

# Enterprise SaaS Implementation

Integrating and configuring new enterprise  
SaaS solutions

**CGI**



Cloud solutions are essential enablers of agile operating models that adapt continuously to constant change. The promise of evergreen functionality and innovation, usage-based consumption and modular platforms makes SaaS a compelling option.

For SaaS to fulfill its potential, the user experience must be front and center. Further, SaaS sourcing and usage require careful governance. Over-deployment and under-utilization can quickly lead to significant overspend. In addition, integration into a broader component-based and event-flow-based enterprise architecture requires careful consideration, along with enterprise-wide data and security issues.

How can your  
organization effectively  
deploy and integrate  
SaaS to accelerate your  
modernization?

# Integrating enterprise SaaS solutions for evergreen and scalable functionality

Cloud is the “new normal” for how we work and an essential enabler of agile operating models that adapt continuously to constant change.

Some say cloud is the new operating model, especially in a digital world of anywhere operations.

Over nearly two decades, cloud services have become mass-adopted and pervasive. Cloud service providers—ranging from AI start-ups to independent software vendors to hyper-scalers—continue to innovate new services at a breakneck pace. The combination of cloud and other technologies, such as Internet of Things, advanced analytics, artificial intelligence, automation, 5G and edge computing, form the key ingredients of modern digital business solutions.

Today’s enterprise cloud challenges often stem from inflexible cloud strategies, overly simplistic modernization efforts, immature cloud-native practices, poorly governed and integrated yet sprawling SaaS solutions, and governance, management and operational models that were not designed for the velocity, connectedness and dynamism of the cloud age.

SaaS, for many organizations, is not the strategic modernization lever that it can be. SaaS ungoverned can easily lead to shadow IT, waste and security risks. However, when deployed and integrated strategically, SaaS can be an accelerator for any cloud modernization.

50%+

of all applications will be purchased as SaaS and consumed via the public cloud, by 2024. (Source: Gartner®)

60%+

of ISVs will re-architect or build new portable cloud-native applications, by 2023, driven by enterprise demand for portable, feature-rich SaaS solutions, consumable on their choice of cloud. (Source: IDC)

30%

of organizations will rely solely on SaaS applications for their mission-critical workflows, by 2025. (Source: Gartner®)

# Focusing on value, process and people, we help you improve experiences, adoption and results

As an experienced SaaS integration partner, we bring global expertise to implement and optimize your SaaS solutions. We cover critical front, middle and back office functions—from customer relationship management, supply chain management and enterprise resource planning, to modern workplace productivity, creativity, workflow and automation. Before we turn to technology, we work to understand your value streams, processes, workflows and user experiences.

Our SaaS cloud modernization experts work with you to:

- **Focus on value.** We map and analyze value streams across your processes and workflows. This helps you prioritize requirements for a future-fit SaaS solution to achieve your modernization goals.
- **Drive adoption through a superior user experience.** We identify the right combination of smart, out-of-the-box functionality and innovative custom capabilities. Together, we co-create engaging experiences and streamlined flows for your employees, customers and partners.
- **Break down old silos for cross-enterprise productivity.** We apply systems thinking to analyze and reduce complexity. We increase your productivity by integrating new SaaS components into your broader application environment, enterprise-wide process, event and data flows, and security environment.
- **Maximize return on your SaaS investment.** In addition to focusing on value streams, flow and experience, we help you establish mature governance, right size, optimize costs, transition to an AI-driven CloudOps model, and resolve technical debt.



