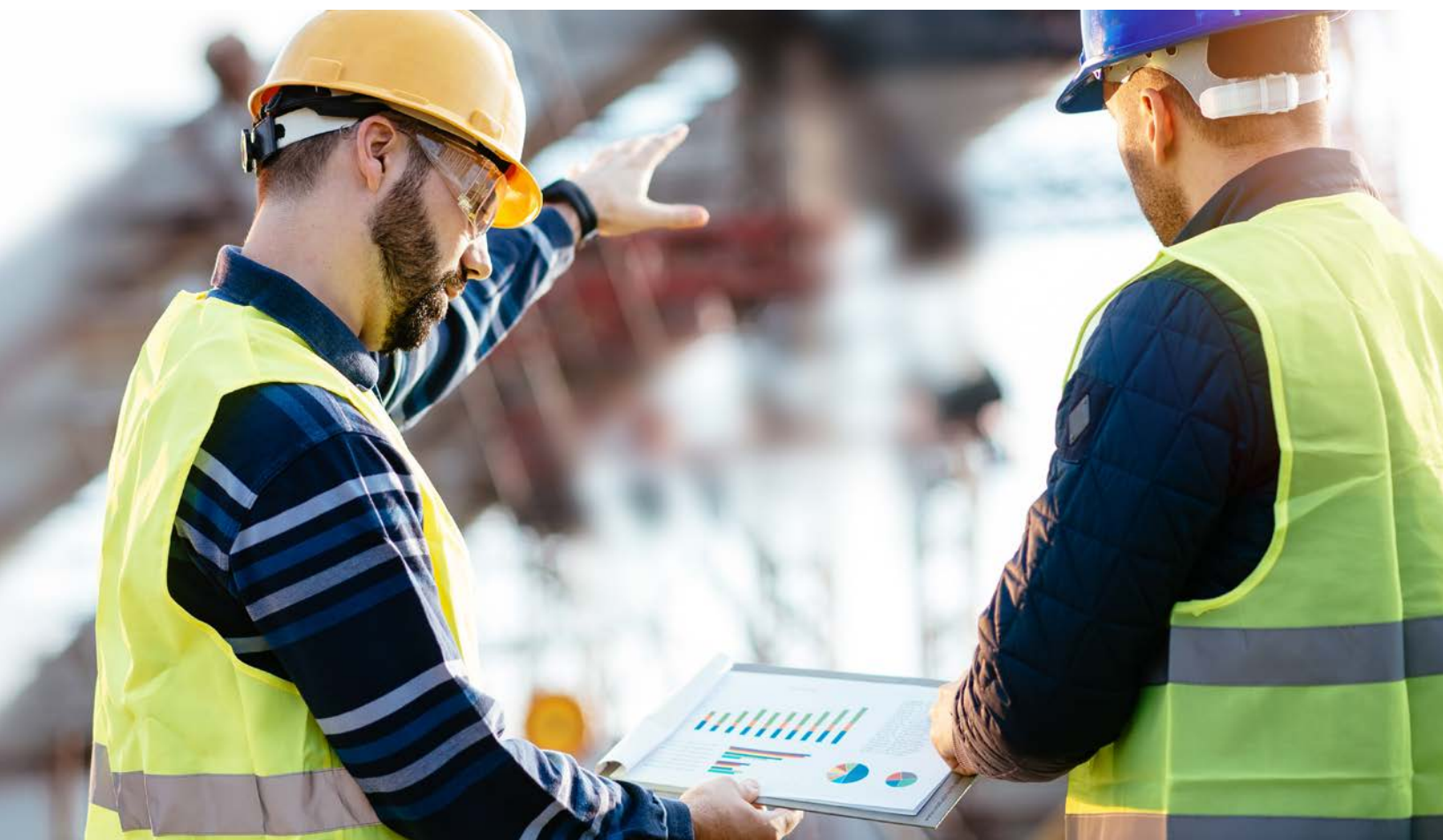




**CGI**

Experience the commitment®



# CGI OpenGrid

Work



Streamlining your  
work processes





By standardizing and automating business processes, utilities can reach new levels of workflow productivity and work process optimization—transforming how they do business.



