

## Multiple systems displayed in one place, in real-time for enhanced electric outage communications.

Create operational outage views for internal teams and external customers using a spatially enabled, dynamic network dashboard driven by one or many of your current outage systems.

**DyAN™ is the leveraged software component for building out your Outage Communications solution for displaying your desired electric outage information.**

Built on the Esri Enterprise, DyAN provides multisystem views in one application to enhance utility outage communications. DyAN is set apart from other outage applications by its centralized, interactive, real-time display of outage status and progress. In addition, this solution includes playback of named storm events for post event review and analysis.

The flexible nature of DyAN's widget-based design allows us to customize outage views based on your available systems, audience and desired level of communication. External dashboard views can be displayed on your utility website providing a dedicated outage information resource for customers.

Relying on your data to drive the application, it can work with many of your operational systems including **OMS, AMI, Mobile Work Management, Demand Response, ADMS and SCADA Historian.**

## Key Features & Benefits

Full outage communication solution offering both internal views for management teams and external views for your customers

Provides real-time visualization of outage progress, estimated time to restore, and amount of spent within municipal boundaries

Enables analytical historic event playback, rewind, fast forward and pause

Plug & Play capabilities with outage management, mobile workforce management and SCADA Historian systems

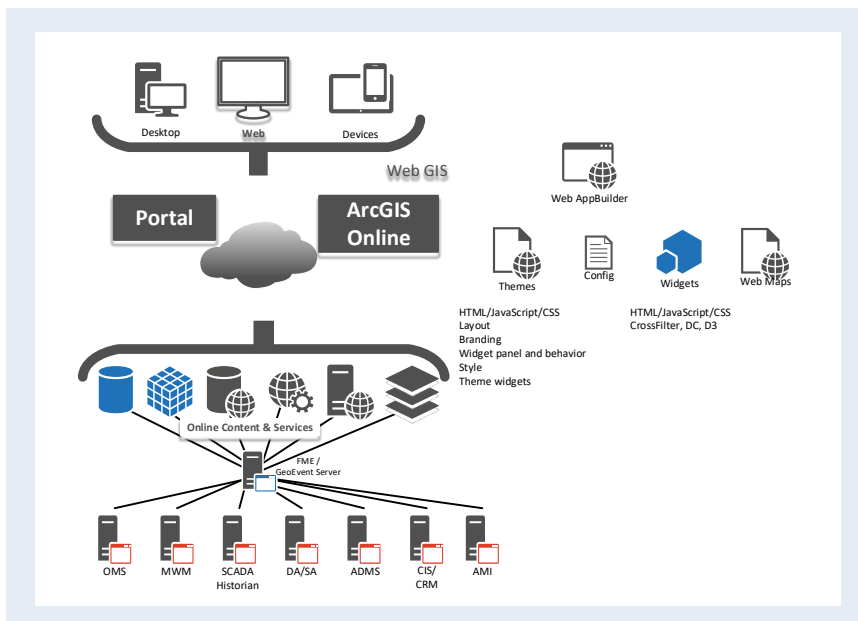
Contributes to improved business processes for increased efficiency and customer satisfaction

## Primary Capabilities

Capabilities	DyAN™ Dashboard
<b>Dynamic</b> auto updating of <b>map and widgets</b> to display real-time data and provide a <b>complete, consistent view of the current state</b>	✓
<b>Dualistic internal management views and external customer communication views</b> within a single leveraged software application	✓
<b>Interactive User</b> capabilities for all dashboard information panes	✓
<b>Graphic Historic Playback</b> with time slider for rewind, fast forward and pause capabilities	✓
<b>Graphic</b> crew visibility and tracking	✓
<b>Dynamically</b> auto updates and displays number of active outages and customers out	✓
<b>Dynamically</b> auto updates and displays number of outages and customers restored	✓
<b>Graphically</b> displays outage boundaries	✓
<b>Graphically</b> displays outages by township, zip code, neighborhoods and city	✓
Reports estimated time to restore per outage event	✓
Ability to name and <b>manage storm events</b> vs. individual native outages	✓
Provides capabilities for field workers view/access to outage status and feeder status	✓

## Esri Technology

### Architecture & Technical Requirements



#### CLIENT BROWSER / APPLICATION SERVER

- ArcGIS Pro 1.4
- ArcGIS Enterprise 10.6
- ArcGIS GeoEvent Server 10.6
- ArcGIS Data Store 10.6
- Web AppBuilder for ArcGIS 2.4

#### PERSISTENCE LAYER

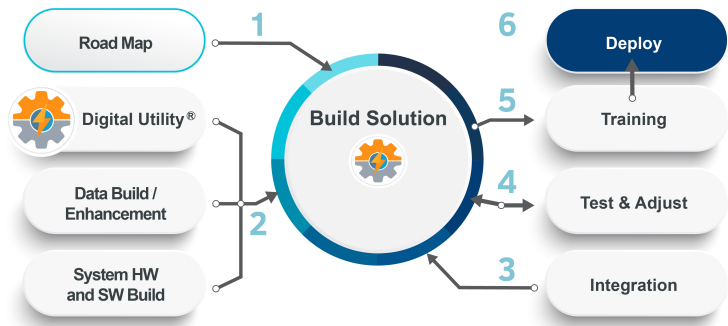
- SQL Server 2014 Database Engine
- SQL Server 2014 Reporting Service
- Windows Server

## Scope of Work

### Outage Communications – Grid Solution Implementation

The Outage Communication solution is flexible and adaptable to include your desired systems and 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 or interfaces identified in your Road Map.



## Licensing and Support

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

UDC will support the application and can support the development of any desired system interfaces.

The DyAN 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"> <li>DyAN updates and phone support</li> </ul>
LEVEL 2
<ul style="list-style-type: none"> <li>Support - Includes troubleshooting in addition to Level 1</li> </ul>
LEVEL 3
<ul style="list-style-type: none"> <li>Level 2 support services plus patches out of cycle or other individual support</li> </ul>

## Next Steps

**Take the next step towards enhanced internal and external outage communications.**

***We invite you to contact us to talk about your outage and asset management programs and to schedule a functional walk-through of the DyAN base application dashboard.***

Bill Larkin, VP Business Development  
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