



**CGI**

# COVID 19 International Border Pilot Project

**Mark van Engelen  
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# Introductions



**Mark van Engelen**  
Vice President Emerging  
Technologies  
Western Canada

# CGI at a glance

Founded in 1976

**44** years of excellence

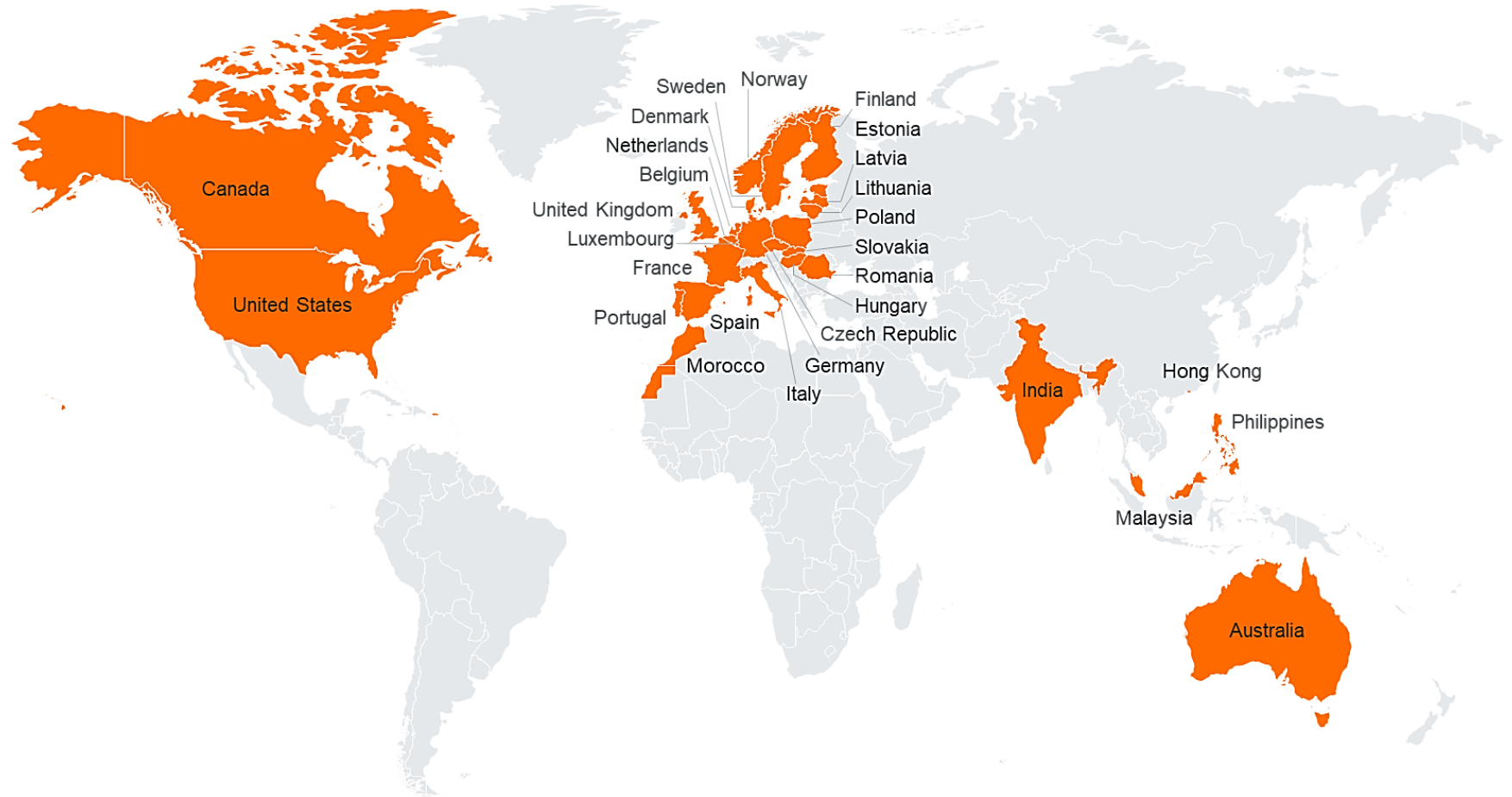
CA\$**12.1** billion revenue

**77,500** consultants

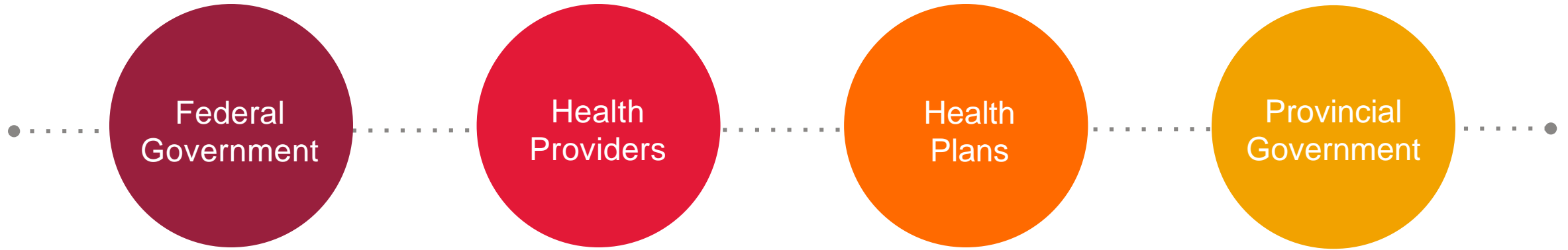
**400** locations in **40** countries

**5,500** clients benefiting from end-to-end services

**170+** IP-based solutions serving **50,000** clients



# CGI in Health



- ~7% of CGI's revenue
- **5000+ industry experts** across the globe and **500+ in Canada** helping clients drive profitable growth
- **6.6 billion records** stored for health systems
