

# Asset & Resource Management (ARM) Solution — Resource Management



Experience the commitment®

Utilities often drive their scheduling and dispatch function using inaccurate or out-of-date information that in turn leads to ineffective work planning and resource scheduling. This can significantly increase operational costs, leading to available resources being over-utilized, and ultimately reducing customer service levels through rescheduling of work and missed commitments. CGI's ARM 2 resource management solution provides an enterprise scheduling and dispatch function that automatically generates optimized work schedules across the organization.

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

Scheduler allows utilities to manage commitments with confidence by identifying priorities, geographic locations and the skills necessary to perform any work. By evaluating resource and schedule constraints and tracking travel time, onsite hours, certifications and qualifications, Scheduler allows for both manual and automatic scheduling and re-optimization of work. Managing this across the entire enterprise helps to remove inefficiencies and reduce costs while improving productivity.

## BENEFITS AND HIGHLIGHTS

- A proven solution for all work types: From construction to maintenance and service orders
- The ability to plan, schedule and dispatch complex construction and maintenance work in processes uniquely geared for transmission and distribution (T&D) operations
- Optimized work scheduling and appointment-making throughout the work life cycle
- Enterprise-wide visibility of work progress and availability
- Elimination of operational silos and maximization of efficiency for construction and maintenance tasks
- Real-time monitoring
- Enhanced customer satisfaction
- Single point of scheduling
- Reduction in labor, fuel and equipment costs



## FEATURED OFFERINGS

CGI'S ARM SUITE ALSO INCLUDES:

### MOBILE WORKFORCE MANAGEMENT

MOBILE WORKFORCE MANAGEMENT CAPABILITIES RANGING FROM SERVICE TO COMPLEX CONSTRUCTION TASKS

### 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

[www.cgi.com/arm](http://www.cgi.com/arm)

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## FEATURES AND FUNCTIONALITY

- Automated scheduling and dispatching of work
- Dynamic response to schedule disruptions
- Crew management
- Mapping capabilities, street-level routing
- Resource optimization
- Dependency editor
- Automated events scheduling

## OPTIMIZER

Optimizer offers an enterprise view of all work and resources, while continuously assessing and optimizing schedules based on the changing priorities of work and a crew's current status, location and skill set. The result is the right work, dispatched to the right crew, at the right time. Optimizer is fully configurable to automatically build efficient schedules to meet your business needs while fully utilizing resources.

## BENEFITS AND HIGHLIGHTS

- Constraint-based scheduling
- Continuous re-optimization
- Enhanced customer satisfaction
- Improved workforce utilization

## FEATURES AND FUNCTIONALITY

- Full automation of scheduling and dispatching
- Dynamic response to schedule wreckers
- Soft schedule to a resource pool
- Gantt and controller matrix
- Flexible parameters
- Map verification
- Intuitive user interface
- Real-time dispatch and updates

## PLANNER

New to ARM 2, Planner allows utilities to understand upcoming work demands, balance commitments and resources, and plan personnel and equipment in the same way they plan materials. ARM Planner offers visibility into resource demands versus true resource availability while providing a look into the future. This facilitates resource optimization, reliable work commitments and actionable plans that can be applied to day-to-day operations and work processes.

## BENEFITS AND HIGHLIGHTS

- **Improved customer satisfaction** through setting accurate date commitments based on the most effective plan

## UTILITY SOLUTIONS SUPPORTED BY ARM 2 RESOURCE MANAGEMENT:

- Contractor management
- Resource optimization
- Major pipeline construction
- Smart meter deployment
- Construction work management

- **Optimized resource utilization** using available resources in the correct location in the most effective manner
- **Enhanced contract management** through better contract bids and negotiations and maximum utilization of contracted resources
- **Improved material management** through better material and equipment forecasting; allowing for negotiation of material quantities and guaranteeing availability with multiple vendors. Additional benefits include reductions in warehousing, onsite delivery and lowering material stock-out requirements.

## FEATURES AND FUNCTIONALITY

- View both known and forecasted work
- View resource skill availability based on known and forecasted availability
- Modify date commitment details and dependencies for work
- Modify resource locations to level demand and resources
- Add or remove contractor resources in particular locations
- Create multiple plan scenarios and then publish the committed plan

## APPOINTMENT MAKER

Appointment Maker provides customer-facing representatives with a real-time picture of existing demand and availability of resources when choosing appointments for customers. Customer representatives can search date ranges and configured timeframes to identify available appointment slots and their associated cost. This tool makes it possible for organizations to improve appointment-making confidence with a true picture of availability and required resource skills in specific geographical and organizational areas.

## BENEFITS AND HIGHLIGHTS

- Control cost
- Enhance customer service
- Improve customer satisfaction, without over-committing field resources
- Ensure scheduling tool independence
- Provide cost of commitment
- Offer ability to influence availability based on planned capacity

## FEATURES AND FUNCTIONALITY

- Provide configurable search parameters by work type to ensure appointment date ranges and availability meet business requirements
- Ensure real-time resource visibility at the point of commitment

## 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](http://www.cgi.com/arm) or email us at [info.util-sol@cgi.com](mailto:info.util-sol@cgi.com).