Asset & Resource Management (ARM) Solution — Work Management

CGI

Utilities today face a more difficult business environment than ever before—increased competition, tougher regulatory rules and further pressures to increase shareholder value. Organizations that succeed in balancing these conflicting objectives are those focused on delivering operational excellence, which ultimately lowers the cost of execution through efficient work processes.

By approaching work as a commodity that can be continually improved, successful utilities implement solutions that support their workflow using proven industry-standard technology, processes and business tools. For transmission and distribution (T&D) utilities in North America, CGI's Work Manager is the leading foundation business improvement tool that drives greater operational effectiveness. New functionality released with ARM 2 improves its capabilities.

INDUSTRY DEFINING WORK MANAGEMENT CAPABILITIES
WORK MANAGER

Work Manager helps utilities standardize their business processes to ensure work is efficiently executed and bottlenecks are quickly identified. The solution manages construction work through utilization of construction units and allows management and execution to support T&D operations for all work. With ARM 2, Work Manager upgrades to HTML5 with a state-of-the-art web user interface, enhancing usability and productivity improvements.

BENEFITS AND HIGHLIGHTS

- Manage the entire work stream with more visibility and accountability, using automated messages to allot tasks rather than paper and telephone calls
- Drive collaborative work execution in the office and field
- Gain visibility into resource workload, adherence to due dates and progress of ongoing work
- Define labor, material, equipment, and contractor requirements accurately, using construction units
- Support contractor work and resources with built-in security
- Provide incorporated spatial capabilities
- Offer integrated analytics
- Increase productivity by standardizing work methods across all departments
- Reduce costs through streamlined processes and a reduced work life-cycle
- Improve management of contract resource execution and financial payments

FEATURED OFFERINGS

CGI'S ARM SUITE ALSO INCLUDES:

RESOURCE MANAGEMENT
RESOURCE OPTIMIZATION TOOLS TAILORED FOR MULTI-SKILLED, MULTI-ACTIVITY WORKFORCES

MOBILE WORKFORCE MANAGEMENT
MOBILE WORKFORCE MANAGEMENT CAPABILITIES RANGING FROM SERVICE WORK TO COMPLEX CONSTRUCTION TASKS

ASSET MANAGEMENT
ADVANCED ASSET MANAGEMENT FOCUS ON CURRENT AND EMERGING NEEDS FOR UTILITY NETWORK OPERATIONS

ANALYTICS
BUSINESS INTELLIGENCE TOOL FOR DATA ANALYSIS, REPORTING AND PERFORMANCE MONITORING

FEATURES AND FUNCTIONALITY

- Automated workflow functions
- Automated updates to accounting, supply chain, human resources and geographical information systems (GIS) to provide details of the estimated and as-built cost, materials, labor and equipment
- Workflow platform for initiating, designing, tracking, scheduling, closing and reporting on work, including construction, customer service, maintenance and operations
- Integrated dashboard functions
- Construction unit based design and as-built reporting
- Warranty information for work generation
- Contractor management
- Material requisitioning
- Approvals and pay items

INTOUCH

Introduced as a new application with ARM 2, InTouch is a standalone module that executes back-office work with a smartphone or tablet. It enables visibility and interaction with ARM Work Manager capabilities, even outside the office. With InTouch, users can manage subscriptions and notifications so they never lose sight of any critical, time-sensitive work tasks.

BENEFITS AND HIGHLIGHTS

- Review and update key work information: Attributes, task dates, approvals, comments and attachments or drawings from the field
- Receive email and SMS alerts for system and subscribed notifications
- Ensure accessibility is no longer limited to desktops
- Maintain a low footprint, while including a wider audience within and outside the organization (e.g., external contractors and temporary staff)
- Provide a desktop alert functionality for employees in the office
- Enable contact with employees who are responsible for any task via email, SMS, Skype or phone

FEATURES AND FUNCTIONALITY

- User managed subscriptions
- Works outside of the office or in disconnected mode

UTILITY SOLUTIONS SUPPORTED BY WORK MANAGER

- Gas network compliance management
- Contractor management
- Major pipeline construction
- Smart meter deployment
- Construction work management

ABOUT CGI

With 68,000 professionals operating in 400 offices and 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

For more information about CGI, visit www.cgi.com/arm or email us at info.util-sol@cgi.com.