# The business imperative for digitization

With decreasing revenues, tougher regulatory rules and higher customer expectations, utilities today face intensifying business pressures to increase operational performance and profitability with less spend. What's more, there has been an industry shift toward grid modernization and distributed energy resources enabled by the latest technologies—further pushing utilities to transition to a new energy system.

Today's landscape makes business transformation imperative to enabling the digital utility of the future. Utilities need to invest in platforms and innovative digital capabilities to drive more value from their operations, meet regulatory compliance requirements and improve their customer experience.





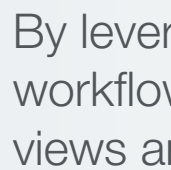
# CGI OpenGrid Work: Ensuring efficient work execution

CGI OpenGrid Work, a proven work management solution, is designed to meet the needs of today's transmission and distribution (T&D) utilities. Built specifically for utilities in close partnership with our utility clients, it helps optimize the process and cost for managing all work—whether simple service work, maintenance and inspection or complex construction needs.

Combining our deep industry expertise, best practices and advanced technologies, CGI OpenGrid Work manages the entire work stream with increased visibility and accountability—resulting in greater operational effectiveness.

Key benefits include:

- Increase workflow productivity
- Drive better decisions through enhanced integration
- Improve operational visibility and transparency
- Reduce costs



By leveraging fully configurable workflows, intuitive configured views and visibility across all work and resources, our innovative solution enables you to focus on the work priorities and tasks needed to meet or exceed your customer expectations.



# Proven work management. Real results.

With CGI OpenGrid Work, your utility can standardize its business processes to ensure efficient execution of work and quickly identify bottlenecks. Our solution drives increased productivity through standardized work methods across all departments.

Proof points include:

- **Increased productivity** in field crew by **15%**
- **Increased productivity** in clerical work by **65%**
- **Increased productivity** in designer work by **15%**
- **Improved customer commitment rates** from **85%** to **94%**
- **Reduced escalated complaints** from **39** in **2009** to **just 1** in **2016**
- **Reduced customer wait times** for construction to begin
- **Provided earlier visibility into work** and a longer planning window with a highly standardized and rigorous process for construction



# Effectively integrate your work management

What sets CGI OpenGrid Work apart are the powerful capabilities at the enterprise level to move your utility forward in its digital journey. Our solution is innovative, cost-effective and proven to unlock the power of your data so your utility workers have the insights they need to make informed, faster decisions.

Our unique solution capabilities include:

- Fully integrated work and resource management and execution
- 360° view of data that captures work details and asset information
- Integrated risk-based decision making and portfolio management
- Advanced predictive analytics
- Enterprise-level mobile capabilities
- Modular platform to streamline operations and digitize utility tasks and data capture



# Transform how your utility works

CGI OpenGrid Work helps deliver powerful outcomes that matter:

**Increase workflow productivity**—Our solution helps automate the management of work, including the initiation, design, tracking, scheduling and reporting of all work types to help your utility drive utmost operational efficiency and productivity. Workflows can include all parties involved in the initiation and completion of the work, including tasks associated to their roles. CGI OpenGrid Work accelerates workflow by offering contractors the ability to manage their work, report construction details and submit invoices within one system—providing convenience and visibility throughout the entire process.

**Drive better decisions through enhanced integration**—CGI OpenGrid Work allows all parties, including internal, contractor or customer, to be an integral part of the process. This process may include pre-requisite management, permitting, task completion, date management or contract management. Our solution also interacts closely with our OpenGrid Asset module to ensure that the complete work history such as actions taken, inspection results and follow-ups are linked to the asset—providing you with data for comprehensive reporting and asset optimization.

**Improve operational visibility and transparency**—You can gain visibility of work demands with optimized resourcing, reliable work commitments and actionable plans that can be applied to your operations and work processes within a single system. For example, visibility into pre-requisites helps reduce truck rolls and enables more wrench time, which optimizes your planning and resources. Our solution also improves transparency and drives communication from reactive to proactive through a portal to share information and reduce the wait time for a response—thus, improving the customer experience.

