



FDM Workorders

Installation and Maintenance Mobile Workforce Management System for Itron Smart Metering Technologies

In today's evolving utility automation landscape, maintaining high efficiency and data accuracy are paramount concerns when deploying smart metering solutions. Field Deployment Manager (FDM) Workorders, is the installation management solution of choice to quickly install and gather data around new deployments of Itron ERT® modules, meters and endpoints. Itron's FDM Workorders leverages decades of experience to deliver an innovative management application in support of smart metering installations and maintenance activities.

FDM Workorders supports both large and small deployments and maintenance activities across the utility. FDM Workorders increases installation productivity by assisting field service employees through a mobile application using optimized workflows to capture key information that can be delivered to other utility systems such as Meter Data Management (MDM), Geographic Information Systems

(GIS) and Customer Information Systems (CIS). Utilize FDM Workorders to help ensure your project's success by providing the project manager with dashboards, advanced filtering, appointment tracking, meter shop operations and other productivity enhancing features, including connections to Itron Security Manager (ISM).



Panasonic FZ-M1



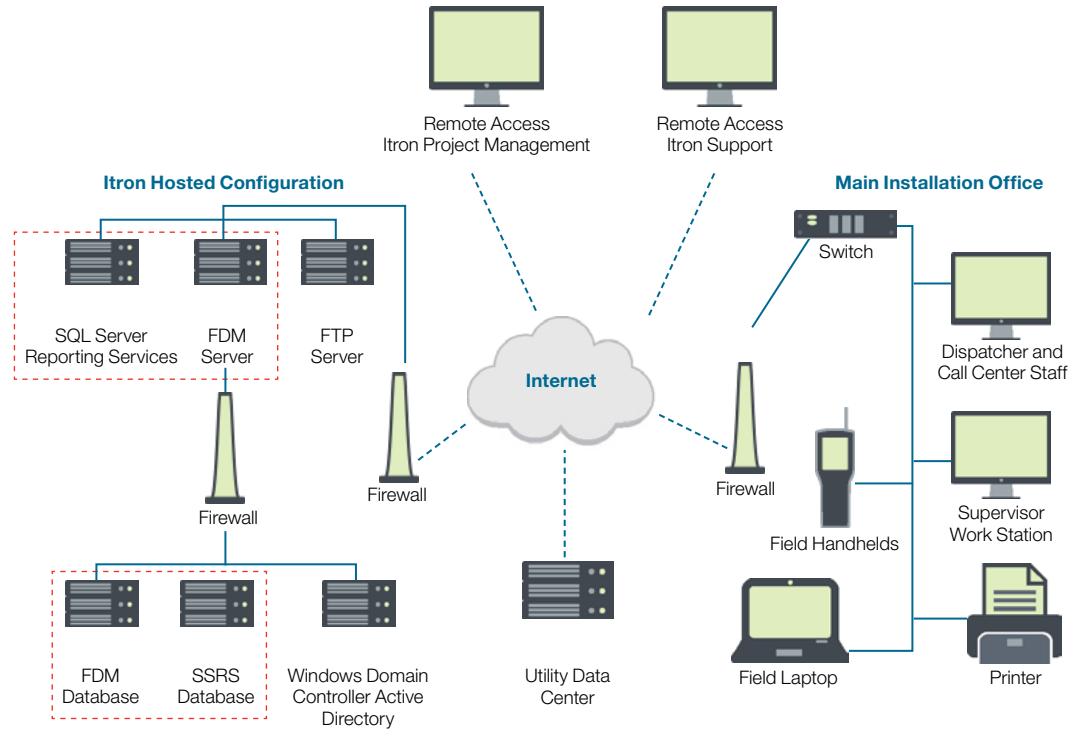
Windows 10 Laptop



Itron Mobile Radio



Wi-Fi Dongle



FDM WORKORDERS ARCHITECTURE

System Overview

FDM Workorders includes a suite of software products that enables managers to view work status, supervisors to track and manage work and field service employees to perform installation and maintenance operations with greater speed and accuracy.

