



## PUT YOUR BACK INTO IT

The greatest operational efficiencies from smart streetlighting typically arise when field crew work plans are connected to, and leverage, back-office platforms. To optimize streetlight operations, data must be integrated across the CMS, GIS, CRM, asset management and billing systems, to inform intelligent algorithms that dynamically generate the most efficient and productive work order plans.

With integration, the Work Order module automatically generates and prioritizes work orders to optimize efficiency. All work orders include full information on the nature and cause of the problem, as well as the precise location. This eliminates considerable manual back-office processes and accelerates dispatch, while also ensuring that the correct set of skills, tools and parts are present on every truck roll.

Likewise, by analyzing outage reports from 311 lines and call centers, the Work Orders module can identify duplicate reports and consolidate them into a single work order. Chicago's StreetlightOps system sits between the City's 311 system and CMS, enabling the Work Order module to prioritize work orders, groups them geographically and consolidates redundant tickets.

## ABOUT TERRAGO STREETLIGHTOPS

With over 3 million streetlights under management and trusted by global leaders, including 8 of the 10 largest US utilities, Exelon, Dominion Energy, the City of Chicago, City of London, Glasgow, Jamaica Public Service and many more, TerraGo StreetlightOps is the world's only software platform focused on streetlight operations. With unmatched domain expertise, TerraGo StreetlightOps accelerates energy savings and lowers operations and maintenance costs by improving efficiency at every stage of the lifecycle, from planning and inventory to installation, maintenance and work orders.



## BENEFITS

- Enables proactive work orders based on automated CMS outage alerts, configurable business rules and thresholds
- Eliminates back-office work for creating and assigning work orders
- Improves efficiency of work orders by sequencing by routes and grouping geographically
- Consolidates related outages and customer calls into a single work order
- Eliminates duplicate outage reports from 311 citizen calls and CMS automated alerts

