Gridscale X Meter Data Management Service Offerings

Utilize your MDM investment to its highest potential with expert guidance

SIEMENS

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New Gridscale X Meter Data Management, formerly known as EnergyIP® MDM, users are faced with the challenge of how to quickly become productive with Gridscale X Meter Data Management while at the same time continuing to meet existing workflow and job demands of their department.

Gridscale X Meter Data Management offers MDM customers services to the latest methodologies to improve operational outcomes and user experience. Expert guidance will improve task efficiency, provide access to additional resources and boost your team's confidence using the software.

For existing Siemens MDM customers, Siemens offers post-implementation services on topics such as system performance, operational efficiencies, and configuration optimization. Our subject matter experts (SMEs) can bring their deep product expertise and extensive customer implementation experiences to ensure that customers maximize their investment in Siemens MDM.

Additionally, Siemens offers live classroom style training to bring their deep product knowledge to train your MDM users – whether it is training targeted to system administrators or end users – we can tailor our training programs to suit your needs.

This datasheet explains additional details on the post-implementation (post-production) services that Siemens offers, including the benefits for a customer when they engage Siemens to provide that service.

Siemens has performed implementation and training services for a wide array of utilities from small regional cooperatives to some of the largest utilities in the world. Siemens global operations allow us to provide services to our customers around the globe and our extensive resources ensure that we will have staff available to support your project needs. Details on the implementation and post implementation (post-production) services that Siemens offers, including the benefits for a customer when they engage Siemens to provide that service, are explained in the following sections.

Gridscale X Meter Data Management System Health Check and Performance Tuning

A System Health Check helps customers ensure that their Gridscale X Meter Data Management system is operating at peak performance. The result is customers getting the maximum system productivity from their hardware investment.

Customer Use Case Description

Customers that are live with their Gridscale X Meter Data Management system for a number of years or customers that are experiencing a growth in meters count often require assistance with maximizing the system performance. A System Health Check or Performance Tuning engagement ensures that the IT infrastructure is sized correctly for the business Service Level Agreements. After ensuring that the hardware is sufficient to meet business needs, the Siemens Engineer will perform a system tuning to adjust the application deployment landscape to optimize processes including Meter Read Processing and Billing Data Export.

Benefits

- Provides system operators confidence that the hardware deployed is sufficient to meet business SLAs.
- Future proofing against performance issues as additional meters is added to the system.
- Optimize the IT investment by tuning the system to use the existing IT infrastructure efficiently.
- Delay unnecessary additional IT infrastructure investments to address real or perceive scalability concerns.