The back-office administrative interface enables managers to increase visibility and efficiency through tools such as:

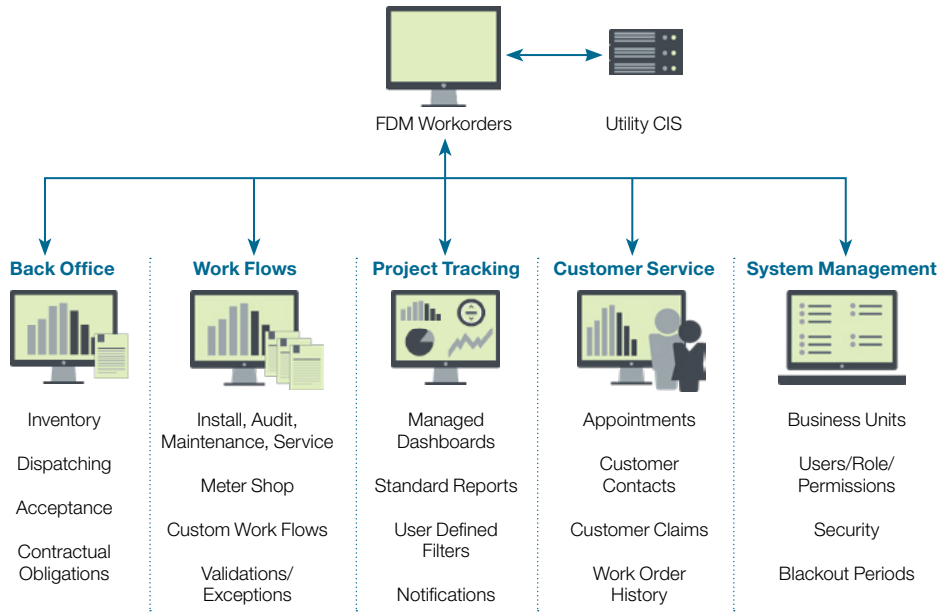
- » Inventory tracking
- » Invoicing & revenue recognition
- » Route acceptance
- » Notifications
- » Dashboards
- » Advanced filtering
- » Appointment tracking
- » Installer audits
- » Meter shop operations
- » Claims tracking
- » Exception managing

Your Field Service employees will work smarter and more efficiently when installing, replacing, validating or troubleshooting, resulting in higher productivity, less downtime and more accurate billing.

The FDM Workorders mobile application runs on existing FC300 handhelds and Windows 10 laptops and tablet computers. The field application automates endpoint programming to guarantee accurate ERT and meter configuration. The application also electronically captures and validates installation data, reducing errors and minimizing costly site revisits. It is also used to ensure ERT and meter connectivity to networks to support maintenance, service and meter shop work orders. FDM Workorders includes a robust quality audit system for verifying all work.

Inventory

One of the largest investments for deployment projects is the inventory of ERTs, meters and other equipment scheduled to be installed. Inventory data errors can occur at every handoff in a project. To help manage these transactions and keep constant track of assigned inventory, FDM Workorders validates and records all inventory transactions as they occur. The administrative interface provides easy-to-use reports and notifications of inventory activity. By tracking inventory to individual vehicles and work orders, FDM Workorders ensures that only valid inventory items are installed at a customer premise.



Intelis Gas Meter

FDM WORKORDERS OVERVIEW

Invoicing and Revenue Recognition

FDM Workorders helps to ensure accurate project invoicing by helping define the elements of a work order and/or route completion tasks that can be invoiced against. FDM Workorders can also be used to determine which data is saved within invoice snapshots at the time of invoicing for validation.

Acceptance

The Acceptance features of FDM Workorders is designed to help managers of large meter deployment projects meet the utility's requirements for meter and ERT installation acceptance. It lets you track your project's progress across all routes as work orders are completed while installations are validated through successful reads of the new installations. FDM Workorders can accept meter read validations data from the latest Itron AMR and AMI systems.

Notifications

FDM Workorders contains a notification system that can automatically deliver timely, critical information to subscribers through email messages and emailed reports. A supervisor or manager can specify which notifications the system should generate for the project.

