



CGI – U.S. State and Local Government BPO Vendor Assessment

Report Abstract

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11 pages





Who Is This BPO Vendor Assessment For?

NelsonHall’s Vendor Assessment of CGI’s “U.S. State and Local Government BPO” provides a comprehensive view of the company’s sector-specific business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.S. state government sector monitoring the capabilities of existing suppliers of BPO and identifying vendor suitability for BPO RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.



Key Findings & Highlights

In the U.S. state and local government sector CGI provides industry-specific services in two segments:

- Recovery audit services as a recovery audit contractor (RAC): The services are aimed at state governments to help them reduce improper Medicare and Medicaid payments to healthcare providers and to implement actions to prevent future improper payments in accordance with CMS requirements. CGI provides Medicaid recovery audit services to five states. It is also the Medicare RAC for CMS Region B which includes 8 states
- Assisted housing services: CGI assisted housing services are delivered on behalf of housing agencies and aim to improve administration and oversight of assisted housing services including list management and property inspections. An example is CGI’s partnership with the Columbus Metropolitan Housing Authority (CMHA) to serve HUD in the State of Ohio. This has been going for >10 years, originally awarded as part of HUD’s management reform plan called HUD 2020, under which it outsourced the administration of its site-based Section 8 Housing Assistance Payments Programs.

CGI supports these domain-specific services with its own vertical software applications.

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Scope of the Report

The report provides a comprehensive and objective analysis of CGI's BPO offerings, capabilities, and market and financial strength, including:

- Identification of the company's sector-specific strategy, emphases and new developments
- Sector-specific revenue estimates
- Analysis of the company's offerings and key service components
- Analysis of the company's approach to and locations for service delivery
- Analysis of the company's strengths, weaknesses and outlook.

Report Length

11 pages

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Other vendor assessments in this series:

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