



# Outage Management System

OMS simplifies the ability for utilities to track and map outages with a focus on electric and fiber services



- ✔ Manages electric outages at the meter and protective device level
- ✔ Integrates with the leading AMI providers
- ✔ Includes a configurable, high call capacity, rule based IVR
  - Automatically accumulate customer outages by phone call or text message
  - Provides customer with options for outage status updates
  - Recognizes and updates customer when account is part of a utility identified outage
  - Allows for customer to leave a voice mail message
- ✔ Automatically logs and maps outages reported by AMI and IVR
- ✔ Simple process for CSRs to manually log a customer reported outage
- ✔ Includes a generalized customer facing outage map
- ✔ Ping a single meter or with one click the meters down stream of a protective device
  - Confirm outage restoration while workers are still onsite
  - Identify nested outages
- ✔ Integrates with CIS to continually update active accounts
- ✔ Integrates with GIS
  - View outages relative to network infrastructure
  - Source for network connectivity
- ✔ User configurable predictive analysis for protective devices
- ✔ Maintains a history of outage events
  - Review past events for individual customers
  - Replay tool for viewing and stepping through system wide events

