Digital Energy
Advanced Distribution Management Solutions (ADMS) Portfolio: Outage Response | Outage Management

OVERVIEW
Harnessing data and enhancing situational intelligence for end-to-end Outage Management

As a component of the ADMS portfolio, GE’s Outage Management application supports a utility’s network management and restoration process, providing operators with the situational intelligence required to quickly assess critical inputs and variables to determine the best course of action. Outage Management provides end-to-end outage management and dispatch capabilities integral to a utility’s day-to-day outage management and storm restoration processes.

GE’s Outage Management helps reduce the time and resources necessary to deal with service interruptions, thus improving reliability, service levels and, most importantly, increasing customer satisfaction. Outage Management can also be used to assign and manage various non-outage work activities across geographic regions and user organizations including planned orders, requests and switching, streetlight investigations, follow-up orders and vegetation management orders.

GE’s Outage Management:
• Provides an optimized end-to-end outage workflow, oriented around utilities’ business process
• Ensures a faster and more efficient recovery with geospatial visualization tools and seamlessly integrated mobile workforce applications
• Provides a “one-stop-shop” for routine work. Up to 80% of the operators’ work can be done from a single screen
• Designed to leverage future automation to position your utility to take advantage of future functionalities that will be available to your organization
• Delivers a modern and efficient layout with the ability to tailor to suit users’ needs, respecting your organization’s uniqueness

BUSINESS CHALLENGE
Severe weather events heavily strain personnel and processes. Operators contend with huge amounts of real-time data from a multitude of sources.

The intelligent presentation of data, optimized restoration workflow, and coordination of activities across organizational boundaries results in quality decision making and an efficient plan of action, even during the most challenging events.

REAL RESULTS

100K Calls/Hour
Effectively and efficiently manage 100,000+ calls per hour

$2M Saved
At single utility via reduction in time to manage large storms

100 Truck Rolls
Savings every month at 2M customer utility via crew dispatch optimization

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**VALUE DELIVERED**

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<th>Reduce Outage Durations</th>
<th>Optimized Outage Workflow</th>
<th>Support for Multiple Organizations</th>
<th>Decentralize Restoration Activities</th>
<th>Empower Mobility</th>
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<td>Reduce outage duration of a 10-day storm response by 2 to 3 days, thereby significantly reducing costs or response</td>
<td>End-to-end workflow via integration and interoperability with existing utility systems, such as Customer Information Systems (CIS), Integrated Voice Response (IVR), AMI, etc.</td>
<td>Coordinated support for multiple organizations contributing to restoration efforts for more efficient workload leveling</td>
<td>Support restoration specialists across the company, and in remote working environments, during times of heavy use such as severe weather</td>
<td>Intelligent mobility solutions allow users to visualize real-time network data, capture network damage on various mobile devices and integrate data with control center</td>
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**OTHER KEY OUTAGE RESPONSE MODULES**

- **AMI/Smart Meter Integration**
  - Advanced AMI interaction, including automated restoration verification, AMI notification filtering and ad-hoc pinging

- **Mobile Outage Response**
  - Empowers mobile workers and enables the redesign of processes around the mobilization of crews. Captures major damage with results immediately available in the Control Center

- **Storm Assist**
  - Support the restoration process through the decentralization of outage dispatching functions, helping utilities rapidly scale the number of dispatching personnel to from any location quickly and securely

- **Storm Readiness**
  - Leverages high-resolution weather forecasts, historic outage data, crew response data and GIS to accurately forecast storm impact and plan effective response

GE’s Outage Response Outage Management application delivers scalability and performance when utilities need it most.

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