



# Field Deployment Manager

Smart Metering Field Management Software

In today's evolving utility landscape, efficiency and accuracy are paramount concerns when deploying smart metering systems. Field Deployment Manager (FDM), Itron's next generation smart metering field management software, leverages decades of experience to deliver innovative management applications in support of smart metering installations and maintenance activities.

## KEY BENEFITS

- » Maximize efficiency of field and back-office personnel
- » Ensure high quality of field work and data capture
- » Minimize errors, reduce site revisits and back-office support
- » Track project progress, quality and assets end-to-end
- » Multi-vendor, commodity and segment

## SYSTEM OVERVIEW

FDM is a best-of-breed application designed to support both large and small deployments and maintenance activities. FDM software supports the

safe and efficient field deployment and maintenance of meters, communication modules and network equipment, as well as ensuring end-to-end operational efficiency for both back-office and field worker personnel.

## KEY FEATURES

### Robust Architecture

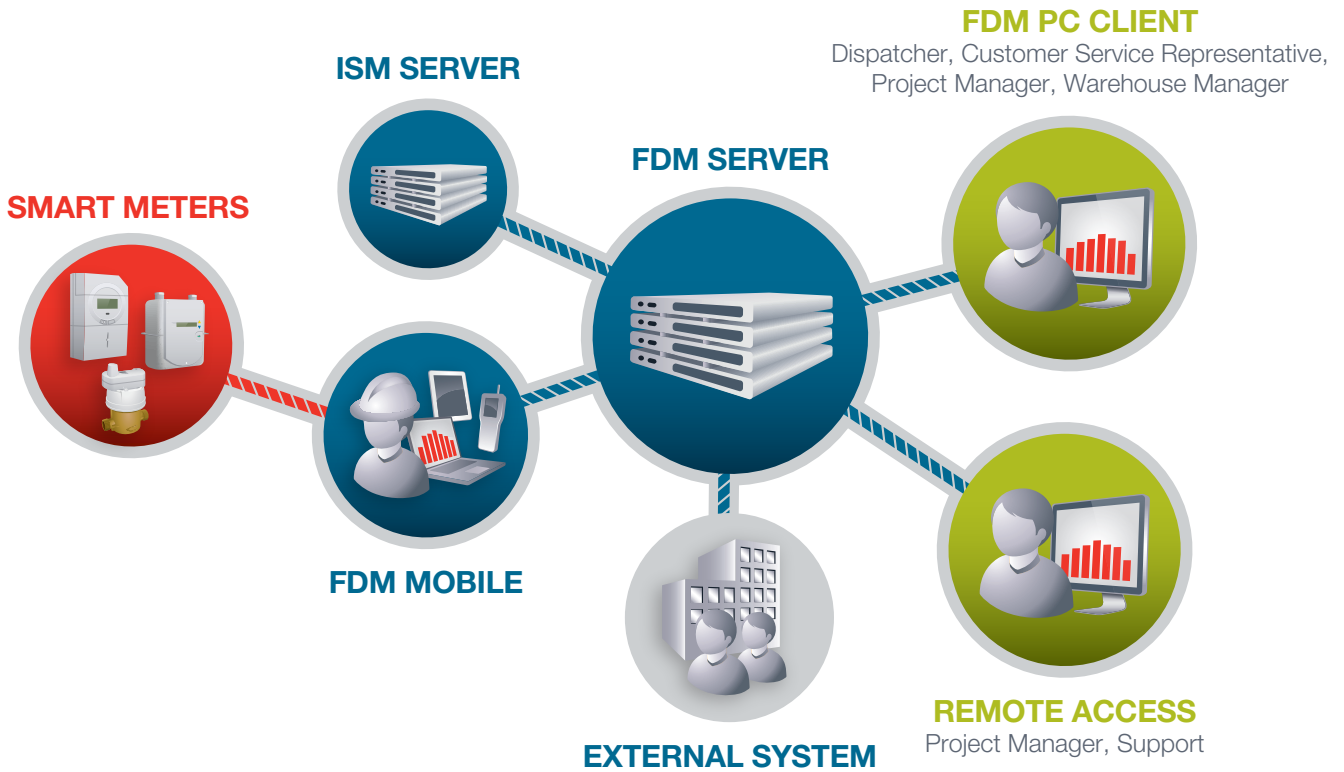
FDM is built upon a flexible client-server architecture, utilizing a smart client interface and Internet protocol (IP), and can support over 5,000,000 work orders. The FDM application can be hosted by Itron or in your utility's data center as a turnkey solution. The mobile client software runs on handhelds, laptops or

tablet PC. Electronic communication with the metering device is enabled using radio or probe. FDM architecture supports globalization, allowing you to localize the software to multiple languages.

