



PragmaUP

Intelligent Incident Management for Networks

CGI offers a complete range of information technology and business process services and is committed to provide its clients with solutions that meet their needs.

Our Utility Solutions team focuses on providing industry-leading solutions and services that span the horizontal workflow between clients, control rooms and crews, benefiting a global client base rooted in the electric, gas and water utility markets. CGI enables the real-time management of mission-critical processes by offering a feature-rich and field-proven solutions portfolio.

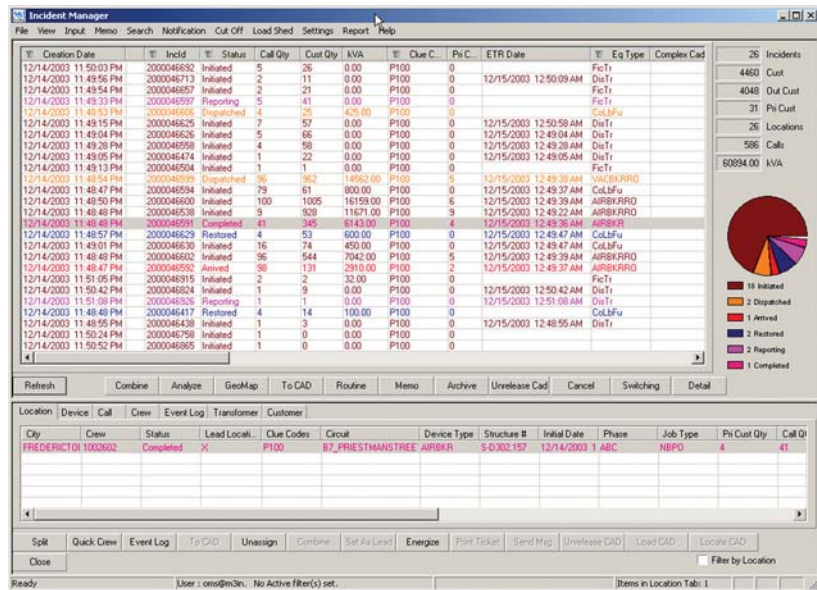
A FLOOD OF CALLS FROM THOUSANDS OF ANXIOUS CUSTOMERS. HOW DO YOU DELIVER THE HELP THEY DESPERATELY NEED?

PragmaUP

PragmaUP is the flexible, high-performance core module in the CGI Outage and Network Management suite of solutions (OMS/NMS). Driven by a sophisticated and transparent connectivity model, it manages high-volume call-grouping and incident management tasks at maximum speed, while optimizing accuracy and responsiveness. PragmaUP can also be implemented with M3iCALL, an optional thin client, Web-based call-taking application.

How PragmaUP Works

PragmaUP provides intelligent grouping of call and incident information received from CIS, IVR service bureaus and SCADA or similar systems. The configurable call-grouping algorithm prioritizes and organizes this information, and then identifies the device affected by the outage or problem on the distribution network. It can also predict the probable point of failure on the network. M3iCALL also allows call information to be entered directly by call takers and dispatchers. PragmaUP then displays this information on the Incident Manager screen, which is equipped with filters that allow the user to manage and sort complex incident-related information. All customers located downstream of that device are tagged for further notification of outages, rolling blackouts and other related events before they call in, or are even aware of a potential problem.



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How PragmaUP Works For Your Business

PragmaUP provides:

- **Automated Event Logging and Archiving**
Automatic tracking and archiving of events including date and time of events, restored circuits and devices, restoration methods, crews, customers, equipment and additional personnel and resources. Archiving of records for essential event-analysis and development of proactive strategies.
- **Highly Configurable Workspace**
Display of system-wide statistics in bar, column and pie chart formats. Sophisticated filters permit users to customize their workspace. Creation, storage and retrieval of multiple user profiles. Direct access to other modules in the general system to perform specific tasks.
- **High-Speed Information Processing**
Access to all call, incident or network data for grouping or splitting calls, organizing work, and monitoring restoration processes. Reliable, responsive, round-the-clock analysis of outage information from multiple sources under planned or unplanned conditions.
- **Incident Management**
Configurable grouping algorithm that makes diagnosis of complex incidents (e.g., a nested outage) and incident-prioritization easy and situation-specific. PragmaUp ensures access to real-time, vital information from connectivity, customer and equipment databases, critical to decision-making and resource allocation for both emergencies and everyday operations.



consulting/systems integration/management of IT and business functions/ISO 9001 Certified
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