment. These experts are supported by global insights from our network of industry-focused centres of excellence, emerging technology practices and global delivery centres, providing clients with applied innovation, clarity of accountability, and measurable results.
- **Intellectual property:** CGI's 150+ digital business solutions support our clients' mission-critical business functions and accelerate their digital transformation. These industry and cross-industry solutions include digital-enabling software applications, reusable frameworks and innovative delivery methodologies such as Software as a Service.
- **Global delivery network:** At CGI, our best-fit global delivery model includes onshore, nearshore and offshore delivery centres that support client-proximity teams in accelerating clients' transformation. With skilled resources operating under a common governance model, centres are strategically located throughout North America, Europe and Asia Pacific to provide the best mix of services configured to clients' needs and preferences.

This G-Cloud offering forms part of our wider set of capabilities in Digital Strategy and Consulting, including:

- **Digital Strategy:** We help organisations to align their strategic aspirations with their operational capabilities, facilitating effectiveness, identify cost-saving opportunities, optimise IT infrastructure and operations, and develop cost reduction strategies.
- **Data Strategy:** We offer expertise across the data landscape, from the development of strategies and governance to the delivery of performant data-driven insight.
- **Operational Models:** CGI's approach to the establishment of effective operational models allows organisations to combine technical and human issues such that the models are efficient, optimise the technological framework and provide empowering ways of working for users.
- **Change Management:** We recognise that technology is just one component that drives digital success. We provide cultural and behavioural consulting that allows leaders and stakeholders to capitalise on their investment in technology.

1. Service Description

Within CGI's Business Consulting practice, we offer services supporting our clients with developing business cases for proposed transformations and then creating a roadmap to outline the potential delivery of this change. This service focuses on obtaining greater insights into the transformation and developing the clients understanding in order to support them with informed decision making. Our roadmap and business case approach is shown in Figure 1, below.

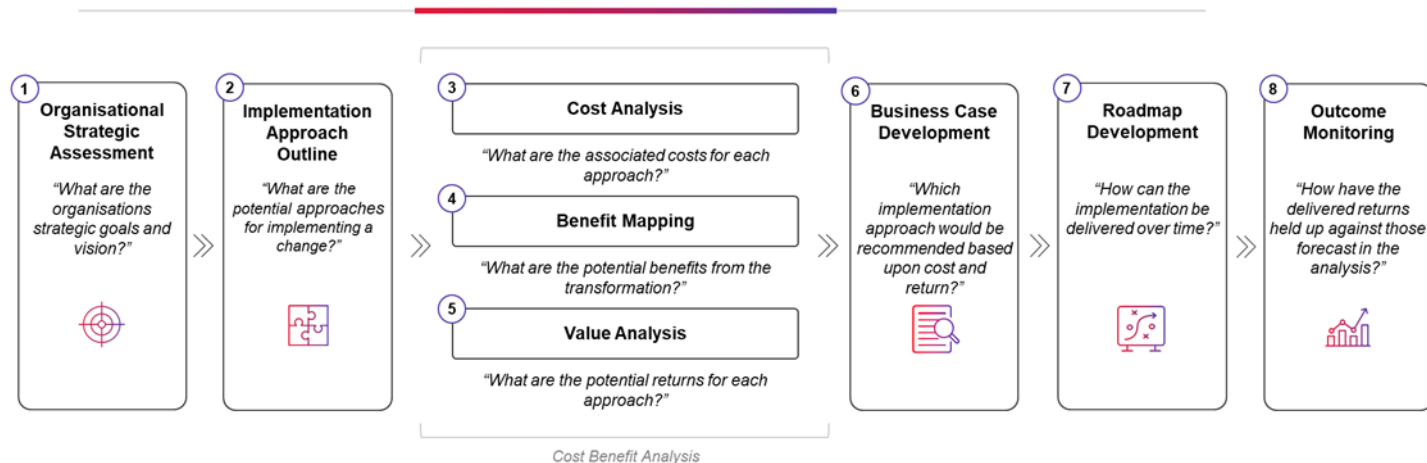


Figure 1 - Framework for Roadmap and Business Case design

We employ a strategy-driven approach (as outlined in Figure 1) to understand an organisation's goals and analyse how the potential delivery of a transformation may align with these. We capture the costs and benefits of the initiative, outline them in a detailed business case, provide a roadmap for the delivery of the change and support the organisation in monitoring the performance of the transformation.

The first step in the process involves a strategic assessment of the client organisation. By carrying out a documentation review and engaging key stakeholders in workshops or structured interviews we develop our understanding of the organisation's visions, as well as its more detailed strategic imperatives.