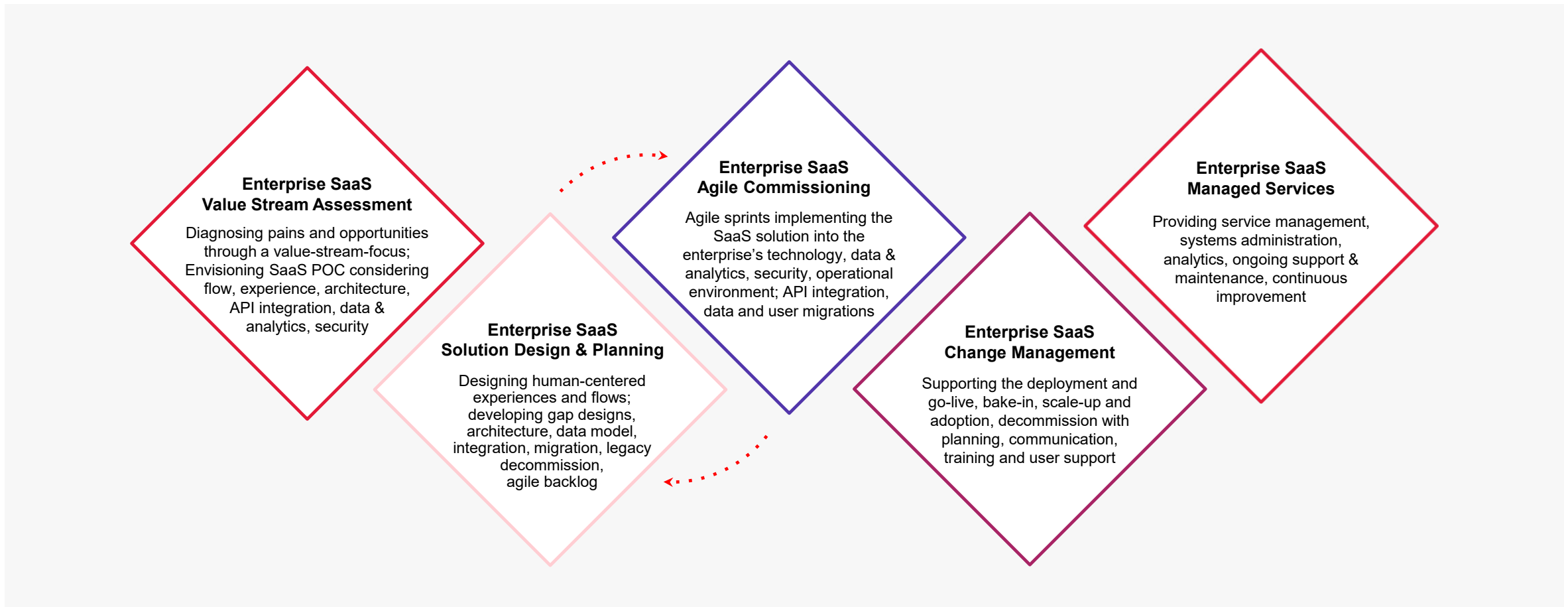
Our Enterprise SaaS Implementation services make your SaaS migration and adoption a seamless part of your cloud modernization journey. We combine our value stream methodology, human-centered design, industry knowledge, and technology expertise to deliver superior outcomes.

# What success looks like

- Your complex and **monolithic core applications are replaced** by modern, evergreen SaaS solutions. With smart configuration and minimal customization, you now deliver streamlined user experiences.
- While integrating your new SaaS solution, you **broke down data, systems and work silos** and optimized previously complex cross-enterprise and cross-ecosystem value streams and productivity flows.
- Your employees are **creative and productive from anywhere, anytime—securely**. Duplicate work is eliminated and work processes are streamlined.
- Your cost structure evolved **from CapEx with frequent overruns, to OpEx with predictability**. You manage and optimize your modern SaaS technology under mature cloud governance and AI-powered operations.
- You benefit from both **cloud-first and SaaS-first** modernization approach with higher user satisfaction, productivity and innovation.
- Your SaaS solutions are **fully integrated into your zero-trust cloud security** and compliance operations to control identities and access and protect your data.
- You benefit continuously from your **SaaS providers' innovation**.
- SaaS **shadow IT is a phenomenon of the past**. IT and business partner to continuously identify, procure and integrate new and innovative SaaS solutions.



# CGI Enterprise SaaS Integration and Configuration Services



## Enterprise SaaS Value Stream Assessment

As a foundation for decision-making, solution selection and scoping, we examine your SaaS modernization opportunities and requirements through a value lens. We help you identify, map and analyze your key value streams, focus on critical processes and their pain points, and prioritize opportunities for modernization.

