

Baltimore Gas & Electric

BALTIMORE GAS & ELECTRIC

Baltimore, Maryland
USA

Online:

www.bge.com

Industry:

Utilities

Employees:

3,050

“Considering the critical nature of gas emergencies, state-of-the-art technology is indispensable. CGI’s Mobile Workforce Management solution helps us improve the overall efficiency and safety of our dispatch operations, allowing for quicker response and more efficient use of our field personnel.”

Mark P. Huston
Vice President of Electric
Transmission and Distribution,
Baltimore Gas & Electric

For nearly 200 years, Baltimore Gas & Electric (BGE) has served business and residential electric and gas customers in an economically diverse, 2,300-square-mile area encompassing Baltimore City and all or part of 10 central Maryland counties.

The Challenge

BGE wanted to improve its mobile dispatch system for field vehicles with a wireless system that would meet the various needs of different business units, while retaining consistent technology standards and uniformity. They also needed the flexibility to adjust the system when required and the ability to make adjustments in-house.

How CGI Helped

CGI and BGE assembled a project team to develop a custom mobile dispatch system architecture to meet BGE’s diverse needs. Given the broad scope of the project and a short timeline, CGI recommended an enterprise-wide implementation that would allow BGE to apply the system to a number of different departments, such as gas, electric, outdoor lighting, and field collections with relative ease and speed.

Results

CGI’s Mobile Dispatch System optimizes dispatch functions and features a high degree of self-sufficiency. This allows BGE to conform quickly to regulatory changes on its own, which in turn increases operational efficiency and decreases costs. BGE can respond more effectively to emergencies, especially during storm operations, and schedule customer appointments more accurately from a variety of host systems. BGE customer service representatives use the system to initiate and view the status of orders. CGI’s Mobile Dispatch System improved dispatch operations with:

- Accurate, real-time communications between dispatch and fleet
- Enhanced customer service and greater safety for field employees
- Faster service restoration time

The bottom line: CGI created a custom-built, enterprise system according to BGE’s specifications and goals, and rapidly implemented the Mobile Dispatch System to meet its client’s stringent operational requirements and deadlines.