- \$3+ billion in **improper medical claims payments** have been **recovered** for government and commercial payers

# The Challenge

**Eligible Travellers returning to Alberta can have reduced quarantine periods**

**Calgary Airport & Coutts Land border crossing**

**Short Time Frame to implement**

**Public facing communication**

**Frequently changes procedures and COVID rules**

# The Solution

1. Register at border/online
2. Get Confirmation Code
3. Take COVID test on-site
4. Quarantine
5. Daily symptom check-in & Surveys
6. Take second COVID test day 7 or 8
7. Leverage AB TraceTogether
8. Quarantine ends

A dark red circle containing the text "Cloud based IVR".


Cloud based  
IVR

A red circle containing the text "Call Centre".

Call Centre

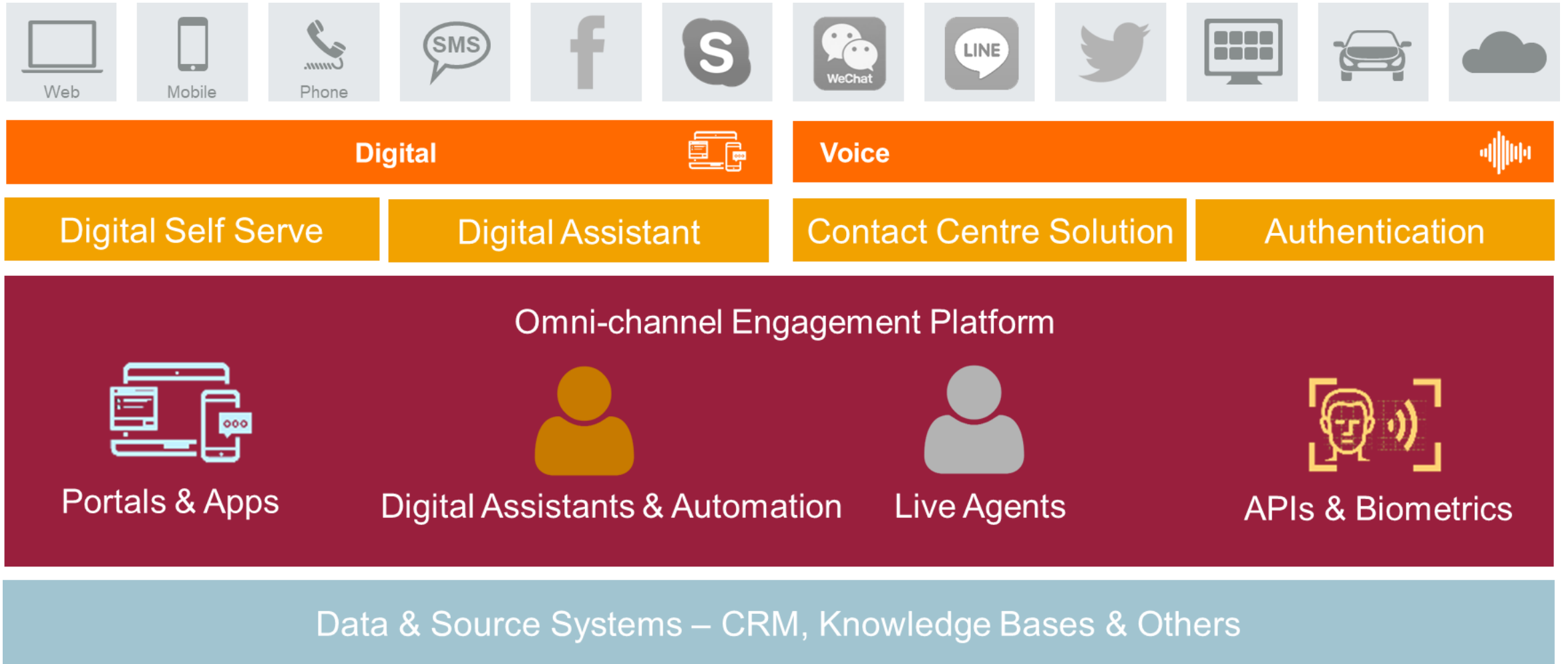
An orange circle containing the text "Portal Application".

