

# Orlando Utilities Commission

**T**he second largest municipal utility in Florida, Orlando Utilities Commission (OUC) provides electric and water services to more than 251,000 customers in Orlando, St. Cloud and parts of Orange and Osceola counties.

## THE CHALLENGE

With the field service technicians working at capacity, OUC tended to dread the storm season because of the increased strain placed on the crews. As OUC began to examine its field service operations, the Commission determined the manual, paper-intensive process was limiting productivity and process improvement was required.

Communications to and from the field were limited; information was often delayed, inaccurate or worse, unavailable. Without sacrificing service quality, safety or reliability, OUC needed to improve the state of its field operations and maximize productivity and efficiency gains to reinforce other areas of the business.

## OUR ANSWER

OUC partnered with CGI to conduct technical due diligence and chart a mobile roadmap to support the transformation. Together we implemented a Mobile Workforce Management solution for service operations, as previously done in 2008 for trouble dispatching – contributing to increased productivity, reduced costs, and meeting OUC's reliability goals.

For field operations such as turn-on service and disconnects, the solution needed to close the gap between the office and the field using real-time wireless communications, and eliminate the costs and inefficiencies of voice communication and paper-based data collection.

CGI's PragmaCAD Mobile Workforce Management solution was implemented to help OUC make the shift to a paperless workflow between dispatch and the field.

The integration to OUC's enterprise systems leveraged these existing major business investments, and ultimately extended decision-support and business-process management capabilities to the field. With a real-time connection, PragmaCAD's automated data capture capabilities helped eliminate the mountain of paperwork. OUC's technicians could now fully leverage data while at a customer site.

The integration of Global Positioning System (GPS) capability with dynamic routing provided immediate visibility of all personnel and vehicles. This has resulted in significantly improved customer service levels and overall operations efficiency by reducing the number of miles driven as well as the associated fuel and fleet maintenance costs.

## CASE STUDY UTILITIES

### Key Benefits

- Significantly improved customer service levels
- Provision for real-time updates to customer accounts
- Improved visibility and responsiveness of workload and field resources throughout the company
- Faster closure of work orders
- Higher standards of data accuracy and protection
- Greater productivity and overall operations efficiency

## THE BENEFITS

CGI's PragmaCAD mobile solution provides OUC field technicians with a powerful new tool that makes their jobs easier and significantly improves the Commission's efficiency. Automating the customer service and the field work planning process allowed OUC to achieve dramatic gains in the amount of work completed each month for normal outage restoration, as well as restoration efforts during storm season.

With PragmaCAD's well-defined workflows and integrated mobility, OUC can provide core capabilities to drive peak efficiency of their field operations, resulting in improvements to the visibility and responsiveness of workload and field resources throughout the company.

The ability to append external attachments to an order, whether from the field to dispatch or vice versa, has proven instrumental in improving the accuracy of information. By eliminating manual, paper-based processes, OUC has also reached standards of data accuracy and protection that were previously unattainable.

## WHY CGI?

CGI's utility solutions and expertise span the horizontal workflow between customers, control rooms and crews, bringing benefits to a global customer base rooted in the electric, gas and water utility markets. Coupled with broad utility-industry and specialized IT-applications expertise, our Utility Solutions and Services team strives to exceed expectations by delivering a feature-rich and field-proven solution portfolio that includes Outage, Network and Mobile Workforce Management technology.

With more than 25 years of industry experience, CGI delivers on the promise of Smart Grid by providing advanced distribution operations to optimize daily performance and enhance the quality of service essential to a utility's operational excellence and customer-centric priorities.

*"Reams of paper are saved daily, overtime has nearly been eliminated, and approximately 70% of the 16,000 work orders a month are closed instantly in the field, after the technician enters information."*

*"Technicians no longer have to drive back and forth to the office in the middle of the day. Mileage is reduced, productivity is increased and the safety of technicians is improved because their locations are readily available."*

**Nora Gonzalez, Revenue Protection Manager, Orlando Utilities Commission"**



**Ready to go:** OUC Field Service Technicians are now equipped with CGI's PragmaCAD mobile solution on laptops in their trucks to provide real-time updates to customer accounts, as well as detailed maps for dynamic routing.

**Better timing:** CGI's PragmaCAD mobile solution allows for work orders to be closed in the field, minutes after a meter is connected or disconnected.

For more information, please contact us at [info.util-sol@cgi.com](mailto:info.util-sol@cgi.com) or visit [www.cgi.com/en/utilities](http://www.cgi.com/en/utilities)