

_experience the commitment



Utility Solutions

CGI at a glance

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

Real-time management of mission critical operations

In a marketplace characterized by deregulation and fierce competition, where customers expect low rates and high quality, utilities need to manage both daily operations and crisis situations closely. Regulatory pressures, shareholder interests, operating costs, resource productivity and levels of safety all drive utilities toward optimizing their operations and enhancing the quality of their services.

CGI's utility solutions and expertise span the horizontal workflow between customers, control rooms and crews, bringing benefits to a global customer base rooted in the electric, gas and water utility markets. We enable the real-time management of business-critical processes by offering a modular and highly configurable solutions portfolio that includes outage, network and mobile workforce management as well as power engineering analysis tools.

CGI has developed extensive domain knowledge and international experience based on initiatives with utilities in Canada, the US, Europe and abroad. Our expertise in GIS data management and conversion, CIS and CRM development and implementation, and call-center implementation and management can make a difference in this deregulated and highly competitive marketplace.

Your partner of choice

Our utility solutions team strives to exceed expectations by delivering high-quality, cost-effective solutions and services that fully satisfy the current, and future business objectives of our clients. Understanding the nature of our clients' business and mastering the technologies that support their efforts are the core elements of our commitment to succeed as a trusted partner.

Our extensive industry sector expertise, coupled with end-to-end services, including strategic information-technology management, application management, business process services, and consulting and systems integration, enhance the client's bottom-line results. With more than 20 years of industry experience, we strive to build trust as a foundation for creating and fostering global partnerships with our clients.

The integration is seamless... the benefits are endless

At CGI, we recognize that acquisitions and mergers, deregulation and escalating competition are continually reshaping the electric, gas and water utility markets, presenting you and your customers with unique challenges and opportunities. In order to meet these 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 our 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:

- Real-time Operations Management Solutions (ROMS)
- Workforce Management System (WFMS)
- Outage Management System (OMS)

Clients

Some of our clients include:

- American Electric Power
- Baltimore Gas & Electric
- ENMAX
- Hydro Quebec
- Hydro One
- JEA
- Los Angeles Dept. of Water & Power
- MidAmerican Energy
- NSTAR
- Oklahoma Gas & Electric
- Public Service Electric & Gas
- Southern California Edison
- Tampa Electric
- Telus
- We Energies

