Optimizing workforce management

CGI **OpenGrid**

Workforce

CGI

The call for total work execution

Digitization is critical not only to meet customer expectations for efficient resolution of their service requests, but also to deliver real-time visibility and communication into the status of their requests.

With grid modernization, distributed energy resources and tighter regulations at the forefront of industry, utilities face mounting pressure to do more with less. Immediate responsiveness to workflow changes while balancing the demand for seamless customer service is no longer an option—it is a business requirement.

Effective mobile workforce management planning often needs to balance between contradictory objectives. Intelligent organizational trade-offs need to occur between providing exceptional, but costly, customer service and providing cost-effective service that is not acceptable to the customer.

Exceptional mobile workforce management solutions can help balance these objectives. Through the continuous capture and analysis of field data, they can consistently produce scheduling scenarios that minimize OPEX costs while simultaneously maximizing both productivity and customer satisfaction.

CGI OpenGrid Workforce: Optimizing your utility's resource utilization

Our highly configurable solution provides a unique "sliding scale of automation" that can be leveraged differently per job type as well as per business unit. The dispatcher always remains in control, however, they are empowered with superior GIS-based situational awareness regarding jobs and crews with the ability to proactively leverage automation as needed.

CGI OpenGrid Workforce is built from the ground up specifically for utilities in close partnership with our utility clients. It leverages emerging technologies to help you efficiently manage and schedule a complex array of work types across a diversified mobile workforce. Our solution optimizes resources and scheduling in real time, reducing operational expenses while proactively readjusting work assignments and schedules as changes occur throughout the day.

Combining our deep industry expertise, best practices and advanced technologies, CGI OpenGrid Workforce optimizes all work types—from routine to complex execution to external contractor management. It delivers a seamless flow of data between the back office and the field so your mobile workforce has access to the information they need at the point of service. Your utility can then leverage performance analytics from the transformation of data into powerful business intelligence dashboards and reporting.

Key benefits include:

- Increased worker productivity
- Optimized operational visibility and resources
- Enhanced customer experience
- Reduced costs

Real-time optimization – Powerful outcomes

CGI OpenGrid Workforce is used by more than 60 major utilities across North America, supporting millions of customers and thousands of mobile crews. Across a single instance of our enterprise-wide solution, multiple utility business units can more efficiently manage their resources and workers—delivering tangible business results.

Proof points include:

- ~$1 million per year in savings from reduced workforce overtime

- 42% improvement in the system average interruption duration index (SAIDI)

- 51% improvement in the system average interruption frequency index (SAIFI)

- 20% productivity increase of electrical operations, resulting in ~$1.6 million in annual savings

Drive continuous improvements with real-time analytics

What sets CGI OpenGrid Workforce apart is the ability to deliver total work execution though an enterprise-wide platform. It empowers each business unit to manage their own jobs and their own crews, yet still provides a common set of key performance indicators that facilitate reporting and continuous improvements across the entire organization.

Our unique solution capabilities include:

- Advanced multi-factor optimization engine that empowers the dispatcher to handle both short- and long-cycle work

- Highly configurable enterprise-wide platform

- Easy-to-use, intuitive graphical user interface (GUI) for workforce availability and scheduling

- Prerequisite/dependency management

- Full date management, including appointments

- A single view of the workforce with scheduling for all work types

- Manual to fully automated advanced artificial intelligence (AI) scheduling

- Integrated with a feature-rich, intuitive browser-based field solution that supports disconnected mode

- Assigns the right resources with the right skills and equipment to the right job at the right time—every time

Make better, faster decisions for your utility

CGI OpenGrid Workforce helps deliver powerful outcomes that matter:

Increase worker productivity – Our solution helps your workforce manage work requests, optimize scheduling and routing, and streamline business processes through automation and digital analytics. Delivering workforce integration, the solution supports all workers across multiple business units with easy-to-use tools to improve the efficiency and collaboration of operational processes and enable critical workflow adjustments. The use of advanced routing technology combined with a deep understanding of utility constraints and prerequisites further boost efficiency and productivity.

