

VIENA

specifications

Meter Reading and Work Order Management Software Solution

The Need

You have a multitude of meters on dozens of routes. That's a lot to keep track of. You don't need an intricate data collection system further complicating your life. Instead, you're looking for a straightforward, economical way to read those meters, manage route allocation, and transfer information. You want a system that works for you, not the other way around.

The solution

You want VIENA technology from Itron. With VIENA, you can put radio or vehicle-based mobile AMR into practice right away. And you'd have a tough time finding a more uncomplicated path into automatic meter reading. But there's more to VIENA than easy implementation. It will increase your operational efficiency. It will improve data accuracy. And, best of all, it will do so cost-effectively. VIENA supports many different types of work orders, and it's specifically designed to help you manage the complex task of collecting data from the field and integrating it into your other systems. Naturally, you'll have ideas of your own you'll want to implement so we've equipped VIENA with considerable flexibility. If you need it to perform a function particular to your organization, the User Job feature, an application-programming interface, lets you expand the system's capabilities to suit your operations.

Relational database architecture

VIENA interacts smoothly with your mainframe computer. Simply download route and customer information to a PC, then use that file to assign, combine or split your meter routes. That's all there is to it.

Drag-and-drop route allocation

Managing routes is simple with VIENA's intuitive graphical interface. Just drag-and-drop each route to a handheld computer and transfer your information via direct connection or modem link.

Automatic data transfer

Once your meter readers have completed their routes, all they need to do is set each handheld computer into its cradle and the information, whether it's meter readings or other field data, transfers automatically. Now all your data resides in a central location, easily accessible for reports, analysis, billing, and troubleshooting.





The value of VIENA

A faster way to work

If technology doesn't help you do your job more efficiently, there's really no point. That's why Itron configured VIENA to handle different types of work orders, along with those you customize with the User Job function. And because the information VIENA gathers transfers unchanged to your mainframe, the data is readily available to your billing system.

Virtually no learning curve

You can put VIENA to work almost immediately. Its screens are easy to understand, the graphical user interface is clear and familiar, and the drag-and-drop functionality is simple to master.

Data you can rely on

We know how important accuracy is to your business – and to your customers. You need your meter data to be absolutely right. Don't worry. VIENA gets its information from your central database and returns what it collects to the same place. That leaves little room for error.

Features

- > Graphical user interface
- > Relational database architecture
- > Object-oriented design
- > Drag-and-drop route allocation
- > Migration path to automatic meter reading
- > Automatic data transfer
- > Unattended operations
- > Water meter probing
- > Extensive management reporting
- > Parameterized setup
- > Customizable PC and HHC screens

VIENA supports

- > Electronic Meter Reading
- > Off-site Meter Reading (OMR)
- > Remote Scan Disk Reading
- > Integrated Mobile AMR

Main benefits

- > Intuitive, graphical user interface
- > Easy to learn, easy to use
- > Data transfer to and from cradle automatically initiated
- > Extensive management reporting
- > Meter probing support
- > Off-site and mobile meter reading support
- > User Job feature

Handheld computers supported

- > G5
- > G5R
- > GPC
- > FS3
- > T3500

Meter devices supported

- > Water, gas, electricity, heat

Protocols and radio frequencies supported

- > Euridis, IEC1107, Mbus, Flag
- > Radio 433 and 900 MHz

Minimum system requirements

- > IBM-compatible PC
- > Pentium II
- > 32 Mb (preferably 64 Mb) RAM
- > 300 Mb hard disk
- > Windows 95, 98, 2000, NT 4.0, Windows Me, Windows XP

Languages supported

- > English
- > French
- > Spanish
- > German
- > Czech
- > Dutch
- > Arabic
- > Italian

profile

Itron

Itron is a leading technology provider and critical source of knowledge to the global energy and water industries. More than 3,000 utilities worldwide rely on Itron technology to deliver the knowledge they require to optimize the delivery and use of energy and water. Itron delivers value to its clients by providing industry-leading solutions for electricity metering; meter data collection; energy information management; demand response; load forecasting, analysis and consulting services; distribution system design and optimization; web-based workforce automation; and enterprise and residential energy management.

To know more, start here: www.itron.com/global



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