Jointly with your key stakeholders, we explore a proof-of-concept and assess how well a potential SaaS solution would achieve your objectives through an out-of-the-box implementation versus custom extensions. Considerations include experience, workflow, event and data flow, analytics, architecture, API integration, and security. We then deliver a high-level SaaS solution blueprint and roadmap.

Lastly, we develop estimates for level of effort, identify future state benefits, and develop a business case for the SaaS modernization, providing initial recommendations for the best agile delivery approach backed by tailored change management strategy for accelerated adoption.

## Enterprise SaaS Solution Design and Planning

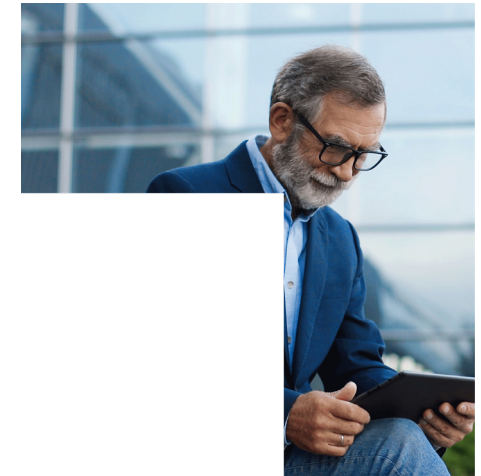
We work iteratively with your stakeholders to develop a value-based agile backlog. Backlog items include the following: foundation and environment setup, DevSecOps, continuous integration/continuous delivery (CI/CD) setup, SaaS solution configuration, cloud-native custom development, data modernization and migration, event/data flows, API integrations, AI analytics and automation, security integration, and identity and access control. Our experts in Lean Agile DevSecOps @ Scale (LADx) advise on the right team topologies, distributions and scale for high fidelity, productivity and optimal throughput—ideally by pairing our experts with your employees for knowledge transfer.

## Enterprise SaaS Agile Commissioning

This service follows our CGI DRIVE methodology and borrows much of its agile approach and accelerators from our agile (cloud-native) software development service. We leverage our LADx model for high fidelity and throughput delivery, as well as CI/CD components from our Application Services Optimization Program. Through the right cross-functional mix of SaaS, human-centered design, functional (process) domain, cloud, data, analytics, API integration, migration and security experts, we deliver agile commissioning sprints from the value-based backlog. We leverage automated testing by design wherever possible and build in security from day one. For migration we leverage a combination of SaaS provider native and CGI migration tooling. After successful go-live and adoption, we work with you to de-commission your legacy environment and resolve any related technical debt.

## Enterprise SaaS Change Management and Adoption

Our organizational change experts work hand-in-hand with sprint teams, your stakeholders and your user community to plan and support the best go-live approach. We manage adoption success by ensuring our technical delivery excellence is backed by clear stakeholder and user-focused communication plans, training and support.





## Enterprise SaaS Managed Services

Even SaaS solutions require ongoing systems administration, governance, service management, analytics, and general maintenance and support. We offer SaaS managed services. In synch with the SaaS provider's innovation cycles we continuously advance your configured and customized SaaS solution and deliver innovation to your user community.





## Case in point

### Accelerating an aerospace manufacturer's transformation by modernizing its ERP system with Oracle ERP Cloud

As a long-term strategic partner of a global aerospace manufacturer, we have played a key role in the company's digital transformation journey, including the modernization of its core enterprise resource planning (ERP) system. As part of its strategy, the company decided to combine its ERP system modernization with a move to the cloud (SaaS) to support its growth across its 35-country operations.

We accelerated their modernization and migration to the cloud by combining our extensive expertise with Oracle ERP Cloud, deep client knowledge and proven CGI DRIVE enterprise SaaS implementation methodology.

Complex efforts and different work streams were decomposed to create an agile backlog. Parallel agile delivery teams executed and iterative agile sprints—from basic platform setup and configuration, to incremental delivery of prioritized user stories and functionality, to data migration, to API integration.

Major benefits of the modernization include improved agility and scalability to support the business, real-time data flows for advanced financial analytics, and major productivity gains through streamlined processes and automation.