**Reduce costs**—With CGI OpenGrid Work, you can capitalize maintenance costs by recognizing maintenance opportunities on projects to drive more value from capital expenditures and optimize your operations and management. By driving greater efficiency and reliability, our solution increases the productivity of your work processes and helps reduce costs for service, maintenance and construction as well as for customer service.



# Trusted partner focused on your needs

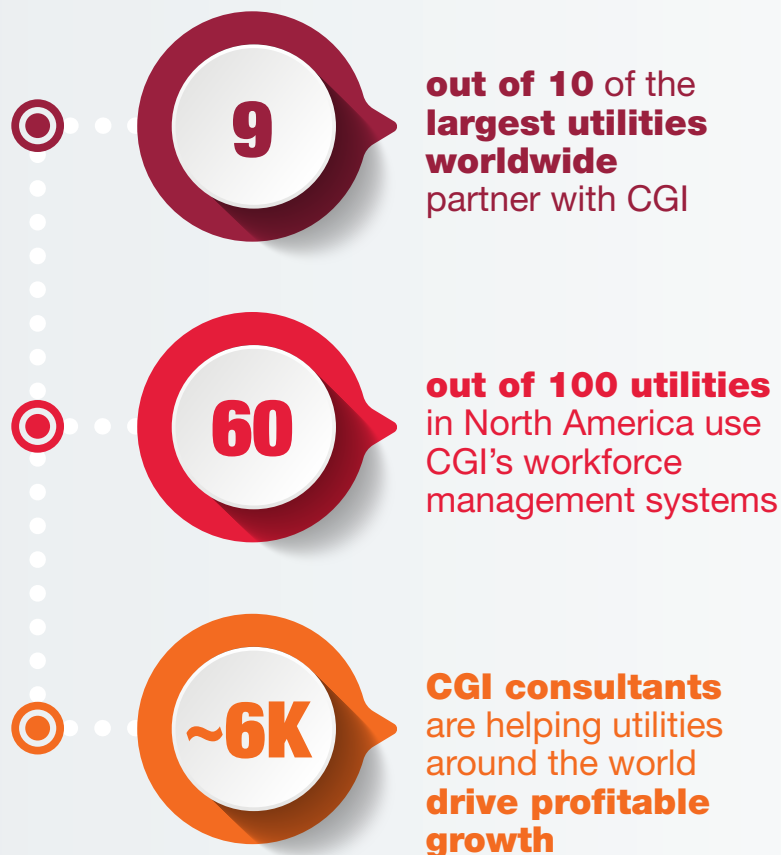
CGI is trusted by the world's leading utilities to implement their most complex and mission-critical systems. Drawing on more than 30 years of industry experience as an end-to-end services provider that has co-developed successful industry solutions with our clients, our CGI OpenGrid360 suite (including CGI OpenGrid Work) is designed to meet the unique needs of transmission and distribution (T&D) utilities.





# CGI in Utilities

As the move to a secure, affordable and fair low-carbon energy ecosystem intensifies, CGI supports the energy transition by helping utilities transform themselves. Our solutions help address growing volumes of distributed energy resources, exploit data insights and other digital enablers to diversify revenue streams, support real-time operational excellence, and enhance customer experience, all while keeping the business secure.