Optimize operational visibility and resources – CGI OpenGrid Workforce provides real-time digital insights for a complete view of work to deliver end-to-end management of all work execution. With increased visibility into appointment management, vehicle tracking and route optimization, complex order management, construction unit management and other critical data, your utility has the insights needed to improve resource forecasting and optimize scheduling and workloads to drive greater efficiency.

Enhance customer experience – Our solution delivers visibility into work status, realtime progress updates and proactive communications so your customers know what to expect at any given time. Furthermore, accurate scheduling and improved efficiency of operational processes and performance of resources result in better, faster service and greater information sharing, thus, higher customer satisfaction.

Reduce costs – CGI OpenGrid Workforce streamlines processes and optimizes resource utilization related to inefficient truck rolls, overtime and drive time, which helps reduce operating costs. By empowering your workers with real-time digital insights, proactive work management and insightful decision support, our solution also helps increase first time fix--further reducing costs.

Trusted partner focused on your needs

CGI is trusted by the world's leading utilities to implement their most complex and mission-critical systems. Drawing on more than 30 years of industry experience as an end-to-end services provider that has co-developed successful industry solutions with our clients, our CGI OpenGrid360 suite (including CGI OpenGrid Workforce) is designed to meet the unique needs of transmission and distribution (T&D) utilities.

CGI in Utilities

As the need to move to a secure, affordable and fair low-carbon energy ecosystem intensifies, CGI supports the energy transition by helping utilities transform themselves. Our solutions help address growing volumes of distributed energy resources, exploit data insights and other digital enablers to diversify revenue streams, support real-time operational excellence, and enhance customer experience, all while keeping the business secure.

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of the largest utilities worldwide partner with CGI.

60

of the top 100 utilities in North America rely on CGI solutions for outage, work and asset management, enterprise mobility and analytics.

6K

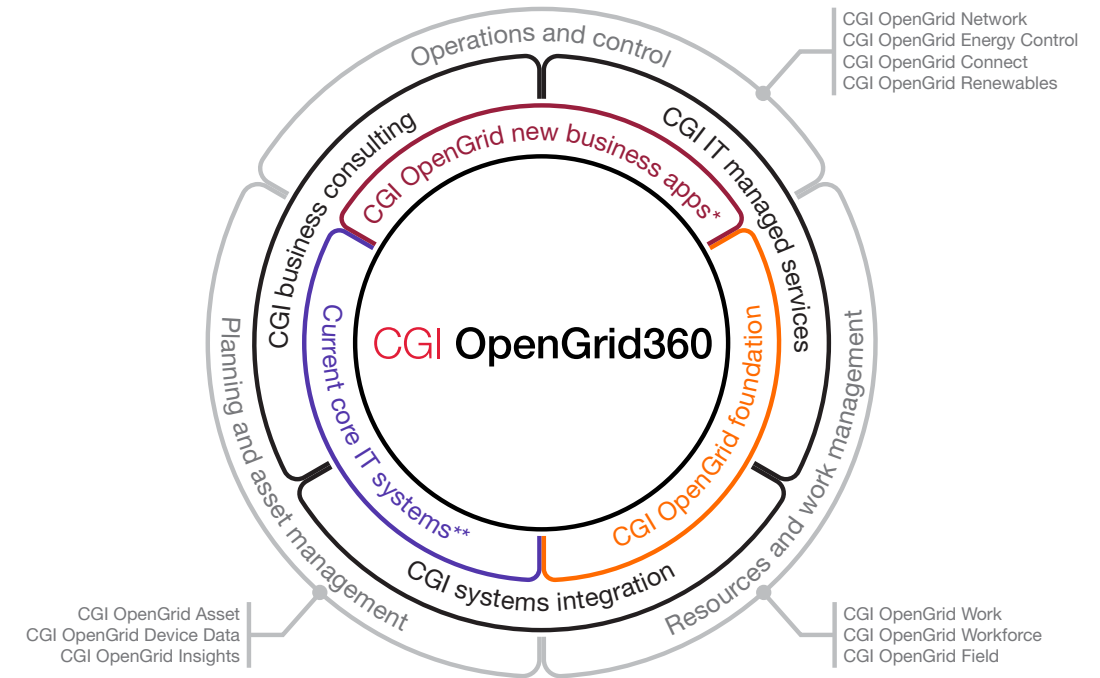CGI consultants are helping utilities around the world drive profitable growth.