Portal  
Application

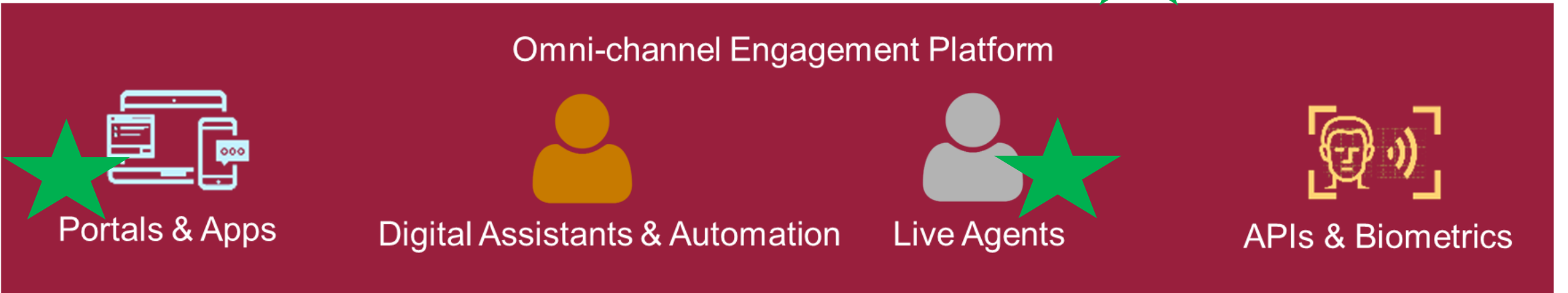
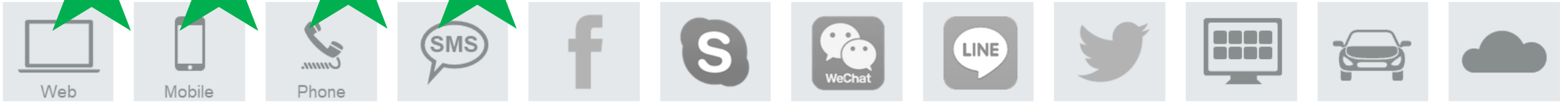
A yellow-orange circle containing the text "Email, SMS, Toll Free number".

Email, SMS,  
Toll Free  
number

# Omni-Channel Platform



# Omni-Channel Platform



# Next Phases

- Implement Digital Assistants, similar to BC, to allow for scale
- Extend solution to other citizen engagement areas in Health sector
- Extend authentication and integrations
- Leverage more Cloud based IVR going forward

## Our commitment to you

We approach every engagement with one objective in mind: **to help clients succeed.**

