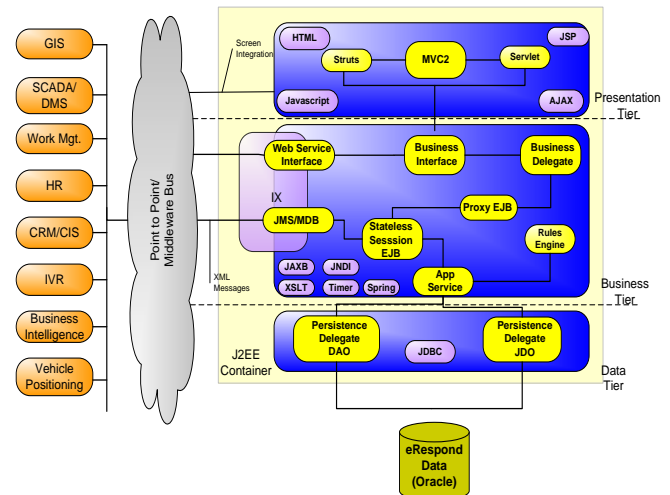




eRespond: Integration

An Outage Management System must integrate into a variety of other application in the utility landscape. eRespond comes with its own interface module called IX (Integration Exchange). Out of the box eRespond will come with a standard set of interfaces based on industry standards and delivered through IX to integrate with other systems to ensure openness and facilitate rapid integration. These standard interfaces allow for integration to the following system using either JMS or SOAP messages

- Customer and Billing
- Work and Asset Management
- GIS
- SCADA /DMS
- HR
- HR
- Mobile
- IVR
- Business Intelligence
- GPS Tracking
- Customer Contact
- Web Site



The SCADA/DMS interface is based on CIM standards (IEC61968). 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.

The eRespond's integration exchange (IX) system is based best of breed web services and XML. It provides the following features

- Framework based, Eases Integration – faster, more reliable, standards based
- Built-in transformation capability
- XML and CSV data formats
- Oracle Staging Tables can also be used
- Provides publish and subscribe, point to point, store and forward, guaranteed delivery with synchronous or asynchronous
- Fully Scalable and Fault Tolerant
- Where integration of legacy applications is required, proprietary interfaces may also be used (as plugins to the IX framework).



Software Solutions for Utilities

Further Information

This is intended to give a brief overview of the integration features and benefits of eRespond. For further details:

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