



# OpenWay<sup>®</sup>

## Reporting System

Just as the meters in networks are becoming smarter, the tools and systems used to drive the business and collect data from those meters are becoming smarter, too. The OpenWay Reporting System (ORS), part of the OpenWay software suite, increases utility business intelligence by providing comprehensive insight into deployment, operational and network key performance indicators.

ORS helps utility representatives understand the operational performance of their smart grid and advanced metering infrastructure (AMI) implementations.

As a business intelligence tool, ORS:

- » Collects and correlates data from the disparate systems used to support advanced metering, reporting overall system performance
- » Enables utilities to modify and manipulate various data views to better understand system performance without disrupting mission-critical processes
- » Provides real-world views of problematic areas within the network. IT, telecom and operational managers all benefit from the additional insight provided by ORS.

Although system performance is critical within the OpenWay infrastructure, it is equally important to address and resolve systematic errors and exceptions after data aggregation occurs on multiple systems. Identifying issue trends by priority and categorization through perspective dashboards will assist utility personnel in addressing these exceptions promptly and tracking the progress of their investigation.

With ORS, utilities will have the ability to:

- » Correlate data from a host of systems, applications, and devices specific to smart metering for cost effective and flexible centralized business intelligence reporting
- » Maintain flexible issue tracking, trending, and aging of endpoint and relay exceptions, enabling quick identification of repeating issues that may impact operations

- » Configure prioritization and filtering of endpoint communication exceptions for desktop and field investigations thus enhancing the customer service experience
- » Access granular details captured from OpenWay network devices (routers, extenders, ZigBee<sup>®</sup> devices and smart meters)
- » Access rapid analysis of aggregated AMI data (interrogation statistics, endpoint events and exceptions) via the Microsoft OLAP cube
- » Maintain a flexible, scalable platform that can evolve and adapt over time as business and operational requirements evolve

OpenWay Reporting System provides the business intelligence you need to leverage the benefits of the smart grid.

## FEATURES AND BENEFITS

OpenWay Reporting System offers utilities insight into their end-to-end operations with:

### Data Correlation from Multiple Sources

ORS correlates data from a host of systems, applications and devices specific to smart metering for cost-effective and flexible centralized reporting and issue identification. Data collected through OpenWay Control, Cisco Connected Grid NMS, OpenWay Cell Relays, OpenWay Collection Engine, CIS and meter data management systems can be analyzed by ORS in the context of key performance indicators such as communication read rates, deployment progress, meter data management success rates, and other defined service-level agreement metrics.

### Robust Issue Tracking

Flexible issue tracking, trending and aging of endpoint/Cell Relay exceptions enable quick identification of repeated issues, allowing investigators to pinpoint and address the issues that are most directly impacting operations. "Top 5" issue lists categorize those issues with the most significant impact to system operations based on volume and track history. In addition, device issue types can be tracked over time as repeat offenders.

### Field and Customer Service Enhancements

ORS provides configurable prioritization and filtering of endpoint communication exceptions for desktop and field investigations to improve customer service. Efficient handoff of desktop investigations

to field investigators is facilitated through exception exporting to a work order management system. Investigators also gain insight into field issues with geospatial representations from embedded mapping tools.

### OLAP Cube Extension

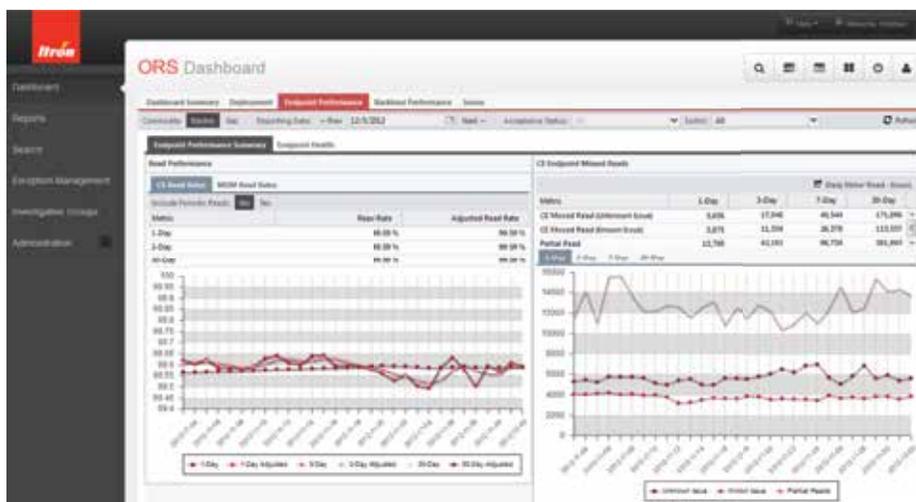
Take full advantage of the OLAP Cube by extending the pre-defined fact tables for specific sets of data measures. Customize or enhance report attributes to contain data elements that are beneficial to your AMI staff.

### Flexible Reporting Options

ORS delivers several canned reports that relate directly to phases of an OpenWay project utilizing the pre-built adapters for multiple systems across the utilities' AMI platform; no need for additional integration. Using the Microsoft SQL Server™ Reporting Services, users can generate custom or ad-hoc reports and schedule automatic delivery via email.

### An Adaptable and Integrated Platform

Built upon the same flexible, scalable OpenWay platform, ORS can evolve as business requirements evolve using the pre-integrated and proven interfaces with the OpenWay Collection Engine and Itron Enterprise Edition™ Meter Data Management System. ORS takes full advantage of Microsoft SQL Server® Integration and Analysis Services allowing for simple extraction, transformation and loading processes.



Itron is a world-leading technology and services company dedicated to the resourceful use of energy and water. We provide comprehensive solutions that measure, manage and analyze energy and water. Our broad product portfolio includes electricity, gas, water and thermal energy measurement devices and control technology; communications systems; software; as well as managed and consulting services. With thousands of employees supporting nearly 8,000 customers in more than 100 countries, Itron applies knowledge and technology to better manage energy and water resources.

Together, we can create a more resourceful world. Join us: [www.itron.com](http://www.itron.com).

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