ONEiO

CASE STORY

CGI

Client
CGI

WORLD-CLASS IN AUTOMATING SERVICE INTEGRATIONS

SAVES TIME AND MONEY

BOTTLENECKS REMOVED FROM COMPLEX AND LENGTHY INTEGRATION PROJECTS

"CGI assists companies in utilising digitalisation. We provide consulting and outsourcing services to our clients to cope with all the changes to people, tools and processes caused and enabled by digital services."

IN 2017, TO ENHANCE THEIR CLIENTS' SERVICE MANAGEMENT PROCESSES CGI STARTED CO-OPERATION WITH ONEIO CLOUD.

Today, CGI and ONEiO Cloud are strategic partners and CGI also uses ONEiO for internal integrations to serve their customers better and faster and to provide seamless customer experience. "ONEiO is a unique solution and people at ONEiO Cloud have a world-class expertise in service integrations." Casén says.

Typical path for Manage Service Providers to engage with ONEiO iPaaS is to start automating your internal service processes with ONEiO first. The next step is to integrate your current customer base to your service integration ecosystem through ONEiO. Finally MSP's are offering integrations with ONEiO as part of their service offering. ONEiO provides also reselling opportunity for MSP's to resell ONEiO iPaaS to their end customers.

ONEiO iPaaS helps CGI to enhance their customer experience, saves time and money by automating service integrations and finally enables CGI to win more outsourcing customers and consulting business, because the complex and lengthy integration projects are not a bottleneck anymore.

"With ONEiO integrated to our service management technologies we are able to provide a modern and full-blown service management offering to our clients and help them to digitalize their businesses."

Kim Casén, Consulting Service Director at CGI Finland

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