



## OUTAGE AND INCIDENT MANAGEMENT SOLUTION BENEFITS

Trimble eRespond helps utilities reduce costs and increase revenue by providing incident and outage 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 standardized 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

## INCIDENT AND OUTAGE MANAGEMENT FOR WATER UTILITIES

Trimble® eRespond™ Incident and Outage Management Solution for Water Utilities provides a comprehensive set of features designed to simplify the end-to-end process of fault management in a water distribution network. Additionally, eRespond acts as a 'bridging' or 'data fusion' application between the other 'typical' enterprise systems such as customer information systems (CIS), work management and geographic information systems (GIS). It provides a single window for key operational users who want to know overall incident status without having to look at different systems.

eRespond has optional capabilities in call take, work and resource management, and reporting—however it is just as comfortable integrated with third-party systems supplying those capabilities.

### Benefits:

The Trimble eRespond for Water Utilities solution provides significant benefits in the form of:

- Reduced penalties in an environment of regulatory scrutiny, reporting, accountability, and fines. eRespond aids the reduction of fines and reduced data collation effort for management and regulatory reporting.
- Cost reduction in day to day operations through greater efficiency in business process operations.
- Improved customer service/expectations.
- Significantly improved call grouping, reducing the instances of 'duplicate work creation' (some estimates up to 50% duplication of work in systems without event management).
- Quicker and more accurate fault location identification, with consequent reduction in fault durations and productivity.

- Improving leakage/achieving water balance.
- Improved supervisory 'situational awareness' during major incidents.
- Extensive fault history for assets and individual customers/premises.
- More accurate and easier regulatory (e.g. DG3) reporting.



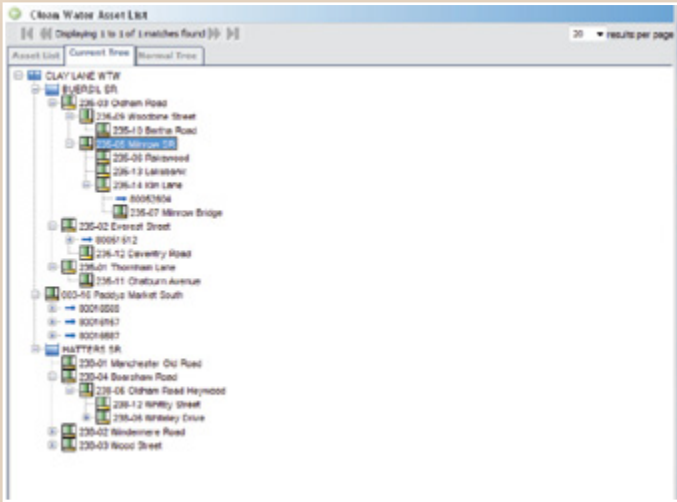
Events, customer calls, network assets, and properties can be displayed on the spatial viewer to aid fault and incident assessment

### Key Features:

The Trimble eRespond for Water Utilities solution has the following key features:

- Specially tailored call grouping, event identification and localization algorithms to suit the clean water environment, including special facilities to minimize multiple reporting of leakage events.
- An integral clean water distribution network model to support fault localization and general network visualization.

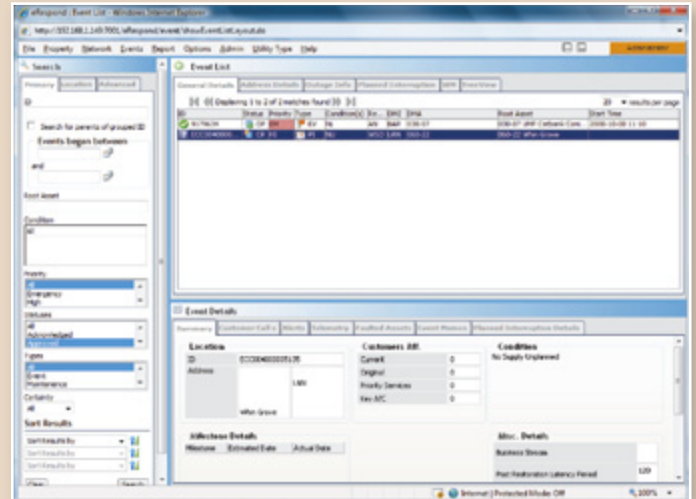
# Trimble eRespond for Water Utilities



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

- Standard interfaces to customer call handling systems to improve event/incident feedback at point of call.
- User friendly facilities to support timely and accurate event management, and minimize regulatory reporting 'rework'.
- Background 'monitoring' of key event parameters with automatic user alerting.
- Direct link from field to reporting.
- Reduced 'back-office' post-event data collation.
- Water Utilities—tailored event reporting functions to support accurate regulatory and management reporting.
- A suite of water utility—specific operational reports, available anytime directly via a few clicks of the mouse.
- Standard interface allowing you to maximise the benefits of eRespond through automated timely information flow from telemetry, field, and ERP systems.
- Multi-mode display of fault information, including tabular, schematic, and spatial displays.

- eRespond has optional capabilities in call take, work and resource management, and reporting—however it is just as comfortable integrated with third party systems supplying those capabilities.
- Ease/automate customer compensation.



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 on just the key events.

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**ELECTRONIC DATA SOLUTIONS®**

P. O. Box 31  
Jerome, ID 83338  
Ph: 208-324-8006  
[www.elecdta.com](http://www.elecdta.com)

CONTACT YOUR LOCAL TRIMBLE OFFICE OR REPRESENTATIVE

**UTILITIES FIELD SOLUTIONS**  
**Trimble Navigation Limited**  
4955 Corporate Drive NW  
Suite #301  
Huntsville, AL 35805-6201  
USA  
+1-256-864-3400 Phone  
+1-256-864-3401 Fax

**UTILITIES FIELD SOLUTIONS**  
**Trimble Navigation Limited**  
5001 Airport Plaza Drive  
Suite #210  
Long Beach, CA 90815  
USA  
+1-562-608-4300 Phone  
+1-562-420-3522 Fax

**UTILITIES FIELD SOLUTIONS**  
**Trimble Navigation Limited**  
National Software Centre  
Mahon  
Cork  
Ireland  
+353 21 2309328 Phone  
+353 21 2309368 Fax