

Asset & Resource Management (ARM) Solution — Analytics and Spatial

Enterprise asset and resource optimization provides organizations with a variety 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. As part of our spatial package, you can also enhance your effectiveness by visualizing your work and asset data in the context of your spatial solution.

SPATIAL AND ANALYTICS SOLUTIONS FOR COMPLEX DECISION MAKING

PERFORMANCE MANAGER

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 extract, transform and load (ETL) tool to provide real-time capabilities for extraction from the operational data store.

CGI understands that there are several reporting tools and that your organization may have already invested in one of them. Performance Manager is deployable within various types of infrastructure and enables our customers' deployments within a technology stack of their choice.

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.



FEATURED OFFERINGS

CGI'S ARM SUITE ALSO INCLUDES:

RESOURCE MANAGEMENT

RESOURCE OPTIMIZATION TOOLS TAILORED FOR MULTI-SKILLED, MULTI-ACTIVITY WORKFORCES

MOBILE WORKFORCE MANAGEMENT

MOBILE WORKFORCE MANAGEMENT CAPABILITIES RANGING FROM SERVICE WORK TO COMPLEX CONSTRUCTION TASKS

ASSET MANAGEMENT

ADVANCED ASSET MANAGEMENT FOCUS ON CURRENT AND EMERGING NEEDS FOR UTILITY NETWORK OPERATIONS

WORK MANAGEMENT

INDUSTRY-DEFINING UTILITY WORK MANAGEMENT CAPABILITIES

Asset Manager: Targets 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 public utility commission (PUC) reporting requirements.

Resource Manager: Includes 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 achieved.

BENEFITS AND HIGHLIGHTS

- Offers a single business analytics solution to provide key metrics in support of transmission and distribution (T&D) operations
- Establishes current baselines, identifies specific trends and allows proactive decisions
- Allows deployment within the client's choice of reporting technology, thereby eliminating expensive duplication of tools
- Provides customizable ETLs that enable interoperability within the existing technology landscape
- Ensures real-time transfers from operational data stores using Oracle GoldenGate
- Provides compatibility with all future ARM releases

SPATIAL

Embedded spatial views enable GIS and ARM 2 sourced data to be overlaid on web-based maps. Interaction between the maps viewer and ARM 2 allows you to perform spatial queries and extract spatial data to provide the analysis and understanding of your distributed assets with respect to work. This analysis will help utilities to better deal with the complex decision making that requires companies to understand how information, events and actions will impact business objectives.

BENEFITS AND HIGHLIGHTS

- Reduce the need to switch between the geographical information system (GIS) and ARM
- Enable improved linear asset management
- Geocode data
- Enhance ARM support for situational awareness
- Increase accountability within the work execution function
- Enable refinements to be identified to the scheduling algorithms
- Reduce the likelihood of reputational damage
- Use spatial resource management analysis to provide insight into schedule adherence
- Overlay data from other maps/systems (weather data, parking information)

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/arm or email us at info.util-sol@cgi.com.