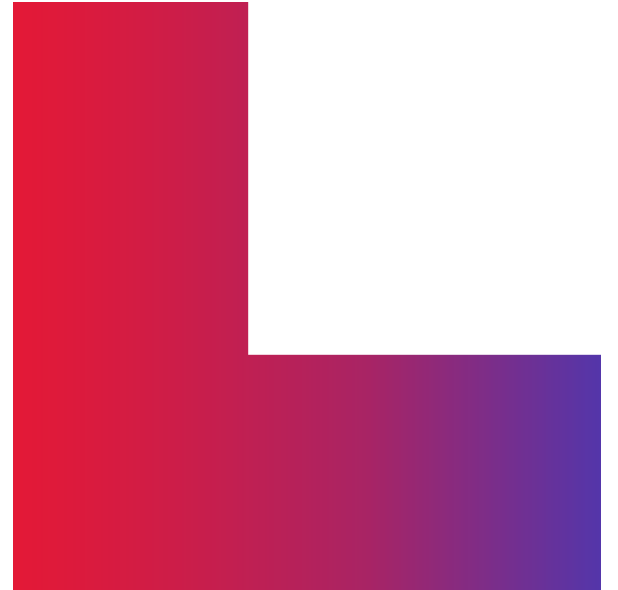# Mobilizing and digitizing field work execution

CGI OpenGrid

Field

CGI

The mounting pressure for operational efficiency

In today's digital era, it is critical to empower mobile workers with the operational data and feature-rich toolsets needed to make the best decisions in the field.

With grid modernization and distributed energy resources at the forefront of industry, coupled with the imperative to optimize operational efficiencies, utilities face mounting pressure to do more with less. They need to maintain the delicate balance between providing exceptional customer service and ensuring overall field service profitability while meeting customer demand for real-time visibility and responsiveness into service requests.

The answer to these challenges relies upon investment in the latest digital tools for utility field workers to optimize their work execution. A digital mobile solution designed and built from the ground up with the daily experience of the field crew in mind can help utilities achieve new levels of operational performance and transform how they work.

CGI OpenGrid Field: Digitizing your work execution

CGI OpenGrid Field is fully integrated with our OpenGrid Workforce solution. While Workforce manages the work scheduling, optimally assigning the work to the most qualified crews, our Field mobile solution provides a highly intuitive crew user experience as they execute the work.

CGI OpenGrid Field empowers your mobile workers with the information they need, when and where they need it. Built specifically for real-world utility crews in close partnership with our utility clients, our mobile solution helps enhance field operations with an integrated mobility platform that supports the full digitization of field work execution and data collection.

Combining our deep industry expertise, best practices and advanced technologies, CGI OpenGrid Field leverages emerging technologies to help utilities efficiently manage a complex array of work types across a diversified mobile workforce. It also helps utility field crews accurately report on a complex portfolio of work orders—both high-volume short duration as well as complex long cycle requests.

Key benefits include:

- Empowered mobile workforce
- Increased productivity
- Prioritized crew safety
- Reduced costs

Better operational data – Powerful outcomes

With CGI OpenGrid Field, your field workers have the support they need—from how job assignment and job details are displayed on the mobile screen to how the crew's street-level route is optimized, to the delivery of data to optimize job completion and field reporting.

Proof points include:

- Running at more than 60 major utilities across North America

- Supporting millions of customers and thousands of mobile crews

- Seamless operation with CGI OpenGrid Asset and Work, as well as 3rd party work and asset management solutions

- Collaborative and responsive HTML5 web-based environment for field resources and supervisors

- Complete flexibility and control over visual interface design

- Configurable form and container management to ensure compatibility with business processes

- Offline support for uninterrupted field operations under a variety of conditions

Enhance your field crew experience

What sets CGI OpenGrid Field apart is the utility-specific user experience and processes that it delivers for your mobile crews. Our solution simplifies the entire process of work acceptance, work execution and work reporting, while bridging the gap between your back office and the field. Your crew can tap into true back office and mobile workforce unification, from initial work assignment to feedback on job status, data collection and reporting.

