Managed cloud services

End-to-end cloud services you can rely on

CGI

CGI simplifies the complexities of cloud management, delivering scalable, secure, and cost-efficient solutions so you can focus on driving innovation and growth across your organisation. Our comprehensive suite of services supports your operations from configuration and monitoring to disaster recovery and proactive cost management, giving you peace of mind and confidence that your cloud environment can support your organisational goals, drive agility, and help achieve measurable business outcomes.

The challenge

Cloud environments are vital for modern organisations, but can bring unique complexities that hinder business success.

Many struggle with:

- Ensuring efficient operations amidst growing complexities

- A lack of certified professionals to manage cloud operations

- The transition from proof of concept to full-scale production

- Managing costs effectively in dynamic pay-as-you-go models

- Navigating complex security, regulatory, and governance requirements

- Addressing limited insights into cloud reliability and performance

- Managing vendor support in hybrid or multi-cloud setups.

We're here to help

For organisations facing these roadblocks, maintaining operational efficiency, scalability, and security while achieving business objectives can feel like an uphill battle.

Our end-to-end cloud services offer a seamless solution to these challenges of managing cloud environments.

With over 500 certified cloud professionals delivering round-the-clock support, we take on the complexities of daily cloud operations so you can focus on what matters most to your organisation – whether that be innovation, service quality, growth, customer satisfaction, or employee experience.

Our approach

Our services are designed to deliver security, scalability, and resilience across your cloud environment, covering every aspect of your daily operational needs, including:

- **Configuration management:** Ensuring your systems operate efficiently, remain optimised, and adapt to changing demands.
- **Identity and access management:** Safeguarding access to your systems with robust identity controls.
- **Monitoring and backup solutions:** Proactively monitoring performance and securing data with reliable backup and recovery.
- **Disaster recovery and security services:** Keeping your environment secure and resilient in the face of potential disruptions.
- **Proactive cost management:** Providing actionable insights to optimise your cloud spend and eliminate budget overruns.
- **Incident support:** Rapid response to minimise disruptions and ensure uptime.
- **Service requests:** Quick and reliable handling of routine or ad-hoc operational needs.
- **Modifications and professional services:** Supporting updates, enhancements, and specialised projects to keep your cloud environment aligned with evolving requirements.

The benefits

When you work with CGI, you gain more than a managed service. You have a partner committed to helping you unlock the full potential of your cloud environment and enabling your organisation to achieve its goals with confidence.
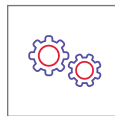
24/7 global support: Access a trusted team of certified professionals across the globe, delivering expert support to ensure your cloud environment remains secure, efficient, and fully operational at all times.
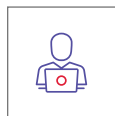
Proven, certified expertise: Benefit from over four decades of enterprise-class managed services, delivered through a flexible, outcome-focused model that ensures reliable results tailored to your unique needs.

Dedicated service teams: Collaborate with experts who tailor solutions to your goals, delivering effective outcomes that drive business success.
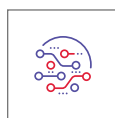
Comprehensive, end-to-end support: Leverage structured, ITIL-based support for all critical IT functions, ensuring reliable governance, streamlined operations, and expert management at every stage of your cloud journey – from assessment and migration to disaster recovery and ongoing optimisation. Our proven methodologies drive measurable results and continuous improvement.

Proactive management: From incident response to cost control, we ensure consistent service uptime while freeing your internal teams to focus on strategic priorities.

Seamless scaling: Transition effortlessly from proof of concept to full-scale production, enabling you to adapt to business demands and maximise value from your cloud investments.

Integrated AI-driven monitoring: Benefit from early issue detection and fast resolution, minimising disruptions, reducing downtime, and maintaining seamless business operations.

Accelerated cloud value: Achieve faster returns on your cloud transformation with our streamlined approach, reducing time-to-value, saving resources, and enabling your organisation to innovate and grow faster. At the same time, enjoy transparent, scalable pricing models that adapt to your needs, helping you optimise costs while maintaining agility.

Our approach is centred on open collaboration and tailored solutions. Through a structured process, we manage your cloud environment efficiently and effectively, enabling you to focus on achieving your organisation's goals.

- **Communication and collaboration:** We prioritise open communication and knowledge-sharing, tailoring services to meet your unique needs while applying best practices gained from working across industries. This ensures your solutions are aligned with your business objectives to deliver measurable results that drive success.

- **Structured governance:** We apply robust governance models to enhance visibility, control, and decision-making across your cloud operations. By streamlining processes and improving accountability, we ensure consistent, reliable outcomes for your organisation.

- **Integrated IT service management (ITSM):** By aligning workflows and automating processes, we simplify operations and enhance efficiency across your environment. This reduces complexity and boosts performance, ensuring seamless operation of your cloud ecosystem.

- **Direct client accountability:** Our Client Partnership Management Framework (CPMF), combined with our client-proximity operating model, ensures you have a dedicated partner who understands your local market. This trusted, proactive partnership drives value and ensures your goals are achieved effectively.

- **Vendor-neutral expertise:** As a vendor-agnostic provider, we deliver solutions best suited to your environment, leveraging extensive experience with leading cloud platforms. This ensures optimised operations and flexibility for future growth.

- **Proactive and innovative support:** Through partnerships with leading cloud providers, we gain early access to emerging technologies. By implementing cutting-edge solutions and integrating AI-driven monitoring, we maintain seamless operations while future-proofing your environment for evolving business needs.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-focused to help accelerate returns on your investments.

Across 21 industry sectors in 400 locations worldwide, our 90,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information
Visit: cgi.com/uk/managed-it-outsourcing-services
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