

CGI OpenGrid Workforce



Optimise your work scheduling to maximise workforce productivity

Every day a water company needs to manage a massive list of tasks – asset maintenance jobs, routine operational tasks and customer requested work. Each task requires different skills, resources and equipment. The work often needs to be done at remote locations. Work priorities change, and unplanned events can disrupt the work plan. The company needs to manage this work to ensure that work priorities are met and workforce productivity is maximised.

BUSINESS AND MARKET CHALLENGES

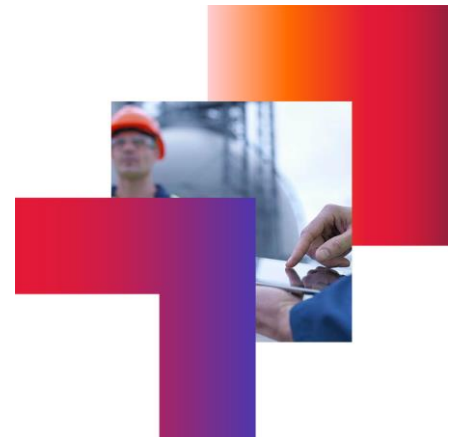
- Need for immediate responsiveness to workflow changes
- Higher customer expectations for efficient resolution of service requests
- Need for operational resilience for water company operation in the face of unplanned events
- Lack of real-time visibility and communication into the status of service requests
- Complex work types and dispersed workforce across multiple business units.

CGI SOLUTION

CGI OpenGrid Workforce is a fully integrated workforce management solution designed to help utilities efficiently manage and schedule a complex array of work types across a diversified mobile workforce. Powered by digital capabilities, it optimises resources and scheduling in real time—reducing operational expenses while proactively readjusting work assignments and schedules as changes occur.

CGI OpenGrid Workforce offers:

- A “sliding scale of automation” that can be leveraged differently per job type as well as per business unit
- Advanced multi-factor optimisation engine that empowers the dispatcher to handle both short- and long-cycle work
- Total work execution through a highly configurable enterprise-wide platform
- Easy-to-use, intuitive GUI for workforce availability and scheduling
- Prerequisite/dependency management



Key Success Factors

- OpenGrid Workforce is part of the OpenGrid360 framework which supports the complete value chain from asset management to field work and operations.
- Insight is derived from data collected from different IT, OT and business systems.
- OpenGrid360 is a modular framework. It can be deployed incrementally and configured to client core systems for maximum business benefit.
- Flexible delivery approach: on-site, remote, on/offshore and landed options available.

- A single view of the workforce with scheduling for all work types.

BUSINESS BENEFITS

- Reduced workforce costs by optimising work processes and driving efficient work execution.
- Optimised resource scheduling and job allocation brings greater workforce productivity.
- Reduced operational expenses and travel costs.
- Dynamic scheduling of work as events occur or priorities change increases operational resilience and helps avoid negative impacts from events.
- Automation of the scheduling processes reduces back-office costs.

CGI's OpenGrid solutions allow you to operate your assets and manage your workforce to drive greater resilience, improve reliability, optimise maintenance, and maximise your workforce efficiency

About CGI

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 21 industry sectors in 400 locations worldwide, our 77,000 consultants provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

Visit cgi.com/uk/utilities

Email us at enquiry.UK@cgi.com