Enterprise Asset and Resource Optimization provides organizations with a myriad of information that requires thorough analysis to help drive business benefits. The CGI Performance Manager provides pre-packaged analytics developed from CGI’s experience and best practices managing assets, work and resources. These industry-standard metrics can be utilized with minimal IT support and can be supplemented with customer-generated metrics in their choice of reporting technology.

At the core of Performance Manager is a Business Intelligence Model (BIM) that supports the creation of reports, dashboards and their associated key performance indicators through drill-down analytics and ad-hoc queries to be generated dynamically by the user.

To take operational data from ARM applications directly or from external tools customizable processes are provided to extract, transform, load, cleanse, summarize, aggregate and cube data into meaningful information for the business. Oracle’s Goldengate technology is utilized by the ETL’s to provide real-time capabilities of extracting from the operational data store.

CGI understands that there are a significant number of reporting tools and that your organization may have already invested in Cognos, Business Objects, OBIEE, SQLServer, etc. Performance Manager is specifically designed to be deployable within this type of infrastructure and enables our customers to deploy within their choice of technology stack.

**FEATURES**

CGI’S ENTERPRISE ASSET AND RESOURCE OPTIMIZATION SUITE ALSO INCLUDES:

**WORK MANAGER**
PROVIDES A WORK FLOW PLATFORM FOR TRACKING WORK THROUGHOUT ITS LIFECYCLE.

**ASSET MANAGER**
UNIFIES ALL ASSET DATA WITHIN A SINGLE ASSET REGISTRY TO FACILITATE EFFECTIVE MAINTENANCE MANAGEMENT.

**RESOURCE MANAGER**
MANUAL & AUTOMATED SCHEDULING WORK AND RESOURCE.

**FIELD MANAGER**
MOBILE REPORTING TOOL THAT PROVIDES INTEGRATED WORK & ASSET MANAGEMENT REPORTING.
PERFORMANCE MANAGER MODULES

**Work Manager:** Presents performance views of the utility’s workflow processes from initiation through to closing of all Work Requests. A vast array of KPIs and workflow statistics convey whether the organization is meeting defined operational goals as work is conducted.

**Asset Manager:** This module is targeted at utilities who desire to monitor distribution assets and the compliance activities associated with the maintenance of the assets. The KPIs and associated analytics also include mandated PUC reporting requirements.

**Resource Manager:** The metrics in this module include Scheduling Adherence, Work commitments, Scheduling change impacts, Schedule accuracy and Resource Utilization.

**Mobile Workforce Manager:** Tracks and analyzes adherence to the work schedule and customer commitments. By capturing feedback from the field crew, productivity and schedule adherence can be tracked to ensure processes are being followed and business benefits are being achieved.

**SOLUTION BENEFITS**

By providing a single business analytics solution to provide key metrics in support of the Transmission and Distribution operations CGI believes our customers that utilize Performance Manager can quickly establish their current baselines, identify specific trends and take the appropriate proactive actions. The following list summarizes some of the operational benefits you will realize with the Performance Manager:

- Deployed within client choice of reporting technology thereby eliminating expensive duplication of tools
- Customizable ETL’s enable interoperability within the existing technology landscape
- Real-time data transfer from operational data stores using Oracle GoldenGate
- Upwardly compatible with all future ARM releases

ABOUT CGI

With 68,000 professionals operating in 400 offices and 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients’ front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

For more information about CGI, visit [www.cgi.com/utilities](http://www.cgi.com/utilities) or email us at info.util-sol@cgi.com.