Our unique solution capabilities include:

- A single integrated mobile platform to increase productivity, accuracy, safety and compliance by enabling real-time two-way communication between the utility and its field workers for all types of work

- A faster implementation approach with reduced IT and device management costs

- Business agility and flexibility by managing any job complexity with sophisticated in-day optimization

- Mobilization of key processes to help increase efficiency in construction, maintenance, fault resolution and customer service operations

- Detailed tracking of services and materials to improve expense allocation, refine compatible unit estimates and streamline inventory operations

- Seamless collection of quality operational data to drive powerful analysis and insights

- Designed for today's 4G/5G mobile networks to support digital innovations that includes IoT, cloud computing and real-time collaboration

- Support for both procedure step-based as well as forms-based reporting

Maximize crew productivity with real-time insights

CGI OpenGrid Field helps deliver powerful outcomes that matter.

Empower your mobile worker – Our solution delivers on the promise of true mobile office functionality, allowing mobile crews to stay in the field and do what they do best. It provides a seamless bi-directional flow of operational data between the back office and the field, so your workforce has access to all of the information they need at the point of service.

Increase productivity – CGI OpenGrid Field delivers offline capabilities to allow continuous work without interruptions. Should the crew lose connectivity with the back office, they can continue to stay in the field and do their work. All core functions, including mobile mapping, job execution and field reporting will be maintained, and seamlessly resynchronize once connectivity is reestablished.

Improve data quality – With our solution, field crews capture data seamlessly and accurately. Higher quality operational data captured directly from the field supports allows operators and decision makers to see patterns faster and proactively take the right action in a timely fashion.

Enable crew safety – With CGI OpenGrid Field, your utility field crew is never alone. As they complete their jobs, their location is tracked in real time, and should there ever be a safety issue, one press of a panic button will notify dispatchers and neighboring crews to send help. In addition, our solution supports scenarios where the crew need to leave their vehicle and can trigger an emergency call for help if they have not returned after a pre-set time interval.

Reduce costs – Our solution streamlines processes and provides mobile automation at the point of service. By empowering your workers with real-time digital insights and proactive work management and decision support, our solution helps increase first time fix, further reducing costs. Additionally, zero install and device-agnostic features drive IT maintenance costs down.

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 Field) is designed to meet the unique needs of transmission and distribution (T&D) utilities.

CGI in Utilities

As the need to 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.

9/10
of the largest utilities worldwide partner with CGI.

60
of the top 100 utilities in North America rely on CGI solutions for outage, work and asset management, enterprise mobility and analytics.

6K
CGI consultants are helping utilities around the world drive profitable growth.
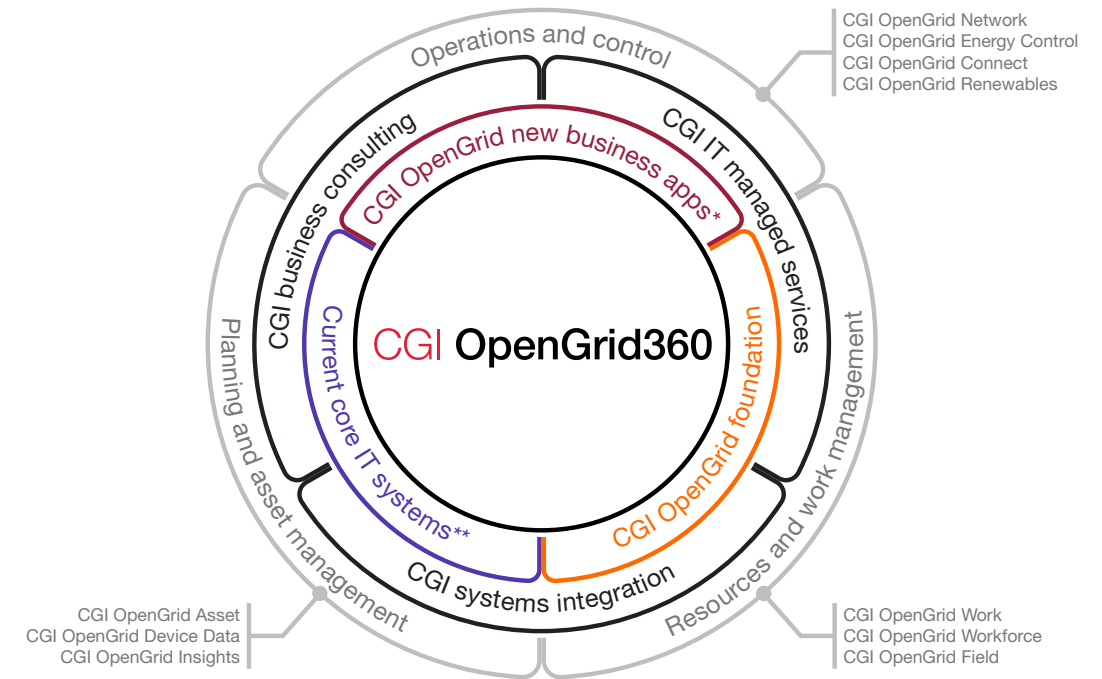
CGI OpenGrid360