### Technology & Security

FDM is built upon standard software technology with Microsoft Windows Server, SQL Server, with support for Active Directory integration. All FDM mobile data is stored encrypted, and data transfer to mobile clients is secured with AES-256 encryption. FDM interfaces with Itron Security Manager (ISM) that provides key management as part of Itron's global end-to-end security solution.

**SYSTEM ARCHITECTURE**



**BACK-OFFICE**

**Inventory**

The largest investment for every deployment project is the inventory to be installed. Errors in inventory transactions can occur at every project handoff. FDM validates and records all inventory transactions as they occur, and provides easy-to-use reports and notifications for

immediate validation and reconciliation. By tracking inventory to individual vehicles and work orders, FDM ensures that only valid inventory items are installed.

**Dispatching**

Work order dispatching activities are optimized by utilizing FDM's comprehensive dispatch, based on work orders, districts, routes, map or

crew dispatch features. Project defined exceptions such as installer permissions ensures work is dispatched to the right person at the right time.

**Acceptance**

FDM's Acceptance domain is designed to help meet contractual requirements for smart metering installation acceptance. It lets you track your project's progress across all routes as installation work orders are completed and the installations are validated through successful reads of the new meters, from Itron's AMI and mobile collection systems.

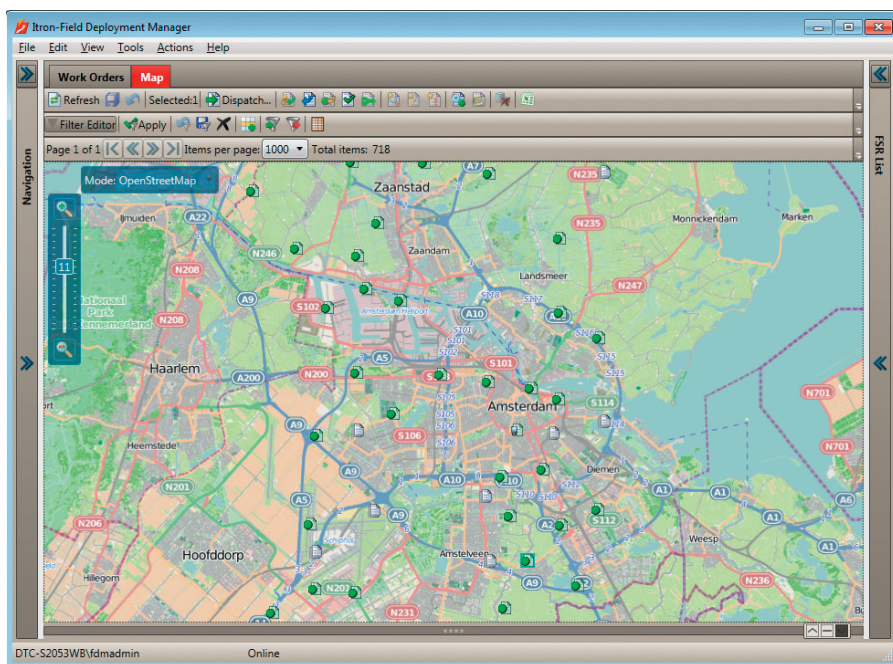
**Invoicing and Revenue Recognition**

To ensure accurate project invoicing from Itron, FDM is tightly integrated to the accounting system, which defines the elements of a work order and/or route completion tasks that FDM can invoice against (as specified by the project's contractual requirements).

