



CGI OpenGrid Workforce Storm Manager

Effectively manage all storm and severe event activities

As severe weather, disaster and even pandemic events become more frequent and prevalent, utilities require a holistic view and single digital platform to effectively manage their response. CGI's Storm Manager, part of our CGI OpenGrid360 suite, provides one integrated application to consolidate all aspects of an event, including: resource management, logistics, financials, work and situational awareness.

Changing industry trends

Utilities are facing significant pressure to quickly, effectively, and safely repair their infrastructure to be back up and running after severe events. To respond to such events, utilities bring in large numbers of external resources and equipment, creating widespread logistical challenges. Regulatory scrutiny and financial oversight are becoming more demanding, and customers' expectations continue to grow. Utilities are recognizing the value of harvesting information from social media to improve their response capabilities.

Developed based on front-line experience, CGI Storm Manager provides a comprehensive digital platform to effectively manage all processes and activities during severe storms and disasters.

Key Features of CGI Storm Manager

- **Resource Module:** helps utilities streamline the resource acquisition process by connecting their staff and service providers on a single web platform. Utilities can identify, acquire, assign, track and communicate with crews (both internally and externally) on any device.
- **Logistics Module:** helps utilities coordinate meals, lodging and other necessities for the event response workforce, both internally and externally. Lodging in particular can be one of the most difficult tasks to manage during a disaster, and this module simplifies the lodging process, streamlines communication with automated notifications, and provides a reconciliation mechanism to know which rooms were used by which parties.
- **Financial Module:** digitizes the current paper-based process for tracking and paying service providers for services rendered. This module centrally manages contracts and payment terms while facilitating time sheet and expense submission and approval during events. The system creates a digital record of every transaction, providing a comprehensive and accurate log of the entire event and increasing operational efficiency in terms of paying invoices, filing rate cases, and achieving cost recovery.

KEY BENEFITS OF CGI STORM MANAGER

- Improves event response and restoration time through increased team collaboration and by driving operational efficiency
- Reduces costs by shortening response time, simplifying meals/ lodging, streamlining invoicing and reconciliation
- Improves decision-making through real-time visibility and tracking of all event information in one place for all stakeholders
- Improves regulatory compliance and reporting through secure, auditable event records
- Enables use of Bring Your Own Device (BYOD), mobile app capability for all field resources with real-time updates and tracking of all crews via GPS/ spatially (native iOS and android)
- Keeps workforce safe by supporting decentralized operations and contactless interactions

Storm Restoration Lifecycle



- **Work Module:** provides utilities a platform for off system resources and contractors to receive and complete work orders regardless of their device. CGI Storm Manager can maintain security of utility systems and information by controlling the information shared with external resources. Utilities are able to provide external resources with required information without granting them access to their core systems and infrastructure. By connecting contractors across the same platform and integrating with their outage management system (OMS), utilities are able to provide seamless dispatching and mobile execution, eliminating handoffs and reducing restoration time.
- **Situation Manager Module:** enables utilities to significantly improve the accuracy, as well as cost and time savings of, resources and logistics through real-time dashboards and reporting. By integrating existing damage assessment, GIS, outage management, and social media as well as combing data feeds from emerging technologies such as machine learning, artificial intelligence, augmented reality and unmanned aerial systems (UAS), CGI Storm Manager provides utilities with the intelligent situational assessment needed to effectively prepare for and manage severe events. This module can also be used to predict customers that may be impacted and proactively contact those customers via preferred notification mechanisms to take action.

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

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 an end-to-end portfolio of capabilities, from IT and business consulting to systems integration, outsourcing services and intellectual property solutions. 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.