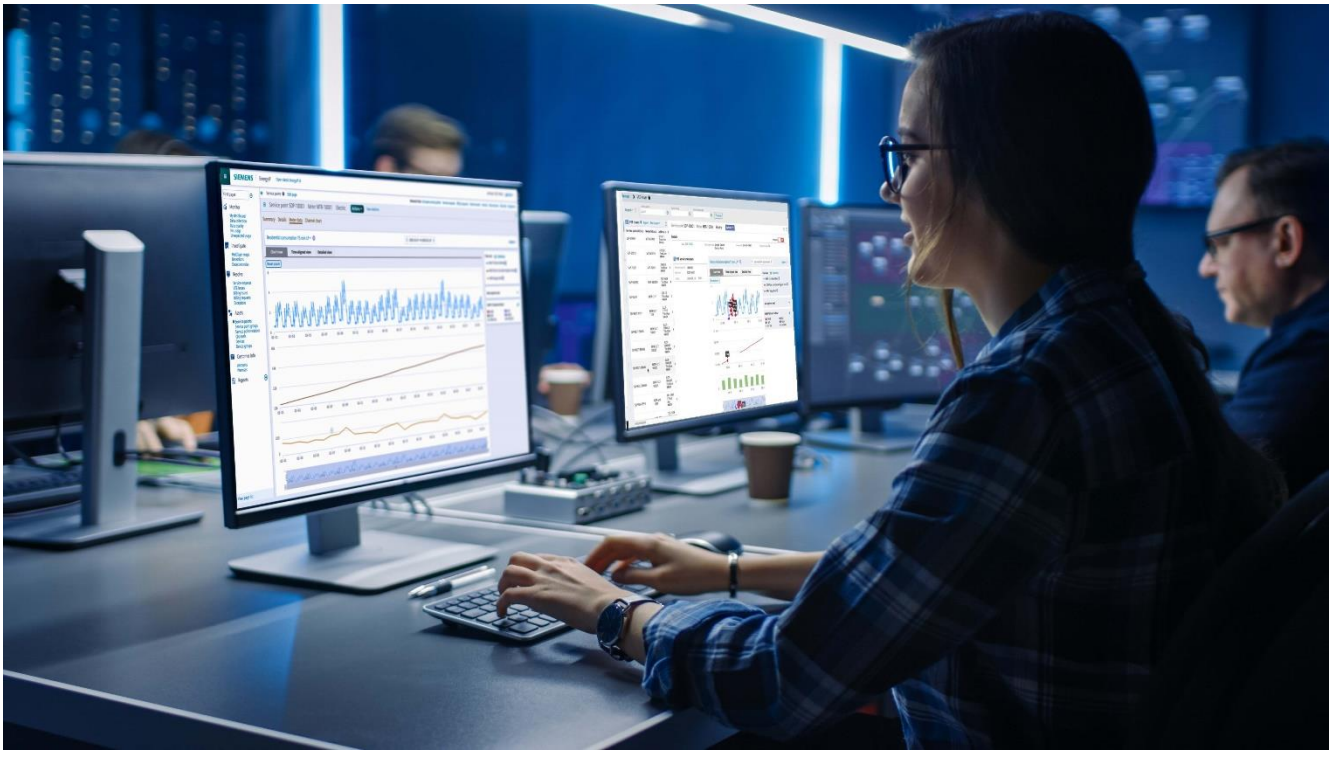

Figure 1: Gridscale X Meter Data Management dashboards. Access one of many display screens to view data.

Gridscale X Meter Data Management Operations Best Practices Review

An Operations Best Practices Review uncovers how end users of Gridscale X Meter Data Management system can better perform their daily tasks through optimized use of system features. A review can result in increased work efficiency, better data quality, and improved end user satisfaction.

Customer Use Case Description

End users of the Gridscale X Meter Data Management system receive application training programs and job aids prior to system go live. After going live, operators use the system in the Production environment and develop workflows & from a review and optimization of end user work practices. Siemens will observe how customer users complete their daily tasks, analyze their practices & workflow, and make optimization recommendations.

Benefits

- Optimized workflow allowing users to complete tasks more efficiently and effectively.
- Reduced time spent on unnecessary clicks or operations.
- Increase data quality in cases where prior practices allowed for the introduction of errors.
- Identification of configuration optimization opportunities.
- Increased end user satisfaction with the MDM system.

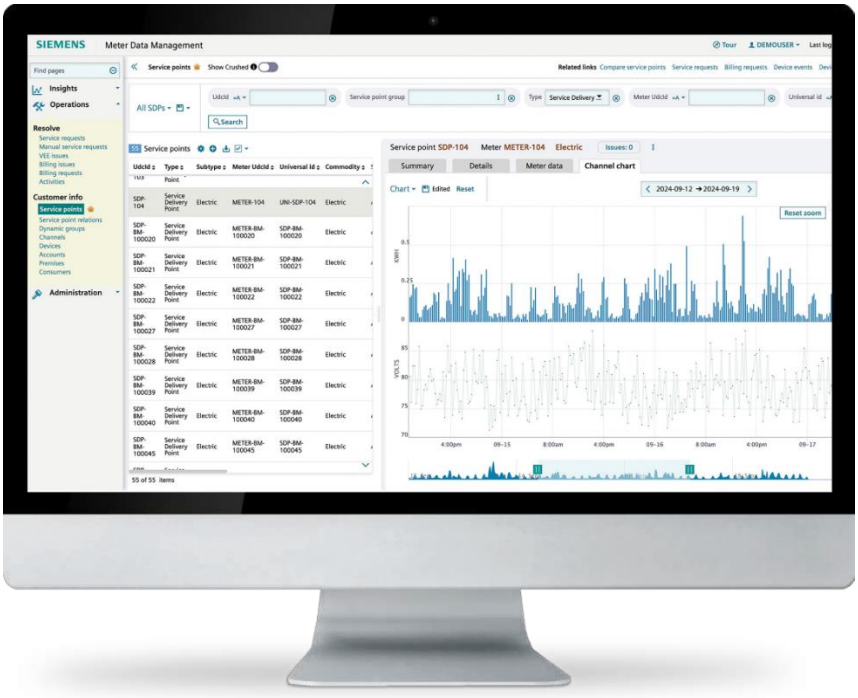

Figure 2: Gridscale X Meter Data Management Business Monitoring

Gridscale X Meter Data Management Configuration Optimization

Configuration Optimization leads customers through an analysis of their Gridscale X Meter Data Management system settings to find opportunities for simplifying their configuration and business processes. This results in easier configuration management and simpler upgrades.

