

Asset & Resource Management (ARM) Solution – Mobile Workforce Management



Experience the commitment®

Utilities face the challenge of determining the best approach to incorporate fieldwork into their business. Too often solutions are implemented without consideration of how fieldwork impacts end-to-end work processes. This leads to mobile solutions that offer a point solution focused on specific types of work, creating operational silos. CGI's ARM 2 provides the mobile functionality to support all work, enabling true process and workforce unification.

MOBILE WORKFORCE MANAGEMENT CAPABILITIES: FROM SERVICE WORK AND INSPECTION TO COMPLEX CONSTRUCTION TASKS

FIELD MANAGER

Field Manager captures and returns quality data for all work, including emergency situations, customer service, asset and maintenance (procedure-based) work, or construction (compatible unit-based), right out of the box. This platform completes work through a mobile reporting function that enforces standardization of the work execution process. It provides an enterprise solution with a forward-thinking approach to support a utility's operations, allowing field workers to perform any work and capture information in the field.

BENEFITS AND HIGHLIGHTS

- Streamlined business processes lower cost by capturing the right data
- Improved data quality through validation at the point of data entry
- Enhanced customer service through improved visibility of work status and provision of real-time optimization based on in-day scheduling constraints
- Reduced cost of ownership by utilizing the integrated framework that provides out-of-the-box integration to ARM
- Support for the standalone deployment of Field Manager with standard messages that provide key information to/ from external support systems
- A field supervisor component allows monitoring of work statuses, as-built information, and crews while in the field for improved quality assurance and adherence to processes

FEATURES AND FUNCTIONALITY

- Real-time reporting
- Crew management
- Compliance-based procedure and condition reporting



FEATURED OFFERINGS

CGI'S ARM SUITE ALSO INCLUDES:

RESOURCE MANAGEMENT

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

WORK MANAGEMENT

INDUSTRY-DEFINING UTILITY WORK MANAGEMENT CAPABILITIES

ASSET MANAGEMENT

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

ANALYTICS

BUSINESS INTELLIGENCE TOOL FOR DATA ANALYSIS, REPORTING AND PERFORMANCE MONITORING

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- Time reporting
- Creation and execution of work
- Attribute and work details reporting
- Visibility to assets and asset history
- Custom forms
- Contact details
- Audio alerts, notifications and messaging
- Offline mode support
- Spatial capabilities

FIELD MANAGER LITE

This web-based mobile solution extends the power of enterprise workforce management to resources in the field, on any device, with zero deployment.

BENEFITS AND HIGHLIGHTS

- Allows for the creation of work and capturing of work details from the field
- Incorporates spatial capabilities to review crew and work locations, reducing traveling time and increasing productivity
- Supports offline capabilities that offer functionality anywhere, anytime—enabling effective field service
- Remains highly customizable with the use of custom forms
- Offers multiple configuration options for different operating systems

FEATURES AND FUNCTIONALITY

- Real-time reporting
- Management of crew workload
- Creation and execution of work
- Attribute and work detail reporting
- Custom HTML5 forms
- Alerts and notifications
- Time reporting

UTILITY SOLUTIONS SUPPORTED BY FIELD MANAGER AND FIELD MANAGER LITE

- Gas network compliance management
- Contractor management
- Major pipeline construction
- Construction work management
- Smart meter deployment
- Mobile workforce management, including complex work
- Spatial enablement

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.