

## Managing the resolution of CGIs (Can't Get In) across the enterprise

### Company Profile



The client is one of the largest combination natural gas and electric utilities in the United States, with over 20,000 employees that carry out the company's primary business – the transmission and delivery of energy.

### Business Challenge



Expedite the resolution of exception based safety and compliance work by sharing information regarding reported CGIs with all field work groups

- Provide enterprise wide view of CGIs
- Enable recurring status updates from related work systems and Customer Service Representatives
- Upon resolution of the CGI, enable automated delivery of work item to relevant work management system or work queue
- Provide flexible reporting and automated status updates
- Provide simple, easy to use, web based, user interface to enable corporate wide adoption

### How MalikCo Helped



MalikCo worked with the client to build a team of internal and cross functional SME's and by utilizing an agile development approach was able to deliver the initial solution in 8 weeks. This approach along with efficient iterations with the SME team produced a final solution that was delivered and integrated with legacy work management systems in less than 3 months.

### Results Delivered



MalikCo delivered a simple, efficient, easy to use, user interface combined with a smart back end to help the client manage enterprise wide information flow with respect to CGI work. The solution enabled the client to improve their resolution of compliance related work and enhanced their capability to share information regarding CGIs across the enterprise.