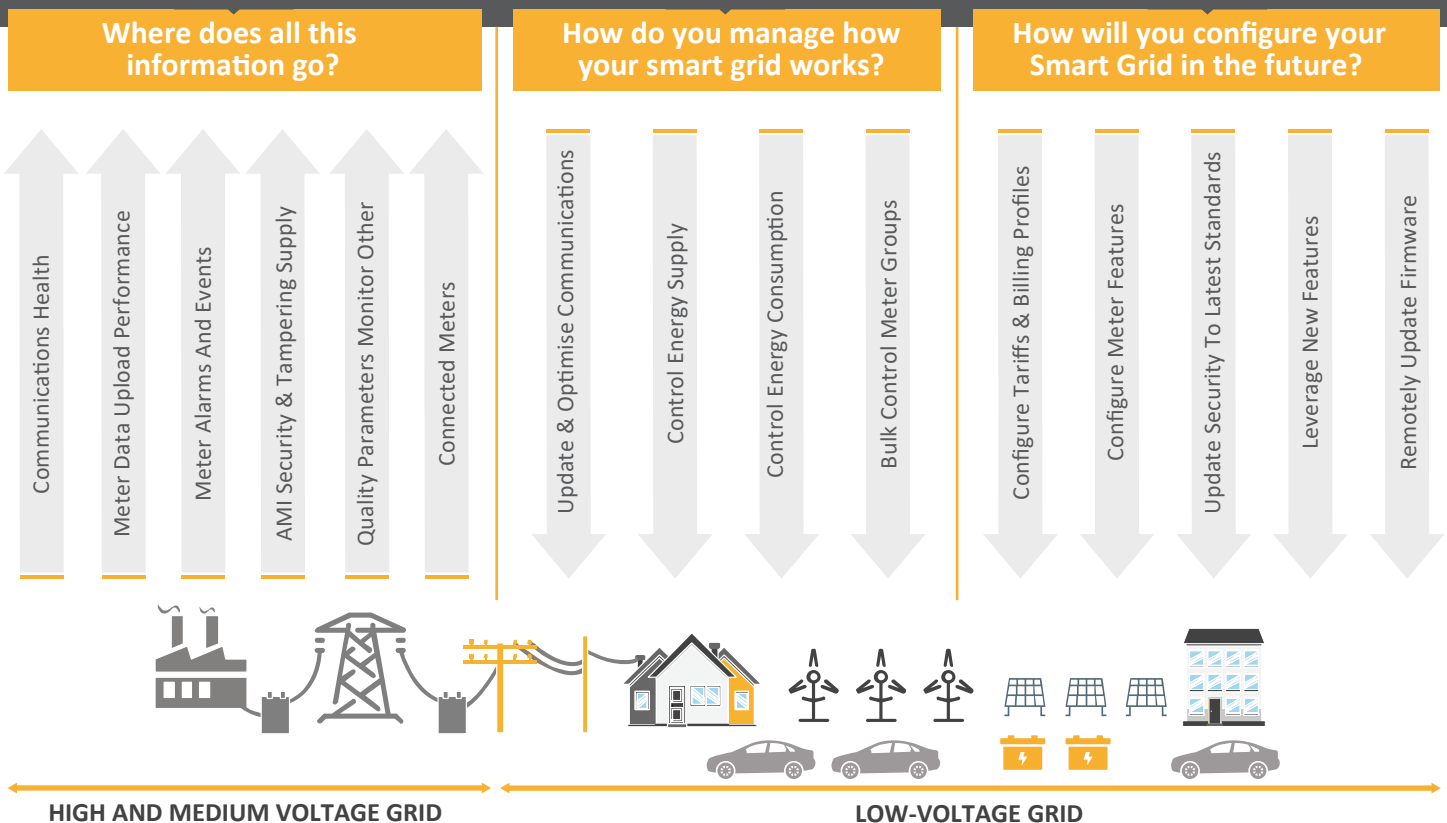# Grid Operations

Grid Operations helps you operationalize your smart meter deployment. This software solution provides the features for fault management, configuration management, accounting, performance management and security which are essential for you to run your smart grid optimally and maintain the all-important meter-to-cash process upon which your smart meter strategy is based.