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 Asset is part of this portfolio.

CGI OpenGrid Network
CGI OpenGrid Energy Control
CGI OpenGrid Connect
CGI OpenGrid Renewables

Operations and control

CGI business consulting

CGI OpenGrid new business apps*

CGI IT managed services

Planning and asset management

Current core IT systems**

CGI **OpenGrid**360

CGI OpenGrid foundation

Resources and work management

CGI OpenGrid Asset
CGI OpenGrid Device Data
CGI OpenGrid Insights

CGI systems integration

CGI OpenGrid Work
CGI OpenGrid Workforce
CGI OpenGrid Field

* = Delivering value-added services for consumers, prosumers and other market parties
** = Current core IT systems of utility network owners and operators; 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
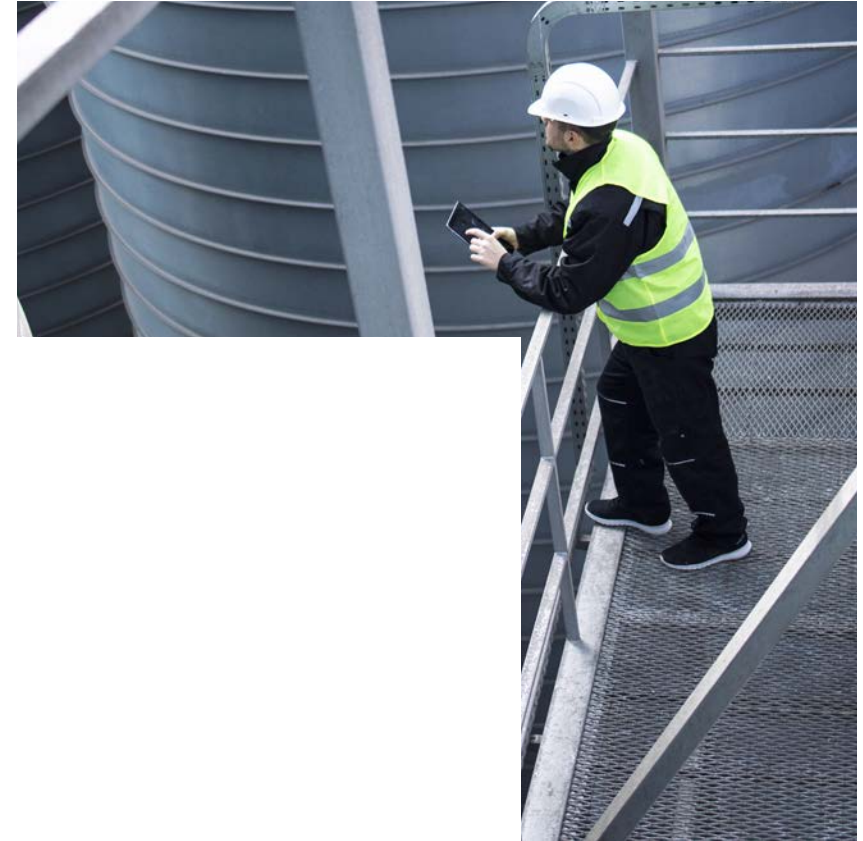
About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

CGI OpenGrid360 and CGI OpenGrid is a trademark or registered trademark of CGI Inc. or its related companies.

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