Once this has been performed, we agree with the client, the suitable delivery approaches that might be used when undertaking the change. This may involve looking at delivery cycles or even a high-level review of available technologies.

When the approaches are agreed, we can begin to map out the associated costs and benefits for each approach, identifying overlaps and building out our understanding of the change and how it may impact the organisation.

With the benefits mapped out, the next step is to conduct a Value Analysis. CGI uses its own proven framework to capture each benefit and identify the key data needed to determine the potential value. Once outlined, we can work with the client to obtain that data and demonstrate how the benefit delivers value for the client and provide a breakdown of cash releasing and non-cash releasing benefits.

The findings from this analysis can then be used as the foundation for developing a full business case which can articulate the costs and benefits and provide recommendations on the approaches that may be taken.

With the business case complete, we proceed to break down the selected implementation methodology into programmes of work which can be mapped to a linear roadmap. By doing this, we identify the key activities involved in delivery the change, demonstrate which benefits and costs will be delivered with each activity and outline the dependencies and relationships between these activities in order to determine the optimum path for progressing with the change.

The value analysis can also be used to form a baseline when monitoring the outcome of the transformation. Benefits outlined in the business case may be used to quantify the projects goals and a structured benefit tracker can capture the performance of the delivery.

1.1. Key Benefits

Developing detailed business cases and supporting analysis and roadmaps helps our clients to articulate and plan changes successfully, delivering insights on potential plans and helping unlock the value associated with identified benefits. These are shown in Figure 2 below.



Figure 2 - Benefits of Roadmap and Business Case Service

1.2. Service Delivery

Our Business Strategy Advisory experts provide a positive experience of change, especially with complex projects. Our clients compliment us on how we make their transition from old to new feel 'seamless'. That is because we help people into their new ways of working with care, attention to detail and a strong focus on what is important for them.

We have real-world experience of end-to-development of delivery roadmaps and business cases. We have helped clients to construct complex cases outlining multiple approaches for implementing changes and gathering and analysing data to allow for a clear comparison of the proposed approaches.

Our engagement team structure is built around experience and expertise, involving SMEs as well as providing client assurance through integrated review and escalation points. We prioritise collaboration and a 'one team' approach in delivering outcomes. Our engagement team typically consists of a blend of roles to ensure there are 'enough feet on the ground' to work alongside the client team as well as provide expert industry insights and know-how.

The team would typically consist of an Engagement Manager working with Senior and Junior Consultants to carry out the activities whilst being supported by our SME's as required depending on the scope of the business case change.

1.3. Our Specialisms

Through our global insights and local experts, we have access to leaders in fields such as Internet of Things (IoT), automation, analytics, cloud technologies, design, and more. These expertise and specialisms are tried and trusted across a myriad of sectors from Government, Health, Space, Transportation and Logistics, Communications and Media and more.

CGI Business Advisory can access this expertise effortlessly and seamlessly to bring the collective experience of 80,000 + professionals right to the problem you are trying to solve with the solution you are trying to build. We offer a range of propositions (as shown in Figure 3) which support organisational transformation and growth initiative.

Business Strategy	Business Strategy	Digital & Information Strategy		
		Roadmap & Business Case		
Process & Change	Operating Model	Operating Model	Service Design	
		People & Organisational Change	Process Excellence	
	Change Management & Enablement	L&D Advisory	Business Analysis as a Service	Benefits Management
		Change Management Assurance		
Data & Digital Architecture	Data & Analytics	Data Architecture Review	Data & AI Strategic Roadmap	Data Blueprint
		Data & AI Governance	Data Workflow Assessment	Define & Build Insight Solutions
	Digital Architecture	Digital Architecture		
Sustainability	Sustainability	Net Zero & Sustainability Strategy	CGI GreenStart	Scope 3 Emissions
		Supply Chain Optimisation	Digital Sustainability	ESG Data Solutions

Figure 3 - Our Propositions

2. Onboarding and Offboarding

2.1. Onboarding

Prior to commencing the engagement, we will work with the client to identify key stakeholders and relevant strategy documentation. Once these have been identified, we will start to schedule the discovery activities to ensure there are no delays in accessing the required information for formulating the strategic assessment and value analysis.

As well as this, we will set up periodic governance sessions with key stakeholders to keep them up to date with the progress of the work and make sure they are aware of any issues which may impact the final outcome.

2.2. Offboarding

Upon completion of the engagement, all key deliverables will be handed over to the client. CGI will run a final handover session to walk key stakeholders through the deliverables and explain the composition of artefacts as well as the conclusions outlined within.

3. Service Pricing and Terms and Conditions

3.1. Pricing

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

3.2. Terms and Conditions

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

4. 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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