

## OUTAGE AND INCIDENT MANAGEMENT SOLUTION BENEFITS

Trimble eRespond helps utilities reduce costs and increase revenue by providing outage and incident management software solutions which:

- Support global "best of breed" business processes
- Provide control center staff with tools and time to be more effective
- Improve day-to-day performance/regulatory metrics
- Facilitate end-users via user friendly graphical user interfaces
- Guarantee better customer service
- Ensure better utilization of field resources
- Deliver more billable utility services
- Reduce planned maintenance costs
- Reduce call center costs
- Reduce staffing requirements during major incidents
- Reduce IT TCO via next generation architecture and technology
- Are multi-franchise capable—electricity, water, wastewater, and gas
- Easily localized—English, Thai, Polish, Slovak, Spanish
- Have standardised and certified integration capabilities
- Can be customized if required
- Provide data quality validation and improvement
- Have auditable regulatory and management reporting
- Are part of a COTS product strategy
- Support IEC61968 CIM Standard
- Are designed by our customers to solve their problems in the real world collection and management
- Associates maintenance data with GIS assets
- Improves field worker productivity and reduces costs

## SMART GRID OUTAGE AND INCIDENT MANAGEMENT

The Trimble® eRespond™ Electric Utility Smart Grid Incident and Outage Management System (OMS) product provides a comprehensive set of features designed to simplify the end-to-end process of fault management in an electrical distribution network, from customer trouble call management—through event/workforce management and dispatching and onto regulatory reporting.

Incorporating best practices based on common operational objectives and next generation software technology eRespond is assisting utility organisations to achieve their operational goals for a fraction of the cost of alternative approaches.

eRespond addresses a wide range of global distribution utility industry specific requirements for a solution to manage all aspects of planned and unplanned outages/incidents on the electrical network. Trimble eRespond is made up of a number of modules which can be deployed individually or in unison to meet the requirements of utilities.

### Benefits:

The Trimble eRespond OMS system provides significant benefits in the form of:

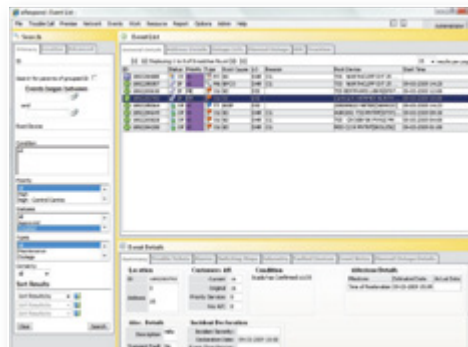
- Improved call grouping, reducing the instances of 'duplicate work creation'.
- Quicker and more accurate fault location identification, with consequent

reduction in fault durations and customer minutes lost.

- Improved and more timely customer feedback.
- Extensive fault history for assets and individual customers/premises.
- Reduced data collation effort for management and regulatory reporting.
- Better utilization of field resources.
- Provide control center staff with tools and time to be more effective.
- Improved management of planned outage including intelligent grouping to reduce customer minutes lost.
- Improved supervisory 'situational awareness' during major incidents.



Network Events, Customer Calls, Network Assets, and Properties can be displayed on the spatial viewer to aid fault and incident assessment

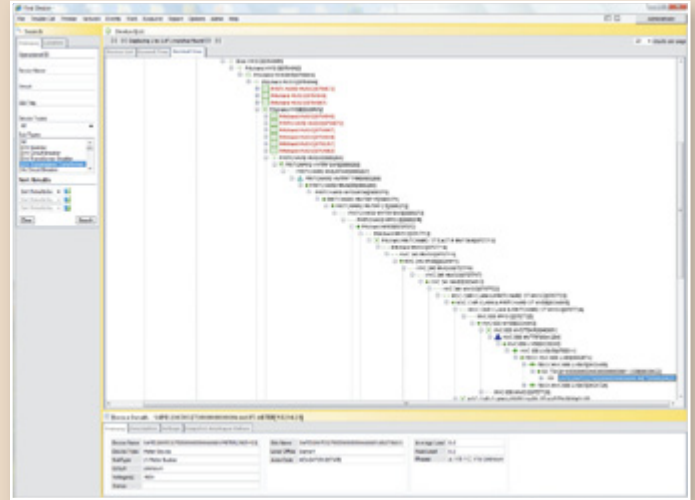


The Trimble eRespond Event List provides an easy to use tool to filter and manage all events on the network, allowing incident managers to focus and prioritise key events.

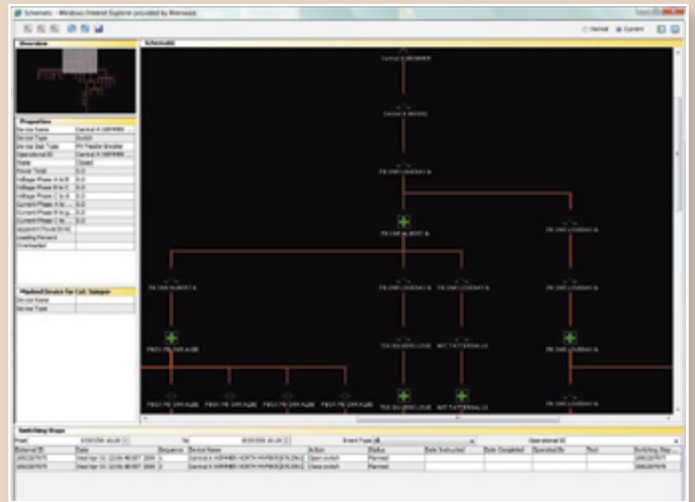
- Network management support for low voltage (LV), medium voltage (MV), and high voltage (HV).
- Improved performance/regulatory metrics.

# Trimble eRespond for Electric Utilities

- Auditable regulatory and management reporting.
- Reduced IT total cost of ownership (TCO) via next generation architecture and technology.
- Supports best of breed business processes.
- Standard and certified integration capabilities including IEC61968 CIM Compatible.
- Records manual switching and standard interfaces for SCADA/DMS.
- Standard interfaces allowing you to maximize the benefits of eRespond through automated timely information flow from AMI, telemetry, field, and ERP systems to detect outages and identify equipment that needs maintenance.
- Intelligent use of AMI and telemetry information.
- As Trimble eRespond operates via a thin client it is immediately deployable for all mobile employees and management.
- Easy integration of existing work management applications.
- System maintenance cost reduction through standardization of applied technologies.



Trimble eRespond provides a 'source to meter' interactive network model to support key fault management functions of fault localisation and call grouping, as well as providing support to control room remedial assessments



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