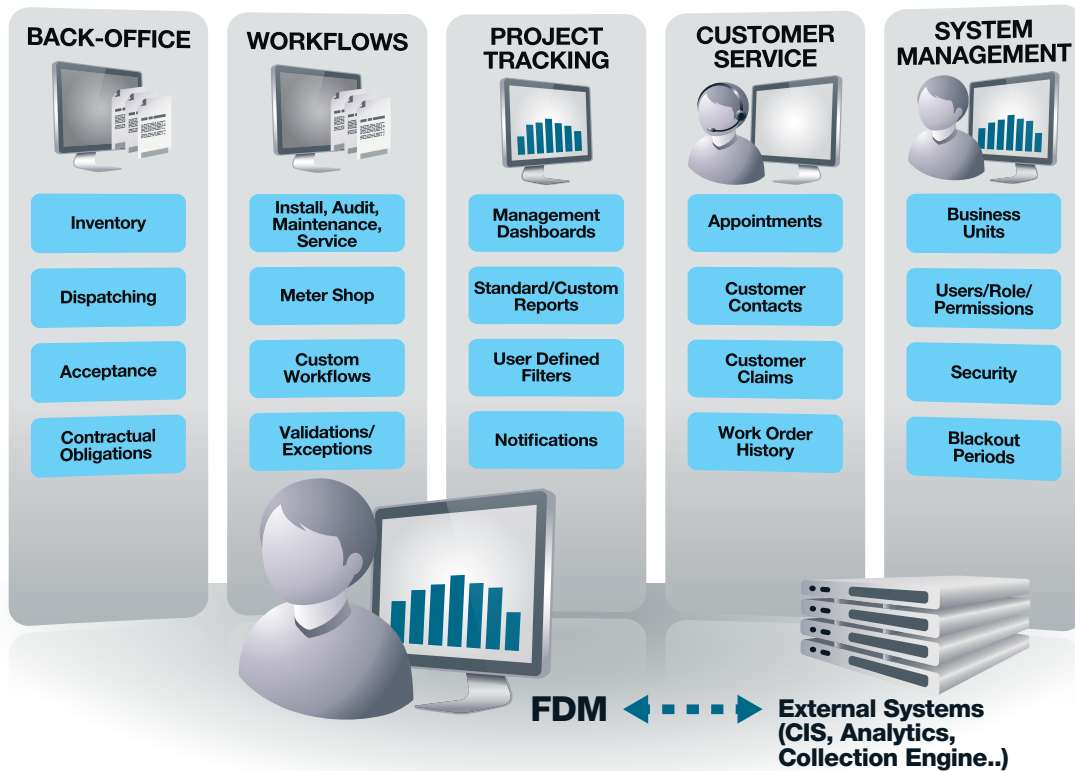
**WORKFLOWS**

**Standard/Custom Workflows**

FDM provides built-in support for automated procedures and workflows that leverage industry best practices in field management. FDM allows



## SYSTEM OVERVIEW



customization of its workflows to meet utility defined field processes. FDM workflows automate metering device programming to guarantee the correct parameter settings are set, electronically captures and validates installation data and ensures network connectivity. Unlike paper processing, installation time can be significantly reduced by capturing GPS coordinates, scanning bar codes, taking photos and electronically collecting meter readings, which minimizes erroneous manual data entry.

### Validations/Exceptions

Assuming a revisit service cost of €50, a utility installing 300,000 endpoints with a 3% error rate will spend €450,000 to fix mistakes. Errors and costly site revisits can be reduced or prevented with built-in electronic data validation in the field and back-office exception management.

### PROJECT TRACKING

Project progress, installation quality and work force productivity can be effectively managed by using FDM's project dashboards, standard and custom power filters, standard and custom reporting capabilities, system notifications and audit engine.

### Management Dashboards

FDM's dashboards allow to communicate project information to all project stakeholders, view project status to date and route saturation as well as view quality audit statistics, customer claims and open exceptions requiring closure.

### Standard & Custom Reports

FDM's reports dynamically aggregate installation statistics across business units so management personnel are afforded the ability to evaluate project status ensuring the installation objectives.

### User Defined Filters

Work orders can be filtered with user-defined criteria and user defined elements are displayed, including unique utility data elements. The data is exported as a .csv file for ad-hoc reporting or for use in external applications.

### Notifications

FDM notifications automatically deliver timely, critical information through email messages and emailed reports. FDM allows you to specify which notifications the system will generate and configure which trigger, daily and weekly notifications you would like to receive.

### CUSTOMER SERVICE

Customer service is significantly improved during the installation project by utilizing the appointment, customer contact and customer claims features.

### FDM TOOLS

FDM is also available as a standalone application called FDM Tools. FDM Tools provides you with a simple tool for performing various field tasks such as reading, resetting and programming of Itron smart metering devices.





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