



PragmaWEB

Effective Remote Management of Control Rooms and Crews

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.

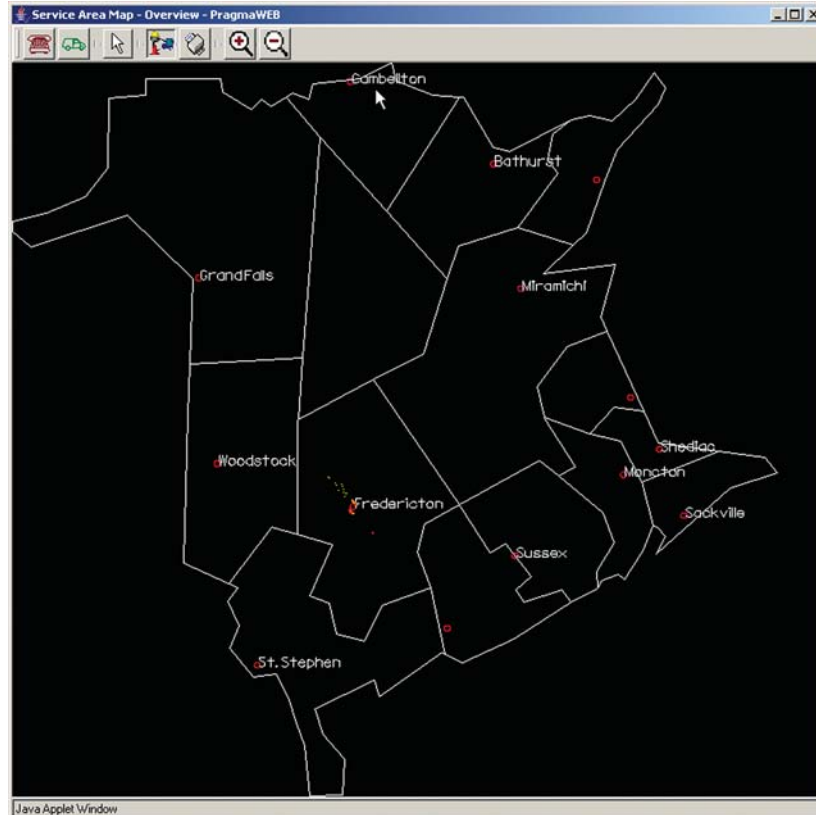
YOU ARE ON THE ROAD WHEN A MAJOR STORM HITS. WHAT ARE YOU GOING TO TELL THE AUTHORITIES WHEN THEY CALL?

PragmaWEB

PragmaWEB is the interactive, real-time Web module in the Outage and Network Management Solutions suite. Designed with industry-standard Web tools, PragmaWEB is created specifically for executives, managers and high-level operators involved in the monitoring of day-to-day events, and overall service provision performance.

How PragmaWEB Works

PragmaWEB resides on the service provider's Web server, where real-time information and inputs from the OMS/NMS environment are rapidly processed. This information is then displayed on the JAVA-aware browser of choice to provide up-to-the minute overviews of different activities and routines.



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How PragmaWEB Works For Your Business

PragmaWEB provides:

- **Effective Remote Management of Control Rooms and Crews**
Interactive monitoring of incidents from offsite or remote locations. A critical tool for monitoring complex incidents. Up-to-the-minute detailed reports and summaries, from an individual customer to a given service area.
- **Improved Accuracy in Decision Making and Management**
Increased responsiveness and sensitivity to customer needs based on real-time information at both the general and individual levels.
- **Instant Interactive Information from the Web**
Easy generation of print-ready HTML reports. Overviews or 'snapshots' of real-time operations; incident and routine summary information including data about devices, locations, phases and related substations, problem types, total affected kVA downstream from the incident; crews and other personnel involved; number of calls and affected customers; and statuses of all existing jobs, amongst other information.
- **Service Area Display and Mapping Capability**
Powerful and reliable geographic display of the entire service territory, equipped with pan and zoom features. Specific views of individual equipment and node locations. PragmaWEB empowers executives and managers in business and service provision industries by providing a robust and scalable solution for accessing information-rich databases from offsite or remote locations. PragmaWEB secures the competitive and critical advantage in the development of efficient and sensitive service provision strategies.



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