

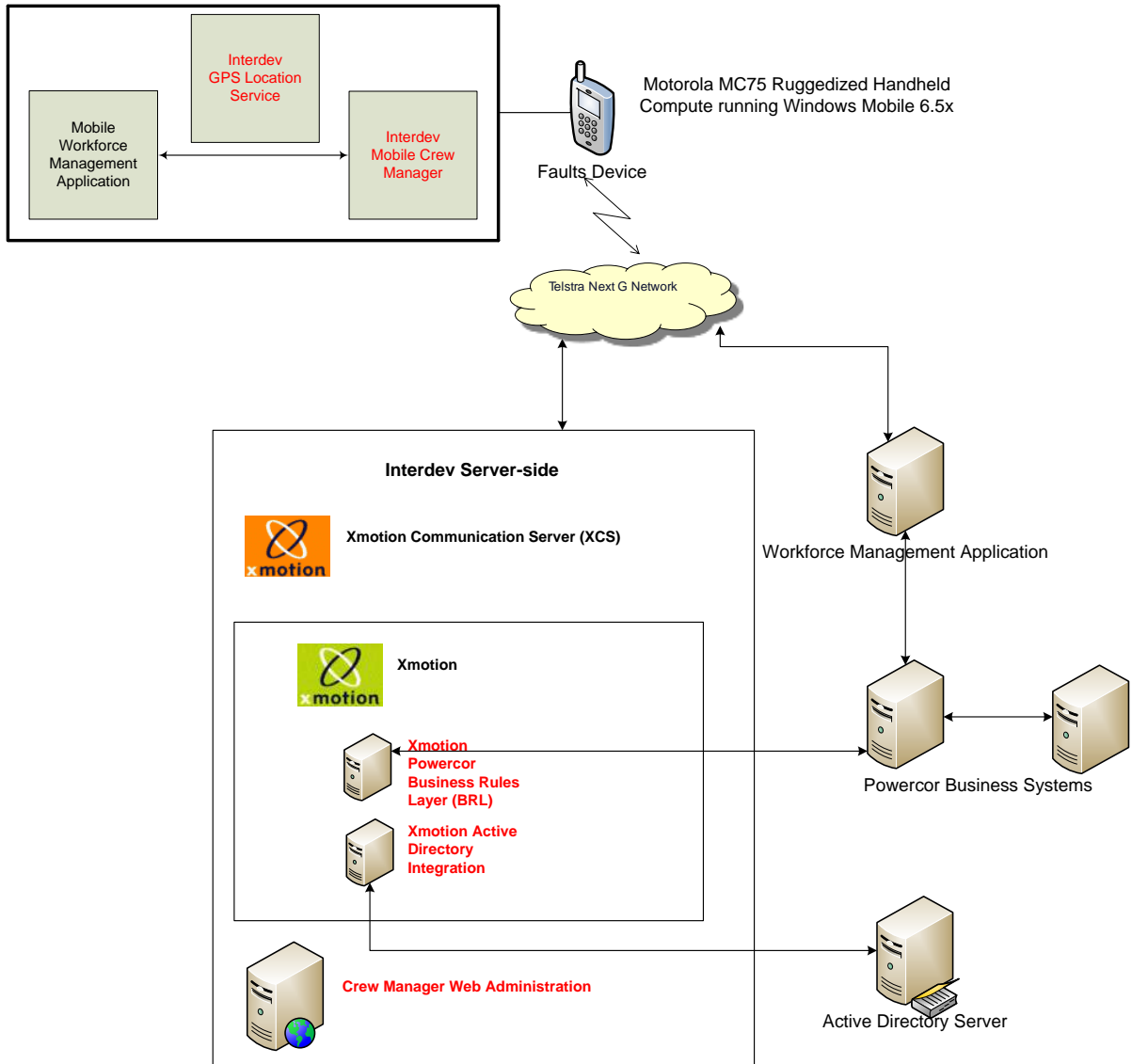


Case Study – Powercor Mobility Solution

CitiPower and Powercor are electricity distributors. Their core business is to manage the poles, wires and equipment that deliver electricity to homes and businesses in Melbourne and through central and western Victoria. They are responsible for the quality and reliability of their customers' power supply.

InterDev Australia were approached by Alan King, the Manager of Field Mobile Applications for CHED Services, the IT arm of CitiPower Powercor, to assist with the implementation of Powercor's Fault Management Mobility solution. Whilst Powercor had already sourced and implemented a mobile workforce management application, tailored to the Utilities sector, to allow their fault management crews to receive details of electricity supply faults and record job details in the field, there were a number of Powercor specific business requirements that their chosen application was not designed to meet. Interdev were selected to help Powercor meet these additional requirements thanks to their team of highly experienced and agile developers, capable of solving complex mobility and integration challenges.

InterDev were contracted to develop a "Mobile Crew Manager" application which runs on Powercor's selected ruggedized handheld mobile computer (in this case the Motorola MC75) alongside their mobile workforce management application. Whilst being a functionally rich application in its own right, Mobile Crew Manager on the handheld mobile computer in combination with Interdev's business grade mobility platform – Xmotion™ – on the backend server have also been developed, by InterDev, to tightly integrate with other Powercor systems in order to provide a seamless overall solution. The diagram below illustrates the overall solution architecture.



The actual functionality provided by Interdev consists of:

- Allows the fault management crew lead to logon to their ruggedized handheld mobile computer (in this case the Motorola MC75) and have that logon authenticated via Powercor's Active Directory. This authentication is achieved using InterDev's Xmotion™ on the server and also supports password change and provides authentication failure reasons.
- Management of the crew composition including names and skill sets for each crew member, shift start and end times for the crew, operational region, operational availability, assigned vehicle and contact details.
- Once the crew composition is submitted, Mobile Crew Manager will then launch their existing mobile workforce management application – job

dispatchers for this application can then dispatch jobs to a known crew with known skill sets.

- Management of call out start and end times relating to jobs sent to the mobile workforce management application. Entry of stand down and fatigue details which are used to determine whether or not jobs can be sent to that crew.
- Provides a view of callout history and orders each crew member has worked on within callouts.
- Each time a job or job update is sent to the mobile workforce management application Mobile Crew Manager will also play an audible alert.

In addition to the Crew Manager application on the handheld computers, Interdev have also provided Powercor with simplified visibility of the data captured so that they can report on shift and callout data within the Xmotion database for payroll purposes.

- ENDS -

InterDev Australia Pty Ltd is a specialist integration, mobility and software application provider, delivering successful business solutions based on “real-world” experience.

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