

PragmaCAD

Mobile Workforce Management Solution

Solving your field service needs in real-time

KEY FEATURES

- Inter-departmental and multi-business dispatch coordination and management;
- Visibility and tracking for short- and long-term monitoring of work processes and field resources;
- Optimization and redistribution of workload based on intelligent business rules, best practices and street-level routing;
- Automation of resource scheduling, and workload and route optimization;
- Timely scheduling and planning results based on real-time information;
- Appointment scheduling and availability management for optimal capacity control;
- GPS tracking capabilities and dynamic online mapping;
- Store and Forward capability for data integrity where wireless out of coverage conditions are common.



CGI provides a flexible and highly-configurable mobile workforce management solution essential to automating daily business processes for guaranteed improvements in service availability, field productivity, and cost savings. From customer contact to fieldwork completion, PragmaCAD takes an innovative approach to automating and optimizing daily operational workflows across an enterprise-wide multi-platform environment.

RESOURCE FORECASTING

PragmaCAD's Resource Forecasting creates and evaluates scenarios that can balance workload commitments against resource capacity for short, medium and long-term requirements.

SCHEDULING OPTIMIZATION

PragmaCAD's highly-interactive Scheduling Optimization suite was designed to meet the challenges of workforce capacity and utilization, offering on-demand or day-to-day batch field service scheduling. Leveraging the core dispatching module, the scheduling engine integrates work and route optimization in order to perform intelligent scheduling recommendations based on strategic and operational constraints.

CENTRALIZED DISPATCH

At the core of the PragmaCAD solution is a feature-rich dispatching module that manages all types of service work, including trouble/outage, service, maintenance, repair, inspection and construction. PragmaCAD provides a graphical toolset that includes interactive views of the service order process - from routine to complex - as well as centralized real-time monitoring of mobile field personnel.

WORKFORCE MOBILITY

PragmaCAD's MobLITE and MobileSUPERVISOR applications streamline work order management in the field by providing field resources with remote access to critical information. Field personnel can receive, accept, update and complete uninterrupted work as they move in and out of coverage, while ensuring process and data consistency during the work order lifecycle.

APPLICATION INTEGRATION

PragmaCAD's industry-standard API mechanisms and service-oriented architecture allow greater flexibility in deployment and configuration, and simplifies efforts for developing effective interoperability between multiple systems across the enterprise.

PragmaCAD's integrated solution portfolio can help extend decision support and business-process management capabilities to the field, resulting in improvements to the overall visibility and responsiveness of workload and field resources throughout your organization.

Workload Optimization

Based on a set of configurable business rules, work schedules are optimized by considering total resource capacity simultaneously with work orders and business constraints that include appointments, skill and equipment requirements, and travel time. The end result is processed through PragmaCAD's route optimizer in order to provide field personnel with the best possible street-level routing.

Appointment Management

An extension of PragmaCAD's Scheduling Optimization, time buckets for service appointments are balanced against resource availability levels to allow the monitoring of commitment of appointment windows in order to prevent overbooking and favor call-taker productivity for efficient processing of customer calls.

Route Optimization

Optimal street-level service routes are created and sequenced with point-to-point directions to minimize driving time and distances, while meeting business constraints and customer commitments.

Complex Order Management

Fieldwork is grouped and sequenced into comprehensive work plans that assist in addressing service work that requires multiple types of operations. This feature allows the imposition of dependency conditions that must be fulfilled before subsequent work can be executed.

Vehicle Tracking and Routing Management

PragmaGEO offers layered, on-screen visuals and mapping that support real-time mobile fleet and resource monitoring in the field. Allowing for greater flexibility, the PragmaCAD solution supports seamless interoperability with other mobile mapping technologies to provide a rich integrated environment.

Time Reporting

Time reporting facilitates the tracking, recording and management of the time utilized by field resources across multiple projects, activities and customer locations.

Wireless Middleware

PragmaROAD offers an interactive, wireless extension to mobile field personnel that maximizes the use of multiple wireless networks, and transparently supports automated switching between both private and public networks within the same environment.



KEY BENEFITS

- Proactive management of short- and long-cycle work
- Lower operational costs through productivity gains, reduced overtime and improved contractor management
- Improved appointment window reliability with effective capacity control
- End-to-end automation of routine and complex work
- Enhanced security and safety of field personnel
- Improved field productivity and response times
- Simplified business processes and user convenience
- Centralized dispatch, scheduling and planning operations
- Increased visibility, compliance and streamlined workflows

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