SIMILIX OMS FOR ARCGIS

Enabling high quality of service

is key in the utility industry. Being able to manage planned as well as unplanned outages is crucial not only to reduce the negative impact on customers, but also to increase the insight into what causes outages and what can be done to prevent these. An outage management system is core for streamlining processes around securing efficiency and safety when handling outages.

The Similix Outage Management System (OMS) is outage management made simple. Built directly on the Esri ArcGIS Utility Network, the Similix OMS is taking advantage of the state-of-the-art GIS platform for the utility industry.

With Similix OMS you have a solution, where you can easily record, track and manage customer outage reports, and quickly identify failing equipment and affected customers. The advanced tracing functionality singles-out the location of the possible failing equipment that causes the outage, identifies the customers affected by the outage, and creates a suggestion for a switching plan for restoring services as quickly, safely and efficiently as possible.

The Similix OMS makes it possible to generate accurate outage notifications to your customers. This goes for sudden outages due to grid failures as well as for planned outages related to scheduled maintenance work.

OMS provides full support for creating switching plans, determining which customers will be affected, and minimizing the according negative impact on the general service level. This overview is also a valuable foundation for work force management.

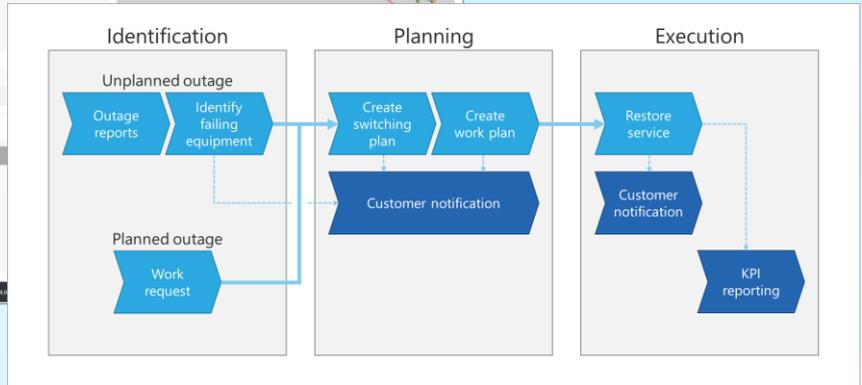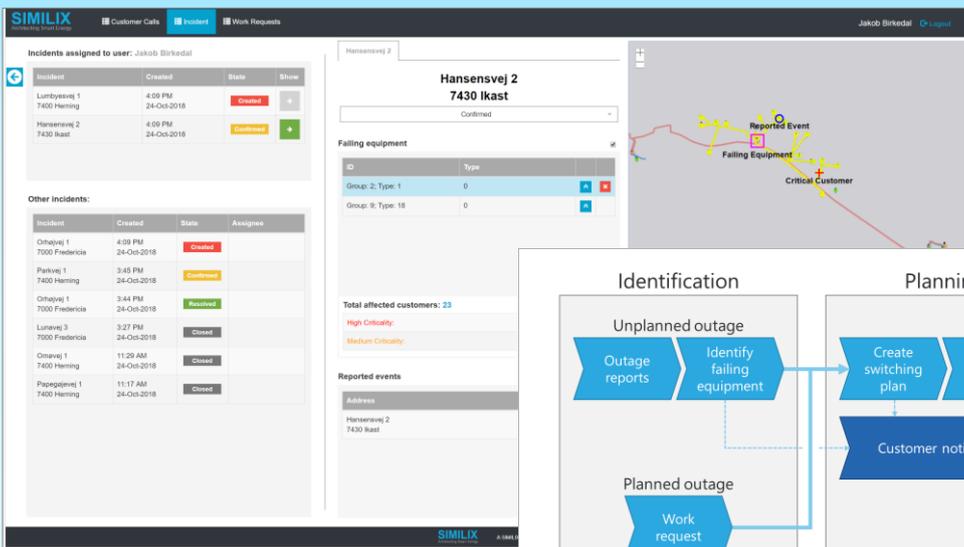**Reporting of KPIs and follow-up**
The Similix OMS captures all relevant transactions and events related to the outage management. This implies that period of outage, time to restoration, number of affected customers, outage duration for each individual customer etc. is stored for every incident.

The OMS Management Dashboard presents the data real-time, and the advanced reporting and export functionality enables the data to be used as foundation for extensive reporting of KPIs such as SAIDI and SAIFI, further analysis and follow-up.

With the Similix OMS solution, you get an easy-to-use outage management system, that will optimize your processes and increase your insight and service levels when managing outages.

About Similix OMS

- Web-based securing scalability, easy deployment and fast upgrades
- Modern service-based architecture
- Seamlessly integrated into the Esri ArcGIS Utility Network

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Supported work processes

Managing outage reports and incidents

The Similix OMS provides full support for handling outage events and managing incidents. This includes handling the end-to-end process flow from capturing outage reports, linking these to identified incidents or creating new incidents.

The solution includes elaborate functionality for tracking the state of an incident or a reported outage, such that full tracking of time and actions is available. With that information the utility has access to a full system of records for outage reports and incidents.

Identify location of failing equipment

Whenever an outage is reported, the Similix OMS makes a trace through the utility network to identify possible failing equipment, that could cause the outage. The result is displayed in a map, giving the user an immediate overview of the type and location of possible failing equipment.

This is information that will dramatically speed up the process of identifying the root cause of the outage, and thereby reduce the total time for resolving the incident.

Improved quality of service and communication

When the failing equipment is identified, the Similix OMS makes a trace in the utility network to identify all affected customers on a map. Thus, the user gets a full overview of the extend of the outage and can secure that appropriate notifications are being made.

The identification of affected customers can also be linked to an automatic customer notification set-up to improve customer experience.
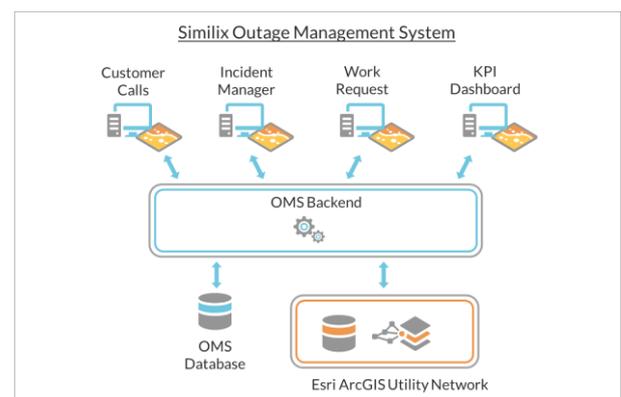
Creating switching plans and work plans

Before actually restoring service, it is important to create a switching plan and associated tasks in order to secure a safe and quick restoration of service.

With the advanced tracing features of Similix OMS, a switching plan is created including full insight into switching order and affected customers. Based on the switching plan, an actual work plan is created, such that specific tasks are being defined and assigned.

Technology and architecture

The Similix OMS is an HTML5 web solution built directly for Esri's Utility Network Management Extension for ArcGIS Enterprise.

The first version is released for ArcGIS server 10.6.1, and new releases will follow in accordance to future Esri releases.

The Similix OMS has it's own Microsoft SQL Server database for storing incidents and events.

For further information

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