

# Pragma<sup>®</sup>FIELD

Seamless web-based mobility anytime, anywhere

**M**aximizing an organization's mobile platform with extended hardware flexibility can help respond to the ever-growing variety of mobile devices being offered for field service operations. PragmaFIELD is CGI's web-based mobile solution that helps extend the power of enterprise workforce management to your resources in the field.

## WORKFORCE MOBILITY

Available as an integrated subset component of the CGI PragmaCAD Mobile Workforce Management portfolio, PragmaFIELD provides resources in the field with all the information they need to extend their decision support capabilities. Efficient work order management allows field resources to receive, accept, update and complete uninterrupted work as they move in and out of coverage while ensuring process and data is consistent throughout the work order lifecycle.

PragmaFIELD equally ensures that business critical reporting is delivered directly to mobile devices while in the office or on the move, providing the ability to quickly understand current issues and performance. Comprehensive data capture capabilities ensures accurate dynamic and historical reporting.

## STREAMLINED, INTUITIVE USER INTERFACE

PragmaFIELD offers an end-user experience that delivers constant access to key enterprise processes and operational data via laptop, smartphone or tablet devices. Delivering the secure portability of information being demanded by field resources today, PragmaFIELD's intuitive user interface helps accelerate resource productivity by streamlining workflow and bringing the most important information forward.



## KEY FEATURES

- HTML5 support for cross browser, and mobile device compatibility.
- Seamless integration with CGI's PragmaCAD Mobile Workforce Management portfolio.
- Full work order lifecycle management to extend the back-office to the field with convenient, well-integrated workflows.
- Configurable user-defined forms (UDFs) to help customize enterprise operational workflows and simplify data capture.
- Priority-based optimization enables efficient and effective decision-making for dynamic planning, scheduling and dispatching across the organization.
- Secure connections with automated reconnects and resynchronization.
- Open architecture delivers the same business logic across all supported platforms

## USER-DEFINED FORMS (UDF) MANAGEMENT

Integrated with an enterprise-grade toolset, PragmaFIELD offers flexible user-defined forms that can be easily tailored to respond to variable business processes, data capture requirements, and resource needs to maximize real-time analysis, monitoring, and work order assignment while delivering an easy to scale, quick to adapt footprint over the long term.

## HTML5, DEVICE-AGNOSTIC, AND ZERO-INSTALL FOOTPRINT



PragmaFIELD can run on Windows devices, tablets, and smartphones using HTML5 technology, offering device-agnostic flexibility to deliver advanced mobile workforce management functionality over multiple form factors. Using client-server visualization architecture, PragmaFIELD's zero-install footprint

allows seamless access and sharing of operational data without the device, hardware and software limitations of traditional systems.

## STORE-AND-FORWARD AND DISCONNECTED OPERATIONS

PragmaFIELD offers optimized performance on conventional LAN, WAN, 802.11, CDMA, TDMA, GPRS, 3G, 4G and dial-up wireless networks to deliver uninterrupted data exchange and protection, as well as guaranteed transaction delivery during unreliable gaps in coverage.

PragmaFIELD's Store-and-Forward capability ensures guaranteed push-pull delivery and response between resources in the field and the central PragmaCAD application server. Scalable synchronization ensures fast, easy, and accurate data sharing across the organization. Offline capabilities offer field resources full functionality anywhere, anytime, resulting in a field service organization that is productive, profitable, and effective.

### KEY BENEFITS

- On-time completion of preventative, corrective and emergency work orders and service requests
- Consistent process and data workflows during the work order lifecycle.
- Flexible connectivity for fast, easy, and accurate data sharing across the organization.
- Eliminates manual intervention with automated reconnects and resynchronization.

### ABOUT CGI

Founded in 1976, CGI is a global IT and business process services provider delivering a portfolio of industry-centric software solutions coupled with high-quality business consulting, systems integration and outsourcing services. With 65,000 professionals in 40 countries, CGI has an industry-leading track record of on-time, on-budget projects. We partner with utilities across the globe to provide the knowledge and expertise to enable automation of the industry's best practices for enterprise asset and resource optimization.

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