

Pragma[®]CAD

Mobile Workforce Management

From customer contact to fieldwork completion, complex field service and reliability-centered operations require real-time consolidated data for maximum visibility of operational intelligence. CGI's PragmaCAD solution provides a flexible workflow automation environment for improvements in service availability, field productivity, and resource optimization critical to the growing demands of a virtual connected workforce.

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 meets 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. A graphical toolset 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.



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.

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

WORKLOAD OPTIMIZATION

Work schedules are optimized considering total resource capacity simultaneously with work orders and business constraints that include appointments, skill and equipment requirements, and travel time. The result is processed through PragmaCAD's route optimizer to provide field personnel with the best possible street-level routing.

APPOINTMENT MANAGEMENT

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 address service work requiring 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

ABOUT CGI

Founded in 1976, CGI is a global IT and business process services provider delivering a portfolio of industry-centric software solutions coupled with high-quality business consulting, systems integration and outsourcing services. With 69,000 professionals in 40 countries, CGI has an industry-leading track record of on-time, on-budget projects.

We partner with utilities across the globe to provide the knowledge and expertise to enable automation of the industry's best practices for enterprise asset and resource optimization.

For more information about CGI, visit www.cgi.com/utilities or email us at info.util-sol@cgi.com.