



## Software Solutions for Utilities

# Respond: Maintenance Planning

Planned Maintenance work is the main reason for network interruptions for most utilities. Effective management of the planned outage is critical to maintaining customer relationships and reducing risks to service level agreements.

## Features

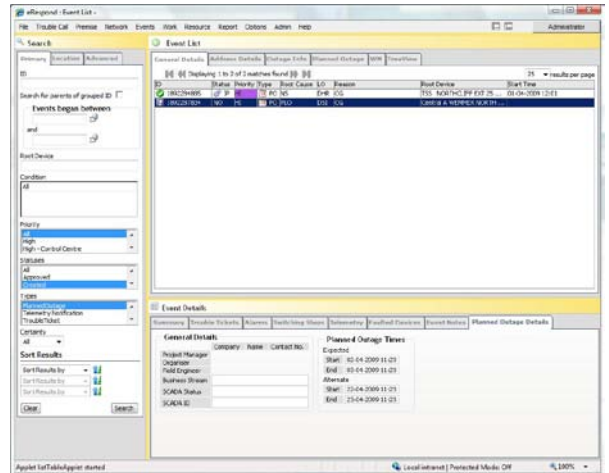
- Proactive notification of planned outages
- Identification of key accounts early in the process so disruption can be discussed and changed if required
- Tracking of calls from customers who claim they were not notified
- Tracking of Planned Outage milestones
- Planned Outage Reporting
- Full Approval Cycle
- Planned Outage Approval Report
- Analysis of upcoming planned outages to identify where outages can be merged or run concurrently to reduce customer minutes lost
- Full Audit Trail
- SMS to Key Account Managers of impending Planned Outages about to start
- Alarms at each stage of a planned outage
- Publish Planned Outages to a corporate web site

## Proactive Notification of Planned Outages

The system automatically generates a list of customers that will be affected by an outage these can be saved to an xml file to allow for a third party application to import them or for use in Word for producing cards or a mail merge etc...

## Identify Key Accounts

The system identifies key accounts that will be affected by a planned outage at an early stage to allow these customers to affect the planned outage or enough time to prepare for the outage.



Planned Outages in Event Screen

## Track Calls from Customers who claim they were not notified

eRespond tracks all calls during a planned outage and identifies customers not informed of the outage. These customers may be entitled to compensation and or their link to the network may be incorrect. eRespond provided a mechanism to correct the link to the network if required and can export the changes data to the required 3<sup>rd</sup> party system.

## Alarms

eRespond comes with a standard alarm management system, this has been designed to cater for alarming operators when certain conditions are met, failure to respond to an alarm involves escalation of the alarm to higher management. Standard alarms for planned outages would be

- Planned Outage Due to Start
- Estimated time of Restoration about to expire
- Planned Outage Failed to Start
- Planned Switching Steps have been Changed



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### Full Approval Cycle

eRespond can be used to manage a planned outage from the initial proposed stage to approval onto customers notified, in progress and finally completed.

### Further Information

This product is intended to give a brief overview of the main functions and benefits of eRespond. For further details:

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