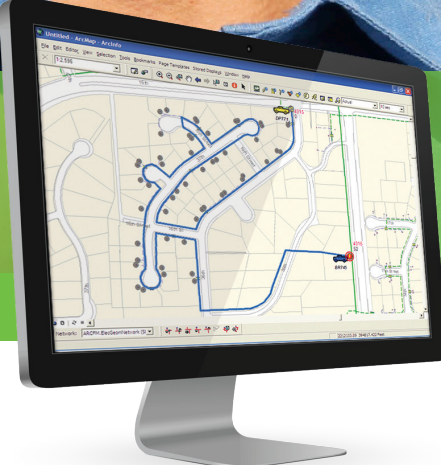# ArcFM™ Operations

Reduce outage durations

Life Is On | Schneider Electric

Get the power back on faster

Whether caused by aging assets, extreme weather, or growing energy demand, outages are increasingly challenging to manage. As the market grows more competitive and regulations intensify, outages are also becoming more costly. To best serve your customers, it's more important than ever for electric utilities to minimize the disruption and costs of outages while improving network reliability, safety, and customer satisfaction.

Schneider Electric ArcFM Operations is a comprehensive, cost-effective outage management system that helps you reduce outage duration by locating outages faster and giving you better information for directing your response.

By seamlessly integrating with the ArcFM solution, ArcFM Operations uses the most current asset and map data available to help you predict and respond to outages in a more informed and efficient manner. Now, dispatchers have real-time network information for accurately evaluating how an outage impacts customers, how to prioritize responses, effectively assign crews and better determine possibilities for backfeeding power. In short, ArcFM Operations helps you shorten restoration times, enhance public and worker safety, and improve communication with customers, the public, and regulatory agencies.

Find the outage and fix it faster

ArcFM Operations identifies the likely location of an outage based on input from your call center, field crews, and AMI and SCADA systems. It uses your existing asset and map data, so any changes you make to your GIS database are automatically incorporated into ArcFM Operations — thus reducing IT expenditures — eliminating redundant updates and the need to export from the GIS into another application.

With its intuitive graphical user interface, ArcFM Operations represents outages in geographic, tabular, and dashboard views that are easily leveraged by dispatchers. Armed with detailed information about your electric distribution network — including real-time representation of system switching states, customers calls, and field crews — dispatchers can greatly accelerate response times by prioritizing work and focusing on restoring power instead of having to determine the event location.

The ArcFM Solution

ArcFM Operations is one component in the ArcFM Solution, a comprehensive enterprise GIS platform used by electric, gas and water utilities to efficiently plan, design and reliably operate their infrastructure to serve their customers.

ArcFM Operations is a comprehensive, cost-effective solution that can reduce the duration of outages by finding them and helping to fix them faster

Reduce costs

With capabilities that include spatial asset management, network planning and analysis, operational awareness, field mobility, and seamless integration with key enterprise systems, the Schneider Electric ArcFM Solution drives reduced operating costs and higher standards of customer service.

A closer look

Respond more quickly
Automatically track outages, predict their most likely source, and share information across the utility.

- Flexible access from the desktop or via the web.
- Eliminate manual processes for receiving, tracking, and interpreting customer calls.
- Spend less time hunting in the field for damaged assets.

Shorten restoration times
Reduce the duration of individual outages and lower duration averages by identifying outage locations automatically.

- Eliminate manual, error-prone practices and accelerate response times.
- Reduce truck rolls, better prioritizing work and efficiently managing crews in the field.
- Leverage real-time outage information, crew locations and weather data to focus efforts in a high-pressure environment.

Standards-based integration with other systems
ArcFM Operations is a scalable, flexible solution built on open standards using Microsoft's industry-leading .NET framework.

- Leverage existing technology investments and improve the integration and information exchange across enterprise systems.

Streamline regulatory documentation
Provide regulatory agencies, the public, and customers with timely and accurate estimates on restoration times.
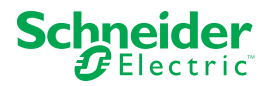
- Automatically generate auditable network performance documentation on key metrics such as CAIDI, SAIDI, SAIFI and MAIFI for submission to FEMA and other regulatory bodies.
- For future planning, historical outage information can help you identify system weaknesses and plan strategic investments that increase service reliability.

Minimize revenue loss
Reduce the costs associated with outages and crew management with easy-to-generate historical statistics and reliability indices that measure network efficiency.

- Identify maintenance or replacement requirements and make targeted improvements to reduce outage frequency and improve grid resilience.

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