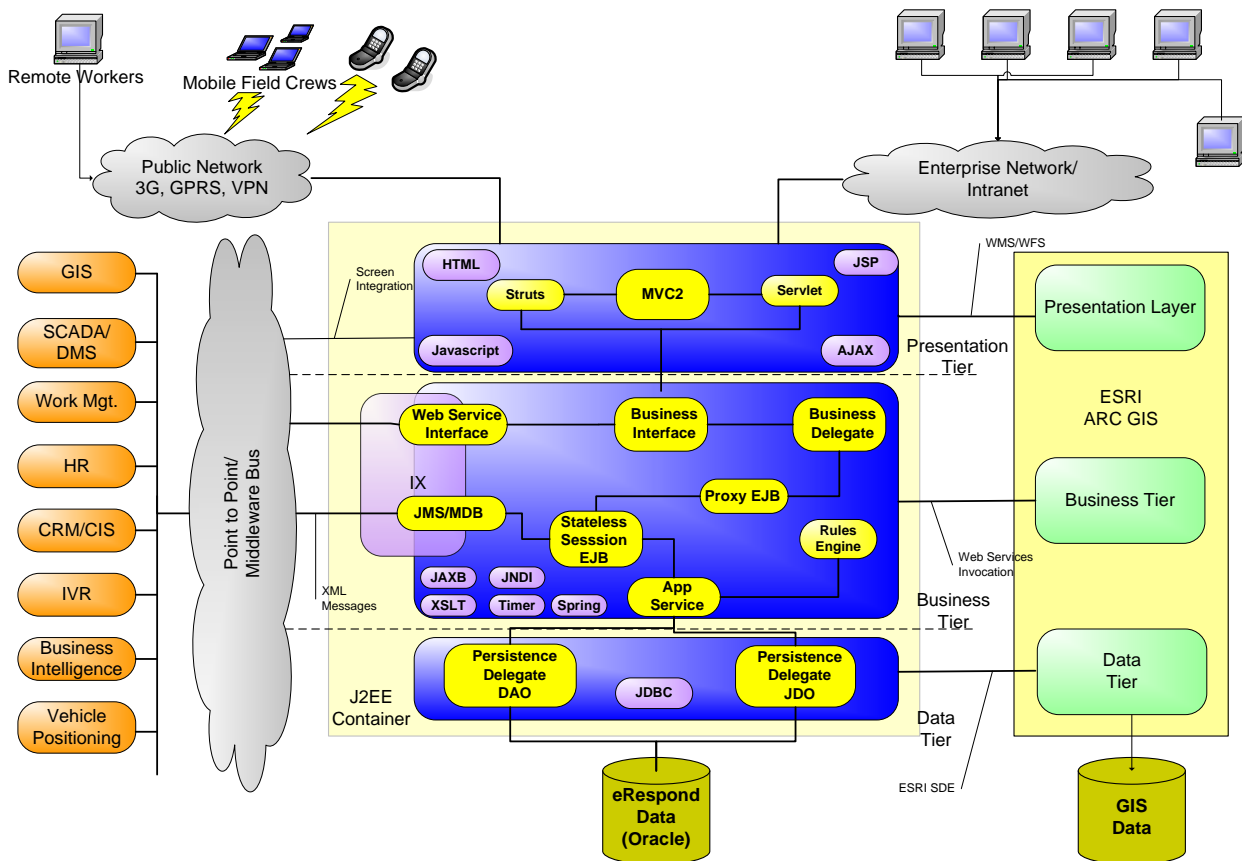




## Software Solutions for Utilities

# eRespond: Architecture



## Features

eRespond is a Java based, J2EE compliant application. The eRespond architecture follows the classic n-tier architecture of best practice enterprise applications and enables the following characteristics:

- **Modular:** eRespond has been designed to be modular, with specific modules enabled/disabled depending on customers business processes and wider application landscape. A specific deployment will only use the required modules, ensuring that valuable resources are not wasted on unnecessary application 'bloat'.
- **Thin Clients:** The eRespond user interface is entirely browser based and is accessible from remote locations. This makes it ideal for mobile field users to access the application as only a browser capable device and connectivity is required.
- **Resilience:** eRespond supports highly available deployment configurations ranging from Active-Passive to full Active- Active cluster arrangements. These configurations may be tailored for individual customers needs and operating environments.
- **Scalability:** As a standard J2EE application, eRespond can scale to exploit both extra hardware resources on a single machine and across multiple machines in a load balanced cluster. This enables support for a variation of customer sizes from small municipal to very large national utilities.



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- **Integration:** An OMS must integrate with many other applications in the utility landscape. The Integration Exchange (IX) module of eRespond facilitates integration of eRespond with 3<sup>rd</sup> party applications by providing a standard portfolio of interfaces to applications such as GIS, SCADA/DMS, Work/Asset Management and CRM systems. These interfaces use industry standards and technologies (e.g. IEC 61968, Web Services, XML, JMS) to ensure openness and facilitate rapid integration. Where integration of legacy applications is required, proprietary interfaces may also be used (as plugins to the IX framework).  
All interfaces have been designed as multi utility interfaces and the exchanges/messages in the interfaces were based on the business processes supported by the integrated applications. We have found that many business processes are similar across multiple utility types and that it is the low level detail and business rules that are different
- **Portability:** As a standard J2EE application, eRespond is portable across hardware platforms, running on any platform for which a J2EE container is available. eRespond is also portable across J2EE containers. Customer deployments are currently WebLogic and NetWeaver (for which eRespond is certified by SAP).
- **Flexible:** Fits corporate strategy of outsourcing / off-shoring non core-business elements. Supports Software on Demand / Software as a Service
- **Monitoring:** Fits within modern data centre strategy for monitoring, maintenance and backup strategies

### Further Information

This is intended to give a brief overview of the architecture of eRespond. For further details:

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