



PragmaCAD

Mobile Workforce Management for Service Providers

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 BURST MAIN PIPELINE. A GAS LEAK. DO YOU KNOW WHO CAN GET THE JOB DONE?

PragmaCAD

PragmaCAD is the mobile, reliability-centered dispatch module in CGI's Mobile Workforce Management Solution suite. Designed initially for service providers that rely on mobile repair or service fleets (e.g. utilities), PragmaCAD is quickly and readily adapted to any enterprise with complex workforce needs.

How PragmaCAD Works

PragmaCAD converts operator input into crew profiles, deployment, dispatch and scheduling plans, among other tasks. Its customizable, user-friendly GUI facilitates interactions between mobile field workers and technicians so that the analysis and monitoring of job progress is performed in real-time.

PragmaCAD ensures refined, streamlined maintenance and service provision by matching the appropriately skilled crews to evolving situations, while reducing duplication and wastage in job-order processing. Field workers and resources are matched to different job types, such as construction and repair, delivery and pick up, emergencies, installation and meter-reading tasks.

The screenshot displays the PragmaCAD software interface. At the top, it shows the title 'CAD' and the date '1/7/2004 10:51:24 AM'. Below the title bar is a toolbar with various icons. The main area is divided into two sections: 'Job List (47)' and 'Crew List (6)'. Both sections contain tables with columns for job details and crew information.

Location	Job Type	Zone	Handling Crew	Status	Priority	Due Date	Due Time	Schedule D.
384 Babette, 0105	ZD00031	GRANDE-MERE, V	VEIC3881	DISPATCHED	HIGH	6/13/2003	12:30:00 PM	5/1/2003
43 Des Change, 5733	ZD00031	HEROULVILLE		RECEIVED	HIGH			
6700 Rte 119, 5736	ZD00013	SHAWINIGAN-SUD, V	HUPM4886	CLEARED	HIGH	5/9/2003	05:30:00 PM	
10 Cascade, 5733	ZD00031	SHAWINIGAN, V	JACG2681	CLEARED	HIGH	5/25/2003	05:30:00 PM	
20 Des Bouleaux, 1450	ZD00031	MATAWIN		RECEIVED	HIGH	5/25/2003	05:30:00 PM	
3130 Boibousson, 1450	Z999999	MATAWIN		RECEIVED	HIGH	5/25/2003	10:54:41 AM	
721 Rang Des Rivard, 8221	Z999999	ST-TITE		RECEIVED	HIGH	5/25/2003	07:30:00 AM	
Pres 183 Rang Sud, 8086	Z999999	ST SEVERIN		RECEIVED	HIGH	5/25/2003	07:44:04 AM	
Pres 183 Rang Sud, 8086	Z999999	ST SEVERIN	BOUY5046	DISPATCHED	HIGH	11/27/2003	07:44:04 AM	11/17/2003
Due Date Jan 2nd, 0109	ZD00011	GRANDES-PILES, VL		RECEIVED	HIGH	1/2/2004	04:30:00 PM	
Due Date Feb 1st, 0109	ZD00033	HEROULVILLE, P		RECEIVED	HIGH	2/1/2004	04:30:00 PM	
38 Lafayette, 5733	Z999999	GRANDE-MERE, V		RECEIVED	HIGH	5/25/2003	10:00:00 AM	
349 Leoque, 5733	BASSE_TENS	AC-LA-TORTUE, SI		RECEIVED	HIGH	5/25/2003	11:30:00 AM	

Id	Crew Leader	Plan	Primary Zone	Status	Status Time	Shift Date	Crew Type	Zone	Est. Tim
BOUY5046	5046 BOURNIVAL YVON	SHAWINIG1	SHAWINIGAN, V	CLEARED	01:10:05 PM	11/14/2003	(2)	SHAWINIGAN, V	0
DUCM13545	13545 DUCHEMIN MAUF	SHAWINIG1	SHAWINIGAN, V	CLEARED	01:10:06 PM	11/14/2003	(2)	SHAWINIGAN, V	0
HUPM4886	4886 HUPE MICHEL	SHAWINIG1	SHAWINIGAN, V	CLEARED	01:10:09 PM	11/14/2003	(2)	SHAWINIGAN, V	0
JACG2681	2681 JACOB GUY	SHAWINIG1	SHAWINIGAN, V	CLEARED	01:10:09 PM	11/14/2003	(2)	SHAWINIGAN, V	0
LAF15080	15080 LAFRENIERE JAD	SHAWINIG1	SHAWINIGAN, V	CLEARED	01:10:03 PM	11/14/2003	(2)	SHAWINIGAN, V	0
NORR12486	12486 NORMANDIN POL	SHAWINIG1	SHAWINIGAN, V	CLEARED	01:10:04 PM	11/14/2003	(2)	SHAWINIGAN, V	0

Mobile Workforce Management for Service Providers

How PragmaCAD Works For Your Business

PragmaCAD provides:

- **Inter-departmental and Multi-Agency Dispatch**

Efficient coordination and management of jobs or tasks across different agencies and departments. Support for the creation of service bureaus, or dispatch centers for different agencies selling their dispatching services. User-defined look and feel for each agency or department. Generation of agency- or department-specific reports.

- **Automated Crew Dispatch**

Automated crew dispatch based on completely customizable Estimated-Time-to-Repair (ETR) and Estimated-Time-to-Travel (ETT) parameters. Integration with scheduling profiles to create predictive and planned responses to different situations.

- **Optimization of Workload and Advanced Scheduling Features**

Increased operational efficiencies by redistributing the workload to other available teams. Integrated dispatching and scheduling capabilities in the workload-leveling program to analyze and monitor workloads, and reduce ETRs to improve service.

- **Complex Job Order Management**

Continuous, real-time synchronous management of multiple tasks and workers at different stages of an evolving job order. Responsive scheduling of customer services. Elimination of costly and unwieldy manual clerical tasks. Support for complex construction work.

PragmaCAD radically redefines the meaning of value for service providers by delivering an integrated real-time operations management solution that combines robust architecture with sophisticated workforce management tools. PragmaCAD is the competitive edge as deregulation in service-provision industries and demand for higher returns on investments continue to soar.



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