

# PragmaFLEET

## PragmaCAD Mobile Workforce Management Solution Portfolio



### KEY FEATURES

- Supports the full work order lifecycle by extending the back-office to the field with convenient, well integrated workflows
- Open architecture delivers the same business logic across all supported platforms
- Eliminates manual intervention with automated reconnects and resynchronization
- Stores essential daily workflow information locally
- Utilizes predefined business rules for optimized schedules and assignments
- Improvements in on-time performance and daily completion rates
- Seamless integration with PragmaCAD's portfolio of mobile workforce management solutions
- Highly scalable and secure connections

Maximizing an organization's mobile platform with extended hardware flexibility can help respond to the ever-growing variety of mobile devices being offered for field service operations. PragmaFLEET is PragmaCAD's SmartPhone-centric mobile solution that helps extend the power of enterprise workforce management to your resources in the field.

### EMPOWERING PERFORMANCE IN THE FIELD

Available as a subset component within the PragmaCAD Mobile Workforce Management portfolio, PragmaFLEET provides field resources with all the information they need to extend decision support in the field, resulting in improvements to the overall visibility and responsiveness of workload and field resources throughout your organization.

PragmaFLEET was developed for a wide range of Windows Mobile-based devices incorporating basic job handling and job list functionality. The tight integration with PragmaCAD delivers a robust platform for ongoing development and expansion for the future. Flexible workflow automation optimizes the connection between the field and PragmaCAD's centralized mobile workforce management environment.



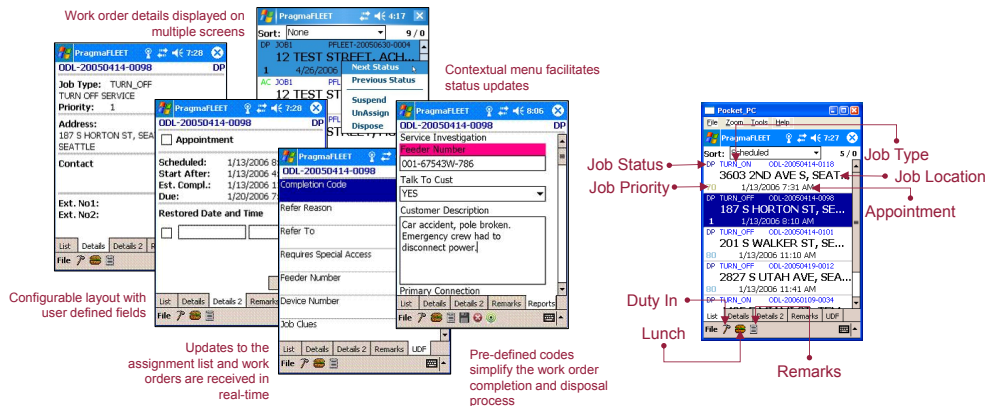
### REDUCED MOBILE APPLICATION FOOTPRINT

Integrated with an enterprise-grade toolset, PragmaFLEET offers tailored form factors to respond to the variable business processes, data capture requirements, and resource needs while delivering an easy to scale, quick to adapt footprint over the long term.



Designed to optimize the use of device memory and storage space, data transactions are kept at a minimum, reducing the amount of time required to synchronize the application when a connection to a server is established.

PragmaFLEET can run concurrently with PragmaCAD's MobLITE and MobileSUPERVISOR mobile client components, making implementation of hand-held technology easy, quick and cost effective.



## KEY BENEFITS

- On-time completion of preventative, corrective and emergency work orders and service requests
- Low TCO through flexible configuration and management.
- Coordinate a diverse workforce within an expanded work type framework.
- Increased productivity and data accuracy
- Improved tracking and monitoring of the service process
- Enhanced customer service experience

A configurable user interface ensures ease of use, requiring minimal training and facilitating straightforward roll-out to large, multi-skilled resources. Flexible user-defined fields can be easily tailored, accommodating user profiles, requirements and workflows for variable business processes to maximize real-time analysis, monitoring, and work order assignment.

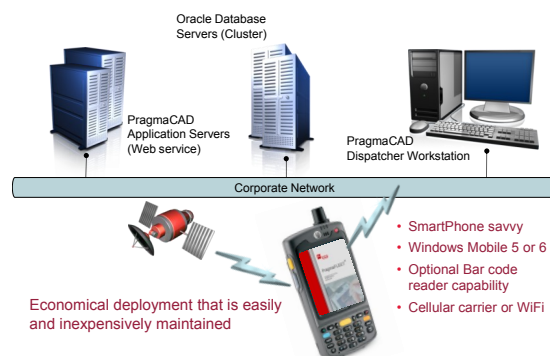
## WIRELESS ENABLEMENT PLATFORM

PragmaFLEET is designed around a generic core that supports a variety of different systems. The mapping of the data as well as the business process occurs outside of the core and is therefore highly configurable.

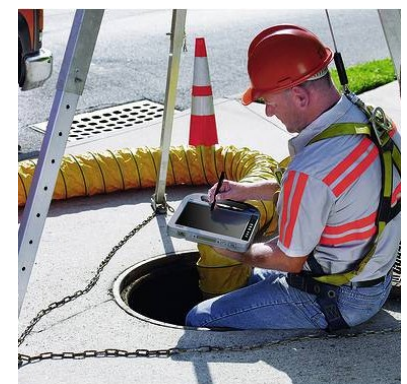
## FLEXIBLE CONNECTIVITY

Optimized performance on conventional LAN, WAN, 802.11, CDMA, TDMA, GPRS, 3G, 4G and dial-up wireless networks delivers uninterrupted data exchange and protection, as well as guaranteed transaction delivery during unreliable gaps in coverage.

Store-and-Forward capability ensures guaranteed push-pull delivery and response between resources in the field and the central PragmaCAD application server. Scalable synchronization ensures fast, easy, and accurate data sharing across the organization. Offline capabilities offer field resources full functionality anywhere, anytime, resulting in a field service organization that is productive, profitable, and effective.



Utility Solutions and Services  
1350 Rene-Levesque Blvd West  
15th Floor  
Montreal, Quebec, Canada  
H3G 1T4  
1.800.390.6033, ext. 1013833  
info.util-sol@cgi.com  
www.cgi.com/utilities



## HOW PragmaFLEET CAN WORK FOR YOUR BUSINESS

PragmaFLEET delivers state-of-the-art mobile field technology to access actionable intelligence and share a single information view of field service operations. Priority-based optimization enables efficient and effective decision-making for dynamic planning, scheduling and dispatching across the organization.