

## ACLARA SMART GRID SOLUTIONS

Aclara Smart Grid Solutions is the developer of ProField®, the award-winning mobile workforce management technology used for smart metering deployments. ProField is the industry's only integrated solution for mobile workforce management, easing the road to the smart grid for utilities by effectively managing AMI rollouts — ensuring safety, reliability, on-time completion, and enhancing customer engagement. Aclara Smart Grid Solutions licenses ProField around the world and also utilizes the technology for its own meter replacement and network equipment installation services for electric, water, and gas utilities.

## Basic Post-Rollout Use Cases

Following smart meter deployment, ProFieldENCORE supports multiple “steady-state” work orders, including:

Service Type	Work Order Type	ProField ENCORE
Electric	Install/Exchange/Inspect/Remove Meter	✓
Electric	Install/Exchange/Remove Socket Access Point	✓
Electric	Inspect Current Transformer and Potential Transformer	✓
Electric	Record Meter Turn On/Off	✓
Gas	Install/Exchange/Text/Remove Meter	✓
Gas	Exchange Module	✓
Gas	Install/Exchange/Inspect/Remove Volume Corrector	✓
Gas	Install/Exchange/Remove IMU	✓
Water	Install/Exchange/Test/Remove Meter	✓
Water	Exchange Module	✓
Water	Record Meter Turn On/Off	✓
Water	Install/Exchange/Inspect/Remove Volume Corrector	✓

# Aclara ProField® ENCORE

Award-Winning Software for Smart Meter Maintenance

## Flexible Options to Satisfy Custom Requirements

ProFieldENCORE'S modular design and open interface architecture means that you can license as many or as few of ProFieldENCORE'S modules as you need. Let our experts help you to design an implementation model that fits your specific needs and circumstances.



Contact Aclara today!

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Aclara Technologies LLC is a world-class supplier of smart infrastructure solutions (SIS) to more than 780 water, gas, and electric utilities globally. Aclara SIS offerings include smart meters and other field devices, advanced metering infrastructure and software and services that enable utilities to predict and respond to conditions, leverage their distribution networks effectively and engage with their customers. Aclara Technologies LLC is owned by an affiliate of Sun Capital Partners. Visit us at [Aclara.com](http://Aclara.com) and follow us on Twitter @AclaraSolutions.

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ProFieldENCORE is an award-winning mobile workforce management solution custom designed for smart meter maintenance following an advanced metering infrastructure (AMI) rollout. Electric, water, and gas utilities worldwide trust ProFieldENCORE.

Aclara Smart Grid Solutions ProFieldENCORE is robust software that supports standard metering work, including new business, exchange, test, and inspection. ProFieldENCORE is designed to fill gaps in a utility's existing systems for meter maintenance. ProFieldENCORE easily interfaces with a range of common utility information systems, such as work order or asset management, without duplicating existing systems or requiring them to be replaced. ProFieldENCORE can be integrated via multiple points with legacy utility systems using the built-in application programming interface (API).

Aclara Smart Grid Solutions regularly receives accolades for the ProField technology, including most recently the Fierce Energy Smart Grid Innovator Award for best mobile workforce management.



### Bring Meter Field Maintenance Into the Office

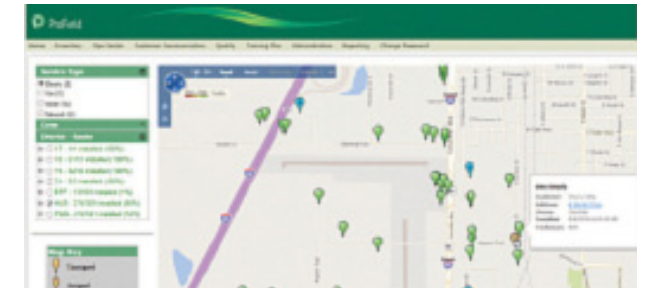
Aclara Smart Grid Solutions' ProFieldENCORE combines global positioning system (GPS), wireless capability, digital imagery, real-time communications, and reporting into an industry-leading mobile solution.

ProField's modules enable real-time tracking capabilities that bring the field into the office. Operations staff can manage virtually every aspect of meter maintenance from anywhere on the globe.



ProFieldENCORE's modules include:

- 1 OpsCenter** manages work assignments and productivity. This map-based module provides full transparency into what is happening in the field — in real time. With access to project data and reports, managers can efficiently and effectively supervise projects remotely. Integrates with standard utility Distribution Operation Management Systems (DOMS).
- 2 SafetyFirst** allows real-time incident reporting and management. With ProField ENCORE, field staff use a mobile device to generate incident reports (including photos), which are instantly sent to a server for processing and escalation per requirements and regulations. Integrates with standard utility Safety Management Systems (SMS).
- 3 CustomerCare** provides a shared call center to manage all customer communications, including appointments and customer feedback. Integrates with an existing call center and emergency response system, giving staff real-time access to live data.
- 4 AssetManager** tracks an asset's location and identifies its custodian at any given time. Integrates with standard utility Asset Management Systems (AMS).
- 5 TrainingPlus** ensures that every technician has been trained and certified to complete assigned tasks, improving safety and quality. Integrates with standard utility Training Management Systems (TMS).
- 6 LiveQuality** verifies safety and quality of work performed in the field by observing field techs in real time. Safety infractions are immediately addressed and any process violations are used for performance assessments.
- 7 OnSite** manages field workflow. Its "forced-march" workflows ensure field tasks are performed as specified in the standard operating procedure. At key points in a process, field technicians capture data, such as GPS readings and photos, which are instantly sent to a server.



### Industry-Leading Features for Smart Meter Maintenance

- Home Screen** shows a map of the service territory, including an overview of all work orders in a given area and the current status of each order.
- Work Assignments** distribute tasks by complete routes, day routes, or individual customers.
- Tech Tracker** shows the real-time location of each field engineer.
- Route Tracker** uses "breadcrumbs" to retrace the route taken by a field engineer for operations management purposes, such as detecting inefficiencies.
- Issue Management** enables field technicians to report a problem that prevents the completion of a work order.
- User Management** previews ProField's security administration, which is driven by a role-based system that associates each user with a role. ProField then restricts access to only those screens and features required to perform tasks specific to the associated role.

### Benefits

- Ease of Integration:** Integrate with legacy utility systems and customize workflows to specific requirements using the built-in API, without duplicating or replacing existing systems.
- Safety:** Improve safety by ensuring only qualified staff perform designated tasks and by allowing incidents to be logged in real time.
- Quality:** Reduce errors with standardized "forced-march" processes.
- Ease of Use:** Access the intuitive user interface on common workplace devices, from laptops and tablets to smartphones.
- Efficiency:** Connect a dispersed workforce, communicate instantly, and collaborate remotely.