

Louisville Gas and Electric Company and Kentucky Utilities Company

ARM Work Manager Implementation—the Reaching Higher project

Kentucky's two major utilities, Louisville Gas and Electric Company (LG&E) and Kentucky Utilities Company (KU), perform well among U.S. utilities for operational efficiency. Staying at the forefront of electric distribution performance requires hard work and smart decisions. After careful evaluation of the options, LG&E and KU selected CGI's Asset & Resource Management (ARM) Work Manager solution to help raise their performance even higher as part of their Reaching Higher project.

COMPOUND CHALLENGES

LG&E serves 321,000 natural gas and 400,000 electric customers in Louisville, Kentucky, and 16 surrounding counties. KU serves 543,000 electric customers in 77 Kentucky counties and five Virginia counties. With a large and diverse customer base, the utilities decided to upgrade their work management solution. Their legacy solutions were no longer supported, and additional company changes provided the opportunity to re-evaluate their work management future.

Looking for standardization across the corporate footprint, along with a solution that would easily adapt to their new service oriented architecture (SOA) platform, a move to CGI's ARM Work Manager provided an ideal opportunity to use the situation to create a new work management platform for the future.

In summary, the key drivers were:

- The end of legacy support that necessitated a change
- The plan to modernize technology, specifically an Oracle upgrade, and move to SOA messaging architecture
- Internal opportunities to reduce the number of applications in the utilities' toolbox.

"We felt CGI's ARM was the best solution for our staff and customers," said Chris Mayes, Operations Manager, Kentucky Utilities Company.

LG&E AND KU'S COMMITMENT TO PERFORMANCE EXCELLENCE

"As part of our company values, our employees have a personal commitment to excellence in all we do, taking great pride in our professionalism, attention to detail and continual improvement. Each employee understands that excellent day-to-day performance and a personal focus on results are essential to maximizing operational efficiencies and creating positive customer experiences with the Company."

John K. Wolfe

Director, Distribution Operations
and System Restoration
LG&E and KU Services Company

THE SOLUTION

After careful assessment, LG&E and KU determined the best solution was a combination of CGI's ARM Work Manager and Scheduler applications. This solution closely resembled the trusted STORMS/iScheduler implementation that had helped both utilities achieve and maintain superior operational efficiency and customer satisfaction. ARM Work Manager and Scheduler also provided additional features that would ease the transition process for employees training to use a new system.

CGI worked with LG&E and KU to migrate all operational data from STORMS to ARM and to ensure the ARM applications provided features and functions from the legacy solution. These efforts were key contributors to the high levels of performance demonstrated by LG&E and KU.

Close collaboration was a key to success

- CGI, LG&E and KU worked closely to ensure the features and functions that had contributed to previous success would continue to be available.
- CGI, LG&E and KU worked closely together to review and streamline existing processes.
- Throughout the project, key end users were consulted and included in the process to ensure a smooth transition and to maintain the high level of performance expected by customers without missing a step.

Surprises turned into benefits

- The data migration process highlighted some data quality challenges. The ARM Extension capability was quickly instituted to provide more robust validation on the front end of work request creation which served to avoid future accounting/finance inconsistencies and reduce the frequency of errors which has resulted in better data/more accurate reporting.
- Meeting with key users throughout the project to understand and address their concerns helped produce training materials and also smooth the transition process.

RESULTS

The Reaching Higher project's move to production at LG&E and KU was an extremely smooth process and demonstrates what can be achieved with a strong corporate vision, a dedicated utility workforce, a solution specifically designed for the challenges, and a combined team working together as one.

CGI'S ASSET & RESOURCE MANAGEMENT SUITE

CGI's ARM is the only enterprise work and asset management solution designed to support the management of all transmission and distribution utility work, assets and resources.

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 68,000 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.

For more information, please contact info@cqi.com or visit www.cqi.com/utilities