HxGN InService

When the power goes out, everything from everyday conveniences to critical infrastructure is affected. Restoration needs to happen as quickly and efficiently as possible.

HxGN InService, Hexagon's integrated outage management system (OMS), enables real-time management of a network. It provides an advanced operational foundation with outage management, fault location, dispatch and mobile workforce capabilities. InService minimizes outage disruptions by enabling earlier detection and faster restoration through enhanced situational awareness, automation and efficient and highly effective use of field crews.

Advanced outage and distribution management

InService combines critical capabilities for network and distribution management while supporting operations and maintenance workflows. It also helps manage and resolve events, jobs and work orders, as well as scheduled and nonscheduled outages.

InService unifies the as-built network and status with real-time operations, providing a common operating picture of the network to the enterprise.

Resolve outages anytime, anywhere

InService's integrated mobile solution allows field crews to instantly receive all types of jobs on mobile devices, establishing a real-time, bidirectional communication channel between the field and the office.

With InService, workers can update job and crew information, create new outages on the network, perform tracing, ping meters to verify customer power status, feed customer communications and more. Updates are instantly visible to the control center, providing an invaluable source of operational intelligence to the enterprise. InService also stores updates locally on the device and synchronizes them after re-establishing a communications signal.

Benefits

Reduce risks with advanced network grid visualization

Obtain real-time circuit conditions, including deenergized, tied/parallel, loop feeds and predicted outages

Minimize outage impact with high-performance outage management

Predict probable faulting device location in real time, promote efficient processing of outages and maintain accurate restoration times over the lifecycle of an outage

Scale up or down as needed

High-performance components assure maximum network and event processing suitable for utilities of any size

Improve business continuity with maximized system availability

Powerful, high-availability IT architecture and implementations maximize system uptime (deployments using either Oracle or Microsoft SQL Server relational database platforms are supported)

Enable faster implementations

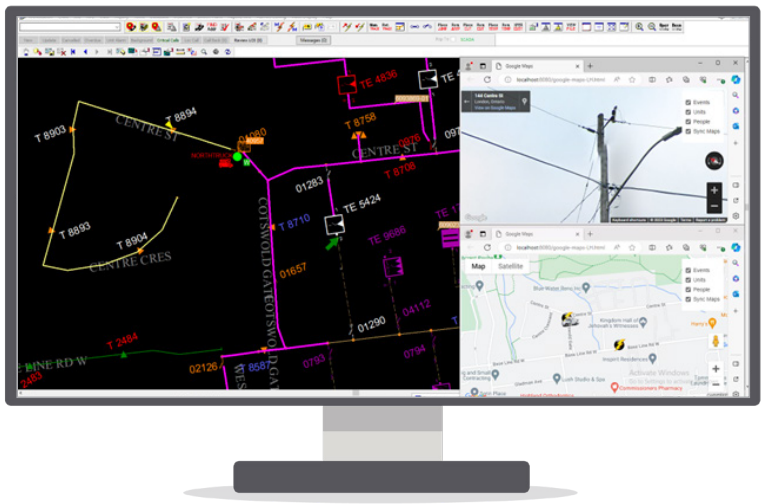
Flexible, configurable, metadata-driven solution can be customized to meet customer requirements, leading to greater user acceptance

Features

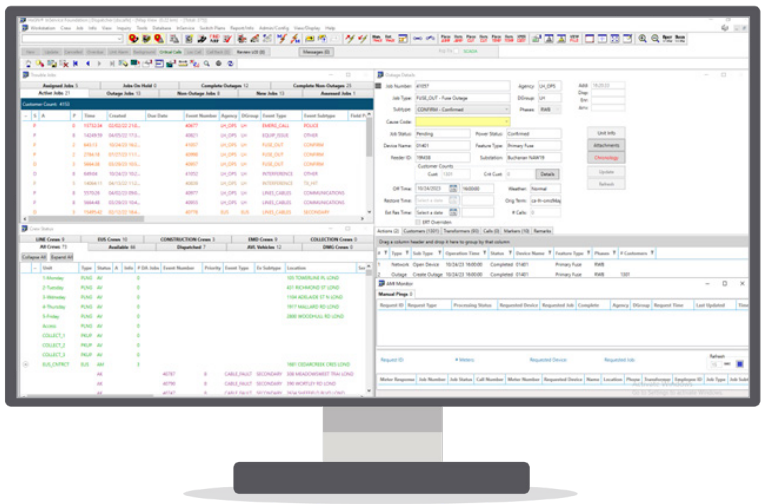
- **Advanced distribution management:** Facilitate real-time network grid management, including device operations, cuts, jumpers, temporary devices and tags, while also employing advanced tools for tasks like fault location (FLOC), power flow analysis and network state estimation, ensuring efficient operations
- **Comprehensive dispatch and event management:** Identify events and act on them quickly for improved event management and control
- **Integrated mobile solution:** Get real-time network and event information in the field to improve response times and augment field personal safety practices
- **Comprehensive off-the-shelf tools:** Import map data, connective topology and device attributes from HxGN NetWorks and selected third-party GIS applications
- **Simple, intuitive user interface and high-performance map engine:** Ensure instant user response regardless of system size and volume of geographic mapping data
- **Web services for the enterprise:** Seamlessly incorporate maps through the Open Geospatial Consortium (OGC) Web Feature Service (WFS) and the OGC Web Map Service (WMS), while also exposing essential functionalities of the order management system (OMS) via REST endpoints
- **Robust off-the-shelf interfaces:** Integration with SCADA, AMI, AVL and call-taking applications using industry protocols provides enhanced functionality and promotes faster, reproducible implementations
- **Two-way data exchange:** View device status changes, tags, cuts, jumpers and other temporary devices with external applications using CIM or MultiSpeak standard data exchange
- **Advanced metering infrastructure (AMI) system (meter pinging and "Last Gasp"):** Enable integration through the use of common information model (CIM) or MultiSpeak protocols

- **Multiple, predefined integration methods:** Establish connections with critical enterprise systems like CIS and the Work Management System to facilitate round-trip workflows, including customer work orders
- **Powerful notification module:** Generate customer messages as outage conditions change
- **Advanced storm operations management:** Connect jobs automatically with known storm events

| Explore **Hexagon's utilities and communications solutions**



System outages, feeder circuits and dispatched crews in the electrical network map view



System activity, dispatched crews, automated meter responses and outage detail tabular dialogs

Hexagon is the global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications. Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon's Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world's critical services and infrastructure. Our solutions turn complex data about people, places and assets into meaningful information and capabilities for better, faster decision-making in public safety, utilities, defense, transportation and government.