

_experience the commitment



Our Commitment to Utilities

ELECTRICITY

GAS

WATER

Moving your business forward

Utility customers expect low-cost and reliable services from their suppliers and their demands are increasing in part because of instant service available from some Internet sites.

As a consequence, utilities must increasingly improve the way they manage both daily operations and crisis situations. Such an improvement can be greatly enhanced by the real-time automation of systems and work processes.

Utilities must manage safety, resources and asset utilization to improve productivity and drive shareholder returns while responding to changes in regulations.

Mergers and acquisitions increase complexity to provide smooth and effective service to utility customers. Therefore, quickly and efficiently integrating operations and systems eliminates redundancy, costs and accelerates ROI.

Your partner of choice

Facing an increasingly unpredictable and competitive business environment, utilities need effective IT solutions and services that:

- Support the objectives and direction of the business;
- Readily adapt to changes in the marketplace;
- Bring solid business value; and
- Maintain an acceptable total cost of ownership.

CGI has developed extensive utilities domain expertise and experience based on client engagements in Canada, the U.S., Europe and abroad.

CGI's utilities solutions and expertise span the horizontal workflow between customers, control rooms and crews, providing benefits to a global base of clients rooted in the electric, gas and water utility markets. We enable the real-time management of business processes by offering modular and highly configurable solutions that include outage, network and mobile workforce management.

We can integrate geographic information systems (GIS) with other operations systems to improve your effectiveness at lower costs. Our services for customer information systems (CIS) and CRM development and implementation, call-center implementation and management will enhance customer service and support. CGI helps its clients adopt and leverage new technologies, one of our key strengths

CGI offers outsourcing services including technology and applications management. We enhance applications and systems as the business evolves, especially through mergers and acquisitions. And we also provide business process services for back office administrative functions. All of these services lower your costs and you stay in control.

Real-time management of mission critical operations

In order to meet business challenges and strengthen your business as it changes and grows, CGI integrates its utility-industry expertise with a highly configurable suite of solutions to help utilities effectively manage mission-critical operations in real time.

With the help of its clients, CGI defined a vision: the three Cs of operations management - Customers, Control Rooms, and Crews. Based on these industry requirements and best practices, our solutions portfolio is the feature-rich and field-proven standard for increasing the efficiency and safety of your operations. Our solutions provide a full array of integrated or standalone modules that include:

- M3i Real-time Operations Management Solutions (ROMS)
- M3i Workforce Management System (WFMS)
- M3i Outage Management System (OMS)
- eFluid CRM and CIS Solution

M3i solutions are designed to manage all aspects of mission-critical operations, focusing on the network-and-operations-centric requirements of the utilities industry. Offering a modular or fully integrated outage, network and mobile workforce management environment, M3i solutions provide feature-rich and field-proven technology to optimize real-time distribution operations workflows and improve the service levels necessary for continued customer satisfaction.

CGI at a glance

CGI clients around the world gain the advantage of knowledgeable, dedicated partners working to develop and implement IT oriented solutions to address business and technology challenges.

CGI is one of the largest independent information technology and business process services firms in North America. CGI couples extensive industry sector expertise with a full range of services including strategic IT and management consulting, systems integration, and management of IT and business functions.

