

## Vetasi Utility Accelerator

### Best practice solutions

Our standard build for a Distribution Utility typically includes Maximo for Utilities, Maximo Linear Asset Manager, Maximo Scheduler's Graphical Appointment Book, Maximo Anywhere, with anticipated integrations to the customer's GIS, Street Manager and ERP solution (Oracle eBusiness Suite or SAP Financials).

### Process

Rather than starting with a blank whiteboard, our consultants present a best practice for the specific process, adjusting it to meet any specific customer requirements, including Leak Repairs in the street, Developer Services, Highway Notifications, OHL and Substation Inspections. This is developed off our Utility Accelerators that include a suite of standard processes and workflow templates configured specifically for distributed utilities using Maximo Job Plans, Classifications & Failure Codes, along with hierarchical work orders to support standardised work management.

### Incident management

When incidents occur, these templates ensure the correct data is captured and communicated throughout the work cycle from customer appointment management to work completion and sign off.

### Customer appointment management

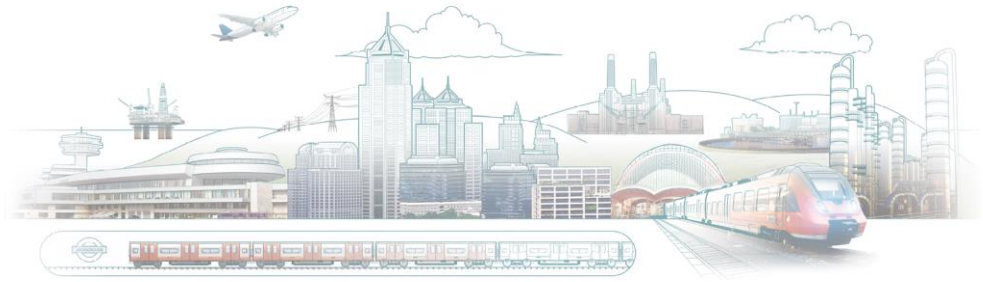
Customer appointment management is achieved through the configured Maximo Graphical Appointment Book. Combining appointment availability with compliance management through the monitoring of predefined SLA's, service standard failures are avoided and customer satisfaction is improved.

### Data Standards

In response to the numerous asset types and classifications defined by regulators, Vetasi has built an asset classification database that meets the CNAIM standards set by the UK Regulator, also applicable in other territories. In addition, our asset hierarchy model incorporates both the point assets (switches and transformers) as well as linear underground and overhead lines into a single model using Maximo Linear capabilities to assist utilities with a usable asset hierarchy in a common data instance.

### Add on solutions

Our template solutions for common requirements in the Distribution Utilities industry includes a Highways Notification module, integration to Esri GIS from Maximo and device-side on the mobile Anywhere Platform, an Overhead Lines Inspection Wizard for Maximo



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Anywhere, a photo gallery for Work Orders and Assets and a Developer Services module within Maximo.

**Speak to our expert:** Bernie Kane [enquiries@vetasi.com](mailto:enquiries@vetasi.com)