

Digital, visual, complete - automated gas outage and restoration management.

Gas operators now have an automated approach to replace manual processes for managing outage and restoration. Enhance operations and elevate customer satisfaction using the spatially enabled gas outage environment for your back office and field.

Gas OMS is a GIS-based leveraged software solution built on your Esri Enterprise.

Gas OMS supports both web and mobile clients. It provides the required visualization, mapping and integrated field tools for managing gas outages from start to finish. In addition, Gas OMS drives operational outage dashboards supporting multiple user groups across the organization including external stakeholders and customers.

Why GIS - GIS is a perfect technology to form the foundation for Gas OMS. Operators can visualize the events in the outage process from declaring an outage to shutting down and restoring an outage.

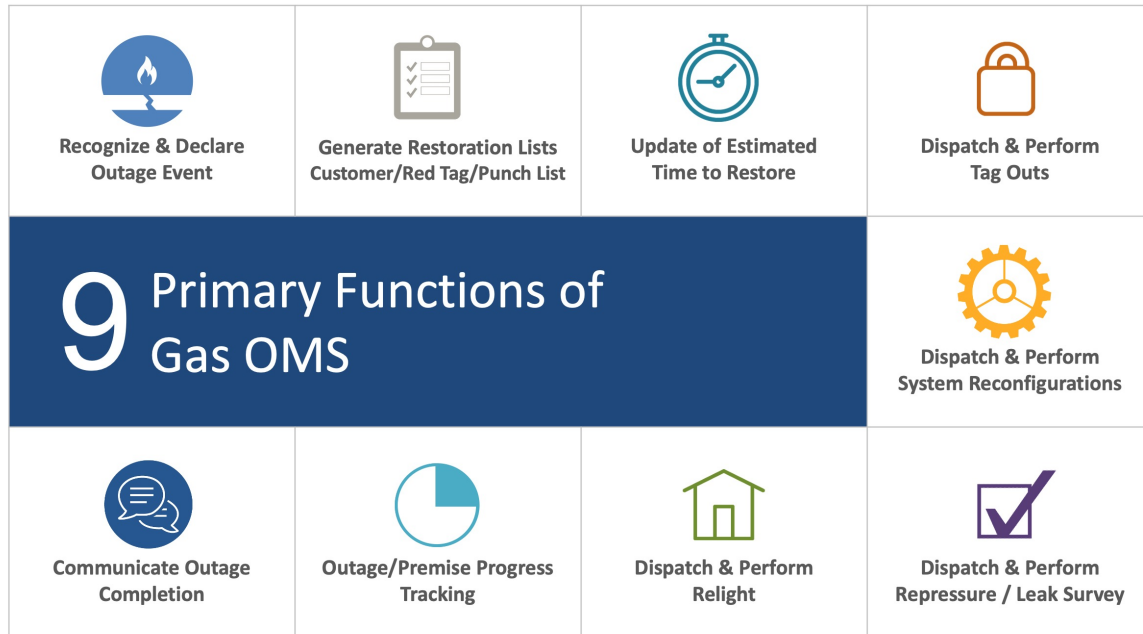
The utility GIS can exchange and display information with other systems and bring a variety of information together to display in managing the outage. This would include information regarding gas assets and models and from common operational systems like CIS, Work Management and Synergi.

Key Features & Benefits

- Increases understanding of outage boundaries and affected customers**
- Enhances outage restoration process and customer response**
- Enhances customer interaction and relationship increasing satisfaction**
- Enables visual outage progress and completion tracking and communication dashboards**
- Better information and connection to field system – lowers risk of errors and regulatory non-compliance**
- Better visibility into issues like flood zones, storm surge**
- Integrated view of Synergi analytics – hydraulic modeling results overlaid on top of GIS facilities**
- Optional ability to import outage locations via spreadsheet eliminating need to integrate with external systems**

Primary Functions

UDC worked with the Northeast Gas Association to define and refine a common workflow for managing gas outage. Together we identified the following functions for the base Gas OMS solution application.



How it Works

Gas OMS application details

Uses ArcGIS Enterprise web services

Portal for ArcGIS Application

Supports both web clients and ArcGIS mobile clients on Win and iOS devices

Requires a relational database management system (RDBMS) to manage gas outages and statuses

Has built-in workflow processes for each aspect of outage management

Incorporates dashboards supporting Ops Center, Executive Management, External Stakeholders and Regulators that can be displayed at a regional level

Deploys quickly

Integrates according to your timeline

Technical Requirements

CLIENT BROWSER /APPLICATION SERVER
<ul style="list-style-type: none"> • Microsoft IIS • Windows Server
APPLICATION LAYER
<ul style="list-style-type: none"> • Microsoft IIS • ArcGIS Server 10.3.1 – Current • Windows Server • ArcGIS 10.3.1 - Current for Desktop – for publishing services
PERSISTENCE LAYER
<ul style="list-style-type: none"> • SQL Server 2014 Database Engine • Windows Server

Opportunities to Interface with Enterprise Applications

Each utility can select the number of interfaces desired. **Synergi** is included as part of the Gas OMS foundation.