Customer Use Case Description

Gridscale X Meter Data Management system configuration is defined as part of an implementation project. The configuration decisions made during the project are based on regulatory requirements, best practices, customer experiences, and best guesses. After a customer has experience with daily operations in a Production environment there are typically opportunities to optimize the configuration. Experienced users have a good understanding of what information is useful and relevant to their daily workflow and what is distracting noise in the system. A Configuration Optimization engagement collaborates with customer users to analyze system data such as data validation results or service requests to fine tune the system configuration. This ensure that users got only the information that they need while eliminating unnecessary distracting data.

Benefits

- Optimized and often reduced configuration that is easier to maintain and regression test.
- Data processing exceptions that target the specific use cases that are important to the customer's business.
- Increased end user efficiency due to reduced noisy data in the system.
- Elimination of unnecessary exceptions and service requests that result in cleaner system data and reduced IT storage requirements.

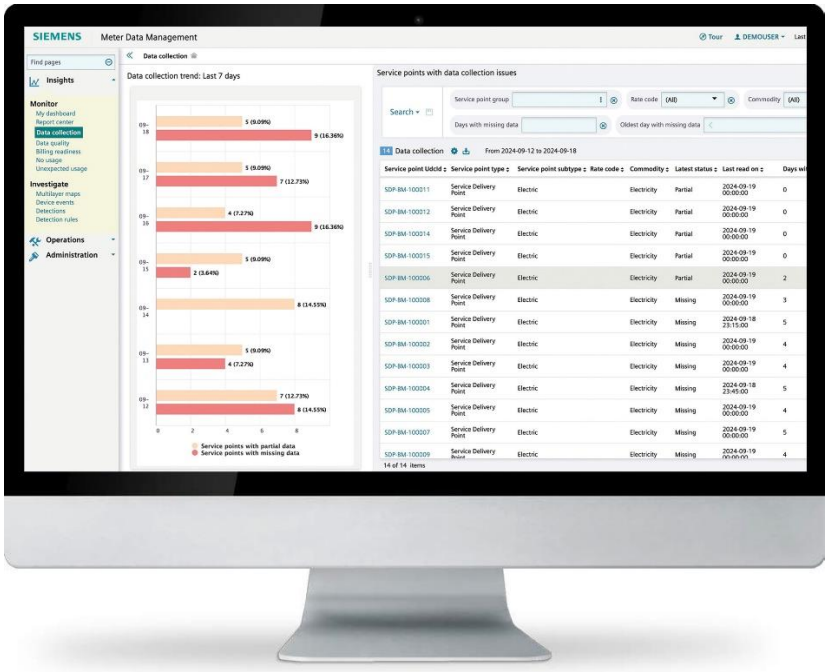

Figure 3: Gridscale X Meter Data Mosaic User Interface

Gridscale X Meter Data Management Upgrade Impact Analysis

Upgrade Impact Analysis provides customers with an introduction to the changes in new versions of the Gridscale X Meter Data Management product along with a detailed analysis of how the changes will impact their implementation. This analysis contributes to better upgrades by helping customers leverage product enhancements while simultaneously reducing the risk of unintended consequences to existing functionality and associated business processes.

Customer Use Case Description

Gridscale X Meter Data Management product releases provide access to improved functionality along with improvements to existing functionality. Investing in an upgrade to an updated version takes careful planning and risk management. Customers want to take advantage of new product features and security updates. However, there can be questions about how the upgrade will impact their existing system.

- Will the improved functionality provide benefits?
- What will be the impact to the existing system?
- How much effort will be required?

A Siemens' Upgrade Impact Analysis engagement helps customers with the benefit analysis, project planning, and risk management. Experienced Siemens' Professional Services staff provide details about improved product features and how the features can be leveraged in the customer's existing system. Customer specific integrations and configurations are analyzed to guard against interruptions to existing business processes. Test planning can be targeted to areas identified as having the greatest changes or impacts. The result being a better blueprint for upgrade project planning.

Benefits

- Improved understanding of the functionality changes introduced in the updated version.
- Designs and recommended configuration for implementation of new features.
- Reduced project risk through improved understanding of the changes introduced and the potential impacts to existing business processes.
- Improved upgrade test planning through identification of areas to target for changes or regressions.

Gridscale X Meter Data Management Team: Expertise, stability, and responsiveness … when you need us

We are dedicated to serving the utility industry and protection engineering. Whether it is through one of the capabilities listed in this brochure, or something else that we can support, when you use Gridscale X Meter Data Management, we become an active partner in your success. Our implementation and services team gets your team started quickly and confidently. We are known for our ongoing technical support: Expert, thoughtful, and very responsive.

How can Gridscale X Meter Data Management help you?

Contact us any time. Our dedicated staff is happy to answer your questions about putting Gridscale X Meter Data Management to work to improve the effectiveness of your meter data throughout your utility.

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