CGI OpenGrid360

Accelerating innovation by unlocking the value of data for the move to a sustainable future grid

T&D utilities need to accelerate change, optimize operations and support future energy market needs. CGI OpenGrid360 is an innovative suite of solutions and services designed to improve your data insight and accelerate innovation to meet the evolving demands of the new energy system. It supports the complete network value chain from asset to outage management and more.

Co-developed with large network operators on UK smart grids innovation programs, for example, the hub of the solution is the CGI OpenGrid Foundation, a master data management and integration layer that provides a single view of a utility's network. By allowing data to be centralized and securely shared across IT, operational technology (OT) and business systems, our unique approach supports real-time decision-making and more rapid development of new applications and services for a competitive edge. This kind of business value is not possible using traditional relational databases or unstructured data lakes. Our CGI OpenGrid360 portfolio includes modules for asset, network and mobile workforce management, as well as solutions for managing advanced smart grids and renewable operations. These applications will help you maximize the benefits of data from the grid and endpoints. While modules can be used individually, even greater value can be achieved by implementing the full CGI solution suite. CGI OpenGrid Asset is part of this portfolio.

CGI OpenGrid Network
CGI OpenGrid Energy Control
CGI OpenGrid Connect
CGI OpenGrid Renewables

CGI OpenGrid Work
CGI OpenGrid Workforce
CGI OpenGrid Field

CGI OpenGrid Asset
CGI OpenGrid Device Data
CGI OpenGrid Insights

* = Delivering value-added services for consumers, prosumers and other market parties
** = Current core IT systems of utility network owners and operators; CGI offering or offering from any other vendor

Connect with us to learn more

As a trusted advisor with a proven track record in the utilities industry, CGI is committed to your success.

Connect with us to learn more:
cgi.com/utilities and cgi.com/opengrid
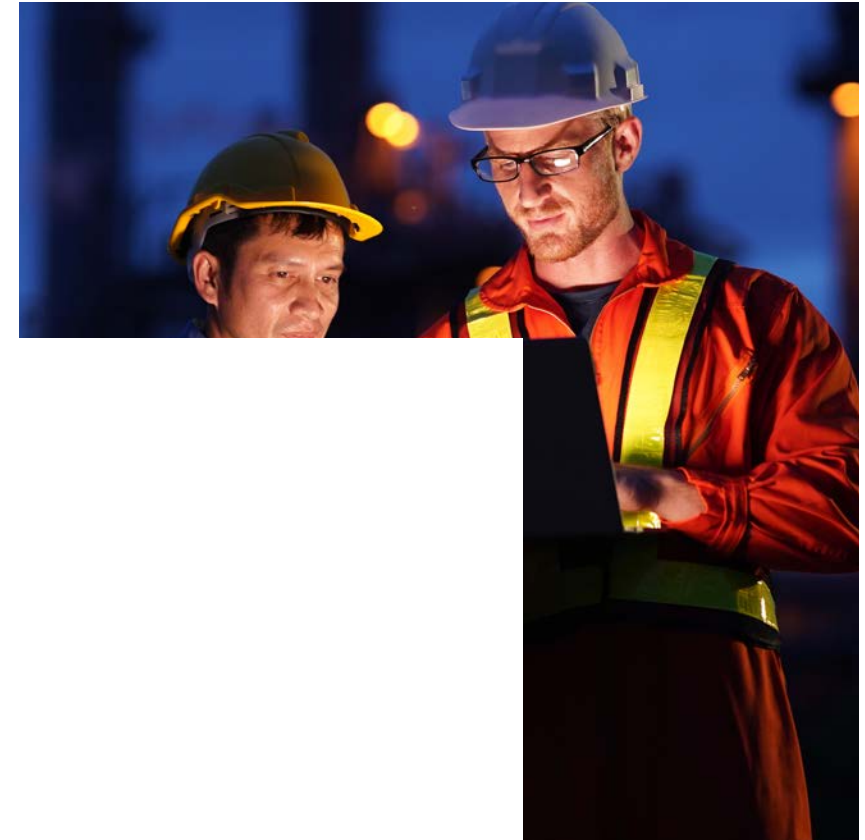
About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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