Benefits

- » Reduce errors and costly site revisits with electronic data validation in the field and back office exception management
- » Reduce lost inventory by tracking ERTs and meters from the factory to each warehouse, install vehicle and customer premise installation location
- » Effectively manage project progress, installation quality and work force productivity through built-in dashboards, auditing, filtering, notifications and reporting capabilities



OpenWay® Riva Electric Meter



OpenWay Riva 500W ERT® Module

- » Dynamically aggregate installation statistics across business units so management personnel are afforded the ability to evaluate project status ensuring your installation objectives
- » Optimize work order dispatch activities using several built-in, purpose-built dispatch screens including route-based, workorder-based, map-based, or crew-based; along with tools focused on route and district closure tasks using a specialized dispatch interface
- » Identify and resolve problems by verifying the activity performed on each work order with FDM's work order historical data view
- » Improve customer service during your installation project by utilizing the appointment, customer contact and customer claims features
- » Significantly reduce installation time when using existing Itron FC300 handheld computers or Panasonic tablets: capture GPS coordinates, scan bar codes, take field images, and more
- » Minimize manual data entry by using picklists as well as reduce record keeping errors involved with paper processing
- » Comprehensive project reporting through the dashboard, custom filtering, standard and custom SQL reports and system notifications
- » Filter work orders with user-defined criteria and display project information including unique utility data elements. Export data as a .csv file for ad-hoc reporting or for use in external applications
- » Built-in support for automated procedures
- » Support for both clustered and random audits with FDM's Audit Engine
- » Project defined exceptions such as blackout periods and installer permissions to ensure work is dispatched to the right person at the right time
- » Robust customer service features: meter access program, fixed and windowed appointment scheduling, and customer contact/claims tracking
- » The exceptions work order list can be filtered to easily locate and resolve work orders with exceptions
- » Create and manage optional field originated work orders, found completes, and can't complete field activities
- » Mobile Application features include quick search and filter, and business unit switching
- » All mobile data is stored and encrypted in a local database using each user's credentials

FEATURES

- » A customizable dashboard communicates project information to all project stakeholders. View project status to-date; planned vs. actual; cumulative/non-cumulative; actual by district; and route saturation. Also view quality audit statistics, customer claims and open exceptions requiring closure

When using a laptop or tablet computer, an Itron Mobile Radio (IMR) must be used to communicate with most Itron endpoints, ERTs, meters and other devices. To communicate with some Itron OpenWay® ERTs and other meters, an Optical Probe, Wi-Fi or ZigBee dongle connected to a USB port may be required.

SUPPORTED METERS, ENDPOINTS AND MODULES

FDM Workorders supports the latest in Itron ERT, meter and endpoint technologies including, but not limited to:

- » Itron OpenWay® Riva 500G ERT® Module
- » Itron OpenWay® Riva 500W ERT® Module
- » Itron OpenWay® Riva Electricity Meter
- » OpenWay® CENTRON® Meter
- » CENTRON® Bridge Meter
- » Intelis Gas Meter
- » Gen™5 500G ERT® Module
- » Itron 100G and 100W ERT® Modules
- » 60W and 60WP ERT® Modules
- » Itron 40G and 40GB ERT® Modules
- » OpenWay® GRD
- » 100T-CP
- » Many other legacy endpoints and meters
- » Deployment of any meter that does not require programming during installation

NEED A SIMPLER SOLUTION?

Customers that do not require the ability to capture or store meter installation data can consider Itron's FDM Tools solution for basic ERT and meter installation and validation.

Contact your Itron Sales representative or visit itron.com for more information.

SUPPORTED MOBILE DEVICES

FDM Workorders Mobile Client operates on Itron FC300 handhelds with built-in radio, or a laptop/tablet running the Windows 10 operating system. Itron recommends the Panasonic FZ-G1 and FZ-M1 Toughpad tablets, which can be supplied by Itron.



Join us in creating a more **resourceful world**.
To learn more visit itron.com

CORPORATE HQ

2111 North Molter Road
Liberty Lake, WA 99019 USA

Phone: 1.800.635.5461

Fax: 1.509.891.3355