## Case in point

### Delivering wholesale and retail capabilities for a global fashion retailer with Microsoft Dynamics 365

The global fashion retailer's legacy systems were past end-of-life, with limited ability to meet new business demands. Consequently, new brands were beginning to develop new greenfield systems with zero dependencies and integrations with the legacy systems.

Our experts worked with the client to envision a cloud-based (SaaS), integrated, scalable solution built on standard components to support a marketplace and the client's B2B and B2C retail businesses. We designed and built the solution using Dynamics 365 for Finance & Operations, Sales, Customer Service and Social Engagement, tailored for the fashion retail industry.

Benefits realized include the ability to introduce new capabilities at a fast pace, strengthening the retailer's market position. The client also realized a modern personalized shopping experience as a result of digital marketing components driving sales and increasing customer satisfaction, scalability improving efficiency and customer service, and overall reduced cost of ownership due to the use of a fully managed SaaS service.

## Case in point

### Enabling a streamlined and integrated customer service experience for an electric equipment manufacturer with Salesforce Communities

Grappling with siloed services across business units and fragmented sales and support functions, a major North American equipment manufacturer struggled to provide a superior and integrated customer experience to its B2B utilities customers. This fragmentation also resulted in poorly targeted and missed sales opportunities.

The company turned to CGI to modernize their support portal and integrate Salesforce Communities to create an integrated state-of-the-art sales and support customer experience. Our human-centered design experts teamed up with our Salesforce experts to deliver a modern customer experience in record time, leveraging our agile enterprise SaaS integration methodology.

Customers can now log cases, search a knowledge base for increased self-service, and submit ideas for product enhancements. The manufacturer also can track customers' current assets and asset history to make more informed selling decisions.

# As both a SaaS integrator and solutions provider, we know what's required for SaaS success

Our SaaS solution expertise, human-centered design, industry knowledge and deep systems integration and cloud modernization experience combine to deliver a superior SaaS outcome. We focus on maximizing your return on investment, minimizing your risks, and delighting your customers, employees and partners.

When it comes to SaaS modernization, we provide end-to-end services, along with a portfolio of industry-leading intellectual property solutions—the majority of which are delivered via a SaaS model. Our SaaS experts understand that more than just technology is required for SaaS success; it's equally important to focus on people, experiences and value.

- **Partnerships with the leading SaaS providers:** We know their solutions and roadmaps and how their innovation can benefit your organization.
- **Standardized SaaS integration:** CGI DRIVE is our proven SaaS integration methodology that covers customer relationship management, supply chain management, enterprise resource planning and workplace productivity, creativity, workflow and automation.
- **Creative human-centered design practice:** Our 700 human-centered design professionals ensure your SaaS modernization takes people

into account and creates meaningful experiences, while our industry, functional and process experts focus on delivering value, streamlined flows and increased productivity.

- **Global delivery network:** We help you implement the right distributed agile delivery through a blend of global resources with local leadership and accountability.

Are you modernizing your front, middle and/or back office with SaaS? Regardless of where you are on your IT modernization journey, our unique combination of human-centered design, SaaS solution expertise, value-stream-based agile delivery, and organizational change management can accelerate your journey.

**We stand ready to help you realize the full benefits of modern enterprise SaaS solutions as a key part of your enterprise modernization.**

Contact us at [info@cgi.com](mailto:info@cgi.com) or learn more at [cgi.com/cloud](https://cgi.com/cloud).

CGI's Enterprise SaaS Implementation services are part of our full suite of cloud services designed to help our clients transform into agile, adaptive and resilient enterprises. In addition to these services, we offer cloud strategy, architecture and planning advisory, IT and application cloud modernization, cloud-native development innovation, cloud intervention and turnaround, and ongoing cloud management, operations and optimization services.

# 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-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 80,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information,

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<sup>1</sup>Gartner® “Cloud Shift Will Shape IT Strategies for Executive Leaders Through 2024,” Michael Warrilow, Ed Anderson, Colleen Graham, 25 January 2021

<sup>2</sup>Gartner® “I&O Leaders Must Transform Their Teams to Lead With SaaS Cloud,” Manjunath Bhat, Roger Williams, 30 March 2021

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