

# Transforming Government with Integrated Salesforce Solutions



CGI and Salesforce have a proven track record of providing deep federal expertise with modern, secure, scalable and AI-powered capabilities to deliver transformative solutions for government agencies. Together, we enable agencies to modernize customer engagement, strengthen program integrity and achieve mission success through secure, compliant and innovative technology.

## Trusted partner to modernize and deliver measurable results

CGI accelerates our clients' digital journeys with Salesforce solutions, providing platform strategy, design, implementation, integration, change management, and managed services.

Our deep client relationships, cross-industry expertise, and innovative solutions, coupled with Salesforce capabilities, accelerate adoption at scale with proven customer success to over 450 customers globally.

Across various implementations, CGI has applied Salesforce solutions to achieve:

- 99.999% system availability
- < 8-month enterprise deployment
- Real-time data exchange replacing batch processing
- 24/7 digital service access
- 3.3M+ citizens supported
- \$7.8B annual program transactions enabled
- Millions in avoided improper payments

## Client challenges we solve

**Legacy systems slowing modernization:** Rapid Salesforce deployments reduce technical debt and accelerate transformation.

**Fragmented data and lack of interoperability:** Unified workflows and API-led integrations for a single source of truth.

**Rising IT costs:** Cloud-native architecture and automation deliver measurable savings.

**Compliance and security:** FedRAMP High environments with zero-trust security ensure mission integrity.

## Key benefits

- **Reduce cycle time.** Automate manual steps across the payment lifecycle.
- **Improve audit readiness.** Real-time compliance dashboards.
- **Prevent improper payments.** CGI's fraud, waste & abuse analytics integrated with Salesforce workflows.
- **Accelerate modernization.** Out of the box capabilities + proven ERP integration.

## Differentiators:

- Compliance-first delivery (traceability + controls)
- API-led integration at scale (MuleSoft)
- Human-centered design + organizational change management at the speed of mission
- Managed services to sustain value



## Delivery excellence

CGI delivers Salesforce-powered solutions tailored to federal priorities, driving back-office transformation, embedding AI-native capabilities and enabling total asset visibility. Our approach strengthens cybersecurity, combats fraud, waste, and abuse, and accelerates mission outcomes with scalable, secure platforms. CGI draws on 50 years of public sector experience to deliver innovative, human-centered solutions for government clients and the Salesforce community. By adapting commercial success to public needs, CGI leads in AI and digital transformation, helping build a capable and engaged workforce.

## Scalable innovation

Salesforce's cloud-native architecture combined with CGI's integration expertise ensures rapid deployment and adaptability to deliver efficient and transparent services.

## Conclusion

CGI and Salesforce partner to combine industry-leading capabilities with deep federal expertise to create powerful solutions that can address a wide range of use cases. Complex case management, budget formulation and tracking of legal matters are just a few areas where CGI makes a powerful difference in transforming government.

## Value delivered to clients

**Modernization:** Rapid deployment of secure, cloud-based CRM tailored for federal missions.

**Agility:** Incremental releases delivering value within performance periods.

**Measurable impact:** Cost savings, fraud prevention, and improved citizen experience.

## About CGI Federal

CGI Federal Inc. (CGI), a wholly-owned U.S. operating subsidiary of CGI Inc., is a leading technology and professional services company that serves federal agencies across defense, civilian, healthcare, justice, intelligence and international affairs. With nearly 8,000 professionals, CGI works with its clients to modernize government through innovative technology solutions, flexible delivery models and a commitment to achieve mission outcomes.

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