Optimizing workforce management

CGI OpenGrid
Workforce
Digitization is critical not only to meet customer expectations for efficient resolution of their service requests, but also to deliver real-time visibility and communication into the status of their requests.
The call for total work execution

With grid modernization, distributed energy resources and tighter regulations at the forefront of industry, utilities face mounting pressure to do more with less. Immediate responsiveness to workflow changes while balancing the demand for seamless customer service is no longer an option—it is a business requirement.

Effective Mobile Workforce Management planning often needs to balance between contradictory objectives and intelligent organizational trade-offs need to occur between a utility providing exceptional customer service that is not economically viable vs. providing service that may save on the bottom line but is unacceptable from a utility customer experience perspective. Exceptional mobile workforce management solutions are capable of bridging this divide and though the continuous capture and analysis of field data consistently produce scheduling scenarios that minimize OPEX costs while maximizing simultaneously both productivity and customer satisfaction.
CGI OpenGrid Workforce: Optimizing your utility’s resource utilization

CGI OpenGrid Workforce is built from the ground up specifically for utilities in close partnership with our utility clients. It leverages emerging technologies to help you efficiently manage and schedule a complex array of work types across a diversified mobile workforce. Our solution optimizes resources and scheduling in real time, reducing operational expenses while proactively readjusting work assignments and schedules as changes occur throughout the day.

Combining our deep industry expertise, best practices and advanced technologies, CGI OpenGrid Workforce optimizes all work types—from routine to complex execution to external contractor management. It delivers a seamless flow of data between the back office and the field so your mobile workforce has access to the information they need at the point of service. Your utility can then leverage performance analytics from the transformation of data into powerful business intelligence dashboards and reporting.

Key benefits include:

• Increase worker productivity
• Optimize operational visibility and resources
• Improve customer experience
• Reduce costs

Our highly configurable solution provides a unique “sliding scale of automation” that can be leveraged differently per job type as well as per business unit. The dispatcher always remains in control, however, he or she is empowered with superior GIS-based situational awareness regarding jobs and crews with the ability to proactively leverage automation as needed.
Real-time optimization. Powerful outcomes.

CGI OpenGrid Workforce is used by more than 60 major utilities across North America, supporting millions of customers and thousands of mobile crews. Across a single instance of our enterprise-wide solution, multiple utility business units can more efficiently manage their resources and workers—delivering tangible business results.

Proof points include:

- **~$1 million per year in savings** from reduced workforce overtime
- **42% improvement** in the system average interruption duration index (SAIDI)
- **51% improvement** in the system average interruption frequency index (SAIFI)
- **20% productivity increase** of electrical operations, resulting in ~$1.6 million in annual savings
- **Increased J.D. Power customer satisfaction score**
Drive continuous improvements with real-time analytics

What sets CGI OpenGrid Workforce apart is the ability to deliver total work execution through an enterprise-wide platform. It empowers each business unit to manage their own jobs and their own crews, yet still provides a common set of key performance indicators that facilitate reporting and continuous improvements across the entire organization.

Our unique solution capabilities include:

- Advanced multi-factor optimization engine that empowers the dispatcher to handle both short- and long-cycle work
- Highly configurable enterprise-wide platform
- Easy-to-use, intuitive GUI for workforce availability and scheduling
- Prerequisite/dependency management
- Full date management, including appointments
- A single view of the workforce with scheduling for all work types
- Manual to fully automated advanced AI scheduling
- Integrated with a feature-rich, intuitive browser-based field solution that supports disconnected mode
- Assigns the right resources with the right skills and equipment to the right job at the right time – every time
Make better, faster decisions for your utility

CGI OpenGrid Workforce helps deliver powerful outcomes that matter:

**Increase worker productivity**—Our solution helps your workforce manage work requests, optimize scheduling and routing, and streamline business processes through automation and digital analytics. Delivering workforce integration, the solution supports all workers across multiple business units with easy-to-use tools to improve the efficiency and collaboration of operational processes and enable critical workflow adjustments. The use of advanced routing technology combined with a deep understanding of utility constraints and prerequisites further boost efficiency and productivity.

**Optimize operational visibility and resources**—CGI OpenGrid Workforce provides real-time digital insights for a complete view of work to deliver end-to-end management of all work execution. With increased visibility into appointment management, vehicle tracking and route optimization, complex order management, construction unit management and other critical data, your utility has the insights needed to improve resource forecasting and optimize scheduling and workloads to drive greater efficiency.

**Improve customer experience**—Our solution delivers visibility into work status, real-time progress updates and proactive communications so your customers know what to expect at any given time. Furthermore, accurate scheduling and improved efficiency of operational processes and performance of resources result in better, faster service and greater information sharing, thus, higher customer satisfaction.

**Reduce costs**—CGI OpenGrid Workforce streamlines processes and optimizes resource utilization related to inefficient truck rolls, overtime and drive time, which helps reduce operating costs. By empowering your workers with real-time digital insights and proactive work management and decision support, our solution also helps increase first time fix, further reducing costs.
Trusted partner focused on your needs

CGI is trusted by the world’s leading utilities to implement their most complex and mission-critical systems. Drawing on more than 30 years of industry experience as an end-to-end services provider that has co-developed successful industry solutions with our clients, our CGI OpenGrid360 suite (including CGI OpenGrid Workforce) is designed to meet the unique needs of transmission and distribution (T&D) utilities.
CGI in Utilities

As the move to a secure, affordable and fair low-carbon energy ecosystem intensifies, CGI supports the energy transition by helping utilities transform themselves. Our solutions help address growing volumes of distributed energy resources, exploit data insights and other digital enablers to diversify revenue streams, support real-time operational excellence, and enhance customer experience, all while keeping the business secure.

- **9** out of 10 of the largest utilities worldwide partner with CGI.
- **60** out of 100 utilities in North America use CGI’s workforce management systems.
- **~6K** CGI consultants are helping utilities around the world drive profitable growth.
CGI OpenGrid360

Accelerating innovation by unlocking the value of data for the move to a sustainable future grid

T&D utilities need to accelerate change, optimize operations and support future energy market needs. CGI OpenGrid360 is an innovative suite of solutions and services designed to improve your data insight and accelerate innovation to meet the evolving demands of the new energy system. It supports the complete network value chain from asset to outage management and more.

Co-developed with large network operators on UK smart grids innovation programs, for example, the hub of the solution is the CGI OpenGrid Foundation, a master data management and integration layer that provides a single view of a utility’s network. By allowing data to be centralized and securely shared across IT, operational technology (OT) and business systems, our unique approach supports real-time decision-making and more rapid development of new applications and services for a competitive edge. This kind of business value is not possible using traditional relational databases or unstructured data lakes. Our CGI OpenGrid360 portfolio includes modules for asset, network and mobile workforce management, as well as solutions for managing advanced smart grids and renewable operations. These applications will help you maximize the benefits of data from the grid and endpoints. While modules can be used individually, even greater value can be achieved by implementing the full CGI solution suite. CGI OpenGrid Workforce is part of this portfolio.

* = Delivering deliver value-added services for consumers, prosumers and other market parties
** = Current core IT systems of utility transmission and distribution (T&D) utilities; CGI offering or offering from any other vendor
Connect with us to learn more

As a trusted advisor with a proven track record in the utilities industry, CGI is committed to your success.

Connect with us to learn more: cgi.com/utilities and cgi.com/opengrid
About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers end-to-end services and solutions, including strategic IT and business consulting, systems integration, intellectual property, and managed IT and business process services. CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises.

Learn more at cgi.com.

©2020 CGI Inc.