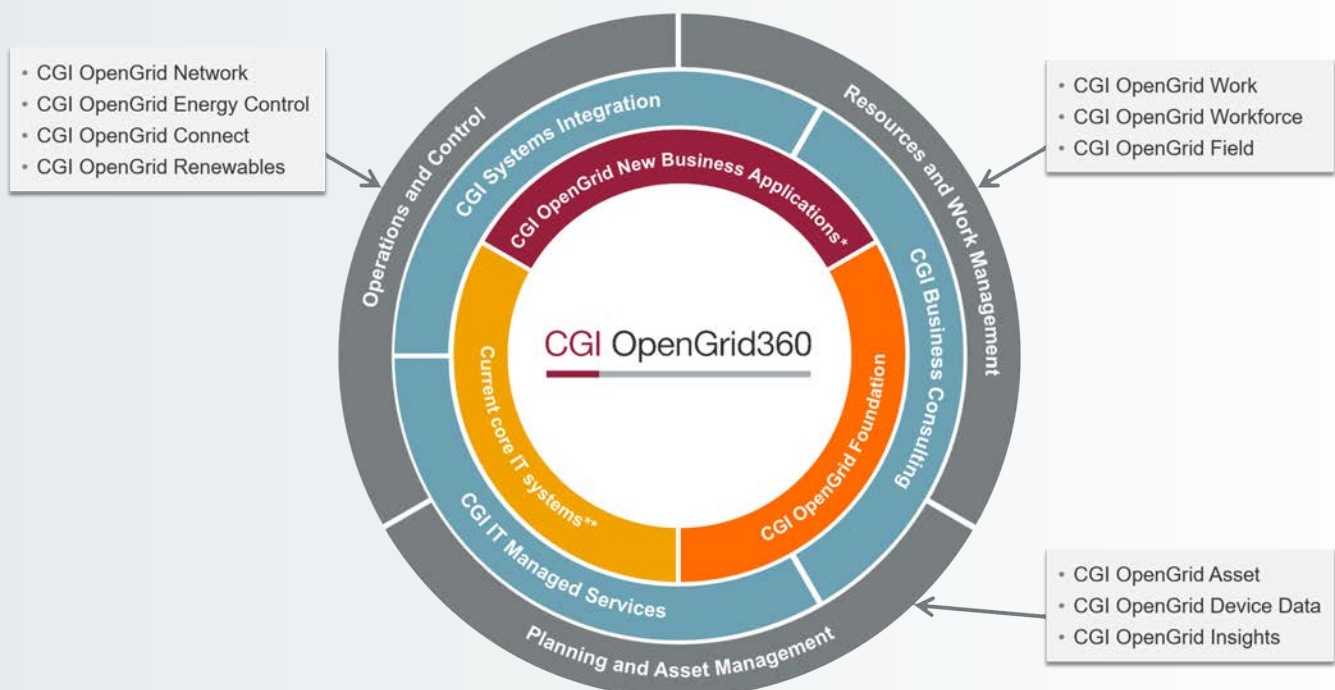


# CGI OpenGrid360

Accelerating innovation by unlocking the value of data for the move to a sustainable future grid

T&D utilities need to accelerate change, optimize operations and support future energy market needs. CGI OpenGrid360 is an innovative suite of solutions and services designed to improve your data insight and accelerate innovation to meet the evolving demands of the new energy system. It supports the complete network value chain from asset to outage management and more.

Co-developed with large network operators on UK smart grids innovation programs, for example, the hub of the solution is the CGI OpenGrid Foundation, a master data management and integration layer that provides a single view of a utility's network. By allowing data to be centralized and securely shared across IT, operational technology (OT) and business systems, our unique approach supports real-time decision-making and more rapid development of new applications and services for a competitive edge. This kind of business value is not possible using traditional relational databases or unstructured data lakes. Our CGI OpenGrid360 portfolio includes modules for asset, network and mobile workforce management, as well as solutions for managing advanced smart grids and renewable operations. These applications will help you maximize the benefits of data from the grid and endpoints. While modules can be used individually, even greater value can be achieved by implementing the full CGI solution suite. CGI OpenGrid Work is part of this portfolio.



\* = Delivering deliver value-added services for consumers, prosumers and other market parties

\*\* = Current core IT systems of utility transmission and distribution (T&D) utilities; CGI offering or offering from any other vendor

# Connect with us to learn more



As a trusted advisor with a proven track record in the utilities industry, CGI is committed to your success.

Connect with us to learn more:  
[cgi.com/utilities](https://www.cgi.com/utilities) and  
[cgi.com/opengrid](https://www.cgi.com/opengrid)







#### About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers end-to-end services and solutions, including strategic IT and business consulting, systems integration, intellectual property, and managed IT and business process services. CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises.

Learn more at [cgi.com](https://www.cgi.com).

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