



Optional Modules – Part II

Real-time Solutions for Real-time Operations

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.

THERE ARE WAYS TO MAKE GOOD THINGS BETTER. HOW DO YOU RAISE THE BAR ON CUSTOMER SERVICE?

PragmaSTORM – Mission-Sensitive Crew Analysis and Deployment

PragmaSTORM is the dynamic, reliable analysis and calculation tool in the Outage and Network Management solution suite. It creates deployment plans based on incoming call data and assorted outage trends. Driven by a powerful and sophisticated algorithm, it computes the required time for the restoration of services according to number of available field crews, skill sets and areas of responsibility.

PragmaSTORM empowers operators to perform potentially complex hypothetical or “what if” requests on maintenance or repair operations in progress, thus creating deployment plans that are responsive to any disaster or emergency. It automatically recalculates the restoration times and available crew/personnel required. PragmaSTORM also generates statistics according to class of device, damage type and voltage level. These complex and detailed reports yield the number of customers restored over the duration of a storm, and are presented in both graphical and tabular form.

Substation Modeling – Multiple Voltage Level Network Control and Overview

Substation Modeling is the powerful voltage level network monitor module in our Outage and Network Management Solution suite. The Substation Modeling option provides high-level operators the ability to navigate upstream to the highest-voltage substation to locate the actual origin of the outage on the power grid. Built upon the same feature-rich graphics functionality as the PragmaVIEWS module, the substation schematic views incorporate high-voltage device and multiple-feeder lockout functionality to streamline outage analysis and restoration efforts. Control room personnel are able to control, query and operate devices within the substation representation. These operations are instantly reflected within the OMS/NMS model and are respected by the call-grouping and analysis routines. The Substation Modeling module extends the OMS/NMS platform to deliver true multi-voltage level integration, thus broadening the overall network view. Operators can rapidly diagnose the actual source of the incident, and minimize the amount of time required to restore services to the customer.

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M3iCALL – Call and Data Management via the Web

M3iCALL is the comprehensive, Web-based call management software for the Outage and Network Management Solution suite. Designed especially for operations - centric industries, M3iCALL delivers real-time, vital information guaranteeing measurable increases in customer satisfaction and service. M3iCALL performs a complex and diverse range of tasks including call grouping, customer identification for both connected and nonconnected calls, identification of problem types and association with outage restoration statuses, and active jobs that affect the customers. Customer callback and notification ('wake-up calls'), and call prioritization based on the actual cause of the trouble are also supported. Being Web-based, M3iCALL reduces the costs associated with product ownership of a client application.

M3iCALL also benefits both customers and organizations by being able to support a huge volume of calls in emergency situations. M3iCALL reduces training costs as it is easy to deploy and use in the call-taking industry where job turnover can sometimes be high. By transforming data into dynamic information across multiple touch points, the first of which is the call center, M3iCALL ensures improved ROIs for service providers.



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