CIS – optional based on participating utilities

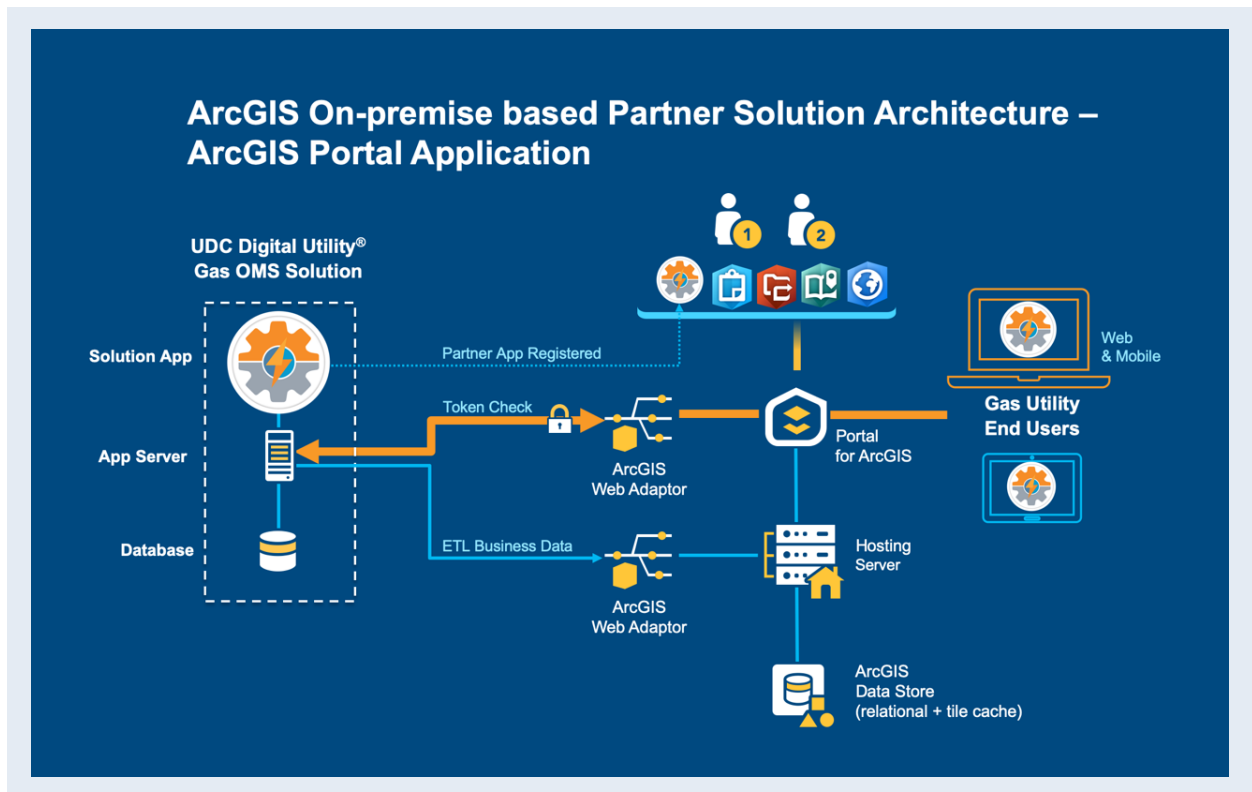
Work Management – optional based on participating utilities

SCADA – optional

Mobile Workforce Management – optional (GIS-based Gas OMS foundation comes with dispatching and mobile GIS/work order functionality)



Esri Architecture

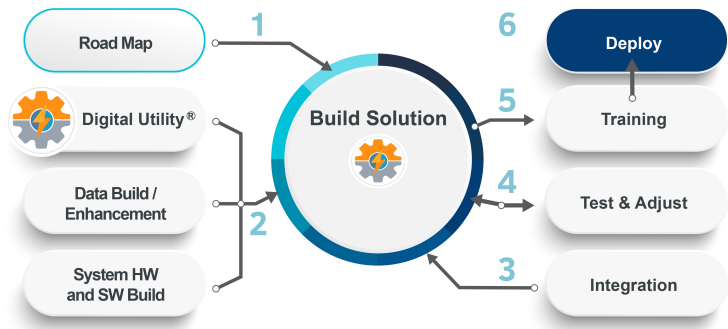


Scope of Work

Gas OMS Solution Implementation

The Gas OMS solution is configurable and adaptable to meet your needs.

The first step in implementation is based on mutually preparing an initial Road Map of what the solution will look like for your utility as well as a detailed plan and budget. Once your Road Map has been created, we move together with you through the remaining steps including any components identified in your Road Map.



Licensing and Support

Digital Utility® - Gas OMS is provided to UDC clients in conjunction with a software license agreement. Cost of licensing is based on implementation and configuration services. Once installed, it remains with your organization under a perpetual license for the software.

Further configuration can be performed by your utility. UDC will support the application and can support the development of any desired interfaces.

The Gas OMS license comes with initial services and training as well as year-one support. Additional support levels are available – *options noted at right.*

LEVEL 1
<ul style="list-style-type: none"> Gas OMS product updates and phone support
LEVEL 2
<ul style="list-style-type: none"> Includes error diagnostics in addition to Level 1
LEVEL 3
<ul style="list-style-type: none"> Level 2 support services plus error resolution

Next Steps

Take the next step towards fully automating your outage and restoration processes.

We invite you to contact us to talk about your outage program and to schedule a functional walk-through of the Gas OMS base application.

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