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Long Island Lighting Company

Long Island Lighting Company (Lilco) provides electrical and gas service to one million commercial and residential customers on New York's Long Island. As such, it must respond each week to thousands of requests for service, including routine maintenance tasks, new installations, and emergency repairs. Each of these jobs requires the assignment of skilled personnel, plus the necessary vehicle, equipment, and supplies.

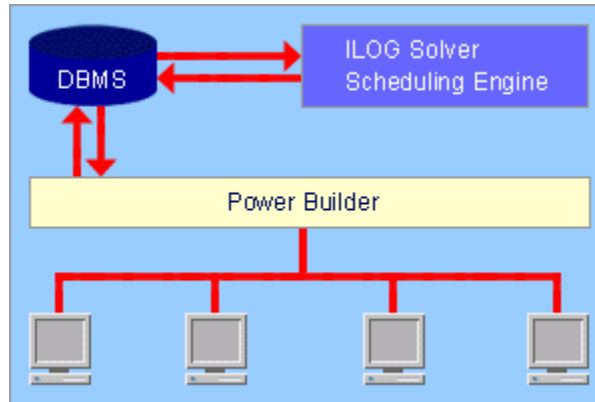
Lilco spends over \$100 million annually on scheduled work, taking over 2 million hours of employee labor. As it sought to optimize this large and complex scheduling system, Lilco's challenges included improving customer service by providing prompt and accurate scheduling information, as well as controlling costs by minimizing travel and other nonproductive time, dealing with emergencies, equipment failures, sick workers, and other last-minute contingencies.

Lilco tackles this daunting challenge with its Corporate Resource Management System (CRMS), a computerized work-management and scheduling application whose scheduling engine is based on ILOG Solver.

Efficient backlog management

Lilco management regularly assigns several thousand limited resources made-up of employees, equipment, and vehicles, to several thousand jobs ranging from one hour to two months, while respecting scheduling rules and preferences. **ILOG Solver** is the foundation for the resource allocation engine at the heart of Lilco's CRMS. This application allows analysts to schedule the most important jobs first. CRMS builds teams by considering skill and equipment requirements, resource availability, possible overtime allowances, travel time between locations, and employee-to-employee and driver-to-vehicle preferences. It also includes special constraints for team splitting, resource replacements, and reservation of resources for emergency and back-up jobs.

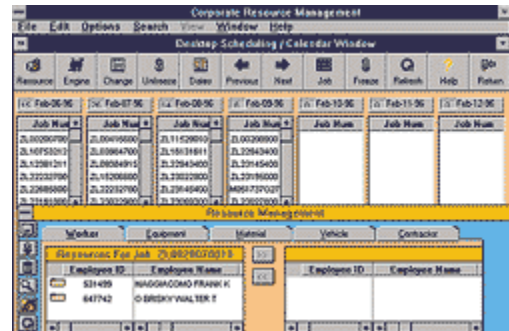
Benefits



Using ILOG Solver resulted in significant savings in the computation power required during scheduling calculations. Building a schedule that used to take days now requires an average time of 10 seconds on a Unix machine and from 30 seconds to a minute on a PC. The scheduling module based on ILOG Solver has been smoothly integrated into CRMS. The application also uses PowerBuilder and an Oracle database. ILOG tools are also very portable: the scheduling engine, developed on a PC under Windows, now runs in a Unix

environment. Moreover, this new application helps Lilco both to meet more customer requests and to reduce significantly staff's overtime and contractor costs.

CRMS runs on a Hewlett Packard 9000 Model 70 server networked to a combination of 486-DX2 66 and Pentium PCs. Creating a two-week schedule for 1000 jobs takes approximately one minute. CRMS is currently being deployed throughout the Lilco organization.



About Long Island Lighting Company

Lilco's 5700 employees provide electric and gas service to more than one million customers on Long Island in New York. Lilco's service territory covers 1,230 square miles with a population of approximately 2.7 million people.

APPENDIX A - ILLUMINATION

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