

Public Service Electric & Gas

PUBLIC SERVICE ELECTRIC & GAS

Newark, NJ
USA

Online:
www.pseg.com

Industry:
Utilities

"CGI and PSE&G have developed a very strong relationship over the past couple of years. We respect each other's expertise and work together to achieve success for both companies. Open communication and quick response are the two main reasons for the successful relationship we established."

Paul W. Caffery, Manager,
Asset Information and Systems
Policy, PSE&G

Public Service Electric and Gas Company (PSE&G) is New Jersey's oldest and largest regulated electric and gas delivery utility. With 3.5 million customers and 6,400 employees, the company serves 300 communities across a 2,600 square mile territory.

The Challenge

PSE&G was facing increasing earnings pressure from shareholders despite regulatory uncertainty, economic softening, an aging infrastructure, and mounting customer expectations. The company needed to focus on utilizing technology to optimize utility operations and improve efficiencies.

How CGI Helped

CGI's Utility Solutions team implemented its flexible and configurable Mobile Workforce Management solution to support decision-making and project management while utilizing the most effective and economical crews, equipment and materials available. CGI maintained strong lines of communication with PSE&G, as well as standards and controls to keep the project on track. CGI also worked with SAP to integrate CGI's Outage Management Solution (OMS), SAP's Electric & Gas Delivery Work Management (DWMS) and Substation Computerized Maintenance Management (CMMS) systems.

Results

CGI's work on the Universal Mobile Dispatching system provided PSE&G consistency, economy of scale and global support, with flexibility and the ability to seamlessly dispatch routine and emergency work across different departments. Work management is now integrated into SAP, allowing for further cross-organization work management, improvements in material forecasting, and more accurate financial reporting. The company now has a common dispatching and scheduling platform, interchangeable mobile units for fully optimized resource utilization across business units, resulting in decreased administrative work to:

- Manage more than one million orders worked per year
- Schedule, assign, complete, and close the work of more than 1,300 crews daily
- Manage crews and materials through a real-time wireless network

The bottom line: CGI implemented a state-of-the-art solution that meets PSE&G's current requirements and is flexible enough to allow customization to meet future needs.