

### CGI



CGI provides **IT and business consulting**.



The company has more than **76,000 consultants and professionals** working side-by-side with clients in **10 industries** across more than **400 locations** worldwide.

### Metric Outcomes



CGI has deployed **12,000** automation workflows.



**30-plus** technologies are now monitored.



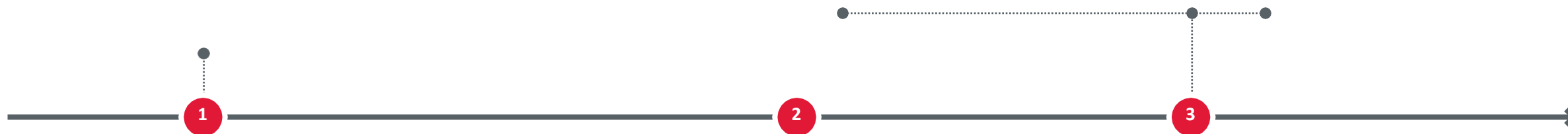
Amelia's intent recognition and resolution rates have reached **85%**.



**Amelia resolves 67% of incidents without any human involvement.**



CGI has witnessed a **30% reduction** in client outages.



1

2

3

### Amelia Goes to Work



CGI wanted to **improve automation and monitoring capabilities**, develop proactive processes and focus on internal KPIs for customer value.



**Amelia was hired to fill the role of Virtual Engineer for CGI clients, specifically handling incident resolution and ticket management.**

### Amelia's Use Cases Include



Remedy Service Tickets (create, update, status check, close tickets).



Search, create, change, update and delete information. Level 0 and



Level 1 resolution of incidents.



Advanced ChatOps for IT Operations teams.