Grid Operations will help you:

- Gain enhanced visibility of your AMI and energy services to better manage your smart meter infrastructure
- Control your AMI to deliver energy services and other value-added functions provided by your smart meters
- Maintain, adapt and innovate to meet market demand and regulatory evolution through secure remote configuration and FW downloads
- Manage growth in your smart meter deployment and limit scaling your operations teams to achieve improved op-ex efficiency

GRID OPERATIONS PROVIDES YOUR UNIFIED SMART METER OPERATIONS ENVIRONMENT

Where does all this information go?

- Communications Health
- Meter Data Upload Performance
- Meter Alarms And Events
- AMI Security & Tampering Supply
- Quality Parameters Monitor Other
- Connected Meters

How do you manage how your smart grid works?

- Update & Optimise Communications
- Control Energy Supply
- Control Energy Consumption
- Bulk Control Meter Groups

How will you configure your Smart Grid in the future?

- Configure Tariffs & Billing Profiles
- Configure Meter Features
- Update Security To Latest Standards
- Leverage New Features
- Remotely Update Firmware

HIGH AND MEDIUM VOLTAGE GRID

LOW-VOLTAGE GRID

Focus on Business Outcomes	Extended Technology Capabilities

Focus on Business Outcomes

- Maintain your meter-to-cash process performance and safe-guard your revenue stream
- Reduce operational expense and number of truck-rolls
- Reduce capital expense
- Keep up-to-date with latest security and functional capabilities
- Reduce revenue leakage and fraud
- Improve customer experience

Extended Technology Capabilities

- Monitor communications against your own SLAs and identify areas for improvement
- Diagnose and localise in the back-office before engaging field-force
- Understand the health of the smart meter assets, both current and historic
- Download new configurations and firmware from the head-end and monitor for success
- Identify cases of potential fraud and react quickly to non-paying customers
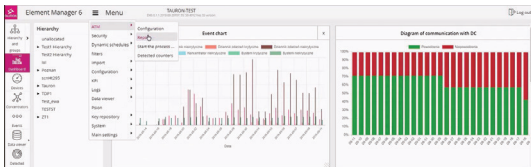
Pre-integrated and Ready to Go

Grid Operations integrates to your OSGP solution through the System Software HES. Deploy adaptors to leverage non-OSGP deployments. No need to go through expensive and time-consuming integration and customisation with "heavy weight" MDMS platforms.

Single System, Simplified Deployment, Simplified Operation, More Agility

Grid Operations provides all the tools needed to operate the smart meters from a single application. This simplifies deployment, training, staffing needs, and means that you can change how the tool supports your operational processes faster. This means you can focus on business outcomes for process improvement, rather than worrying about complex integration and system issues.

A User Command Center for Smart Grid Operations

User definable dashboards, based on your own KPI and SLA definitions, provide quick visibility on problems in the grid that you need to address, including meter faults, communications problems and download and configuration limitations.

Based on Real Operational Scenarios

Grid Operations is focused on the real operational tasks you need to perform, and helps you execute these efficiently, ensuring you have the right information to hand when you make operational decisions. Key scenarios include:

- Deploy new meters
- Connect/disconnect/single/mass: initiate, monitor progress and complete
- Bulk update meter configurations: initiate, monitor progress and complete
- Bulk update meter firmware: initiate, monitor progress and complete
- Identify, localise and resolve communications problems
- Change a communications schedule to improve performance and KPIs
- Create customised views of information; dashboard and filters
- KPI measurement configuration
- View events and identify problems on meters
- View event history for a single meter, indicating problem meter and problem customer

Applicable for Established or New Smart Meter Investments

If you are just starting on your smart meter deployment, Grid Operations will give you a head-start in maintaining the high-quality of operational process and meter-to-cash process that your business case is built on. If you have an established smart meter deployment, then Grid Operations can be used to help you stream-line existing operational processes to reduce operational costs, time-to-restore, time-to-provision and track mean-time-between-failure.

Flexible Deployment Options

Many DSOs are now deploying into the cloud. Grid Operations can be deployed on your own IT, your private cloud, or in the public cloud.