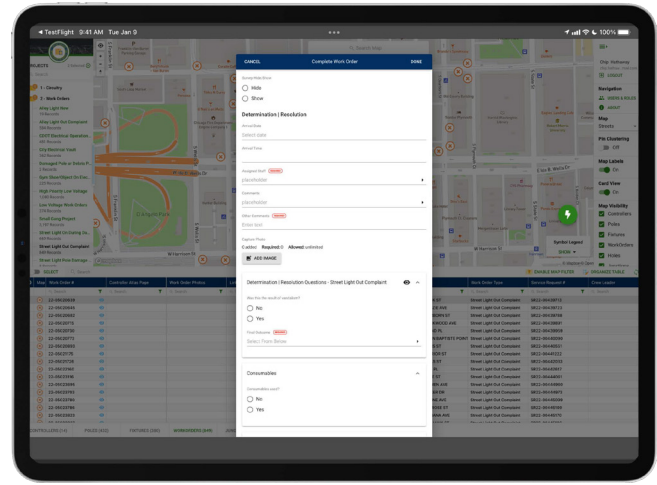


Transform Streetlight Operations

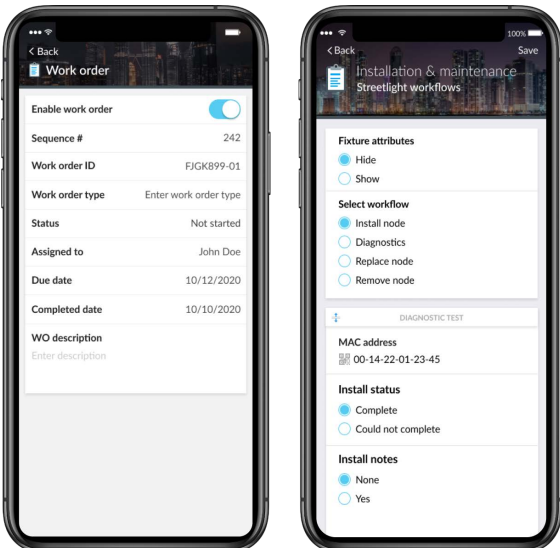
For many cities and utilities, it's still common for streetlight maintenance crews to receive a stack of paper work orders at the beginning of each workday. With the Work Orders module, customers can not only go digital; they can transform operations, lower expenses and improve customer service levels.

The Work Orders Module can be flexibly deployed to integrate with an existing enterprise work order platform or provide powerful standalone work order management for streetlight operations. Designed to leverage TerraGo's powerful integration Platform-as-a-Service (iPaaS), the Work Orders module provides a configurable data-driven rules engine that enables tremendous leaps in operations and maintenance efficiency.



LESS IS MORE

The Work Orders module helps leading cities and utilities integrate cross-platform data with business rules to function more intelligently and proactively, while also avoiding rolling trucks whenever possible. For instance, a single alert about a momentary communications failure on a streetlight might not immediately indicate an actual outage, nor require the assignment of a work order. However, a series of power failure alerts affecting multiple lights on the same circuit should immediately generate a single work order, and it should be assigned to an electrical crew or contractor.



FEATURES

- Configurable work order workflows for creating, assigning and updating work orders
- Enables a customer to perform full work order management from within TerraGo or seamlessly integrate with an existing enterprise platform
- Consolidates work orders from CMS-generated alarms and citizen 311/manual requests from an enterprise platform
- Eliminates redundant work orders and combines related requests
- Automates crew notifications and reduces field dispatch dependencies enabling crews to work and close tickets independently

PUT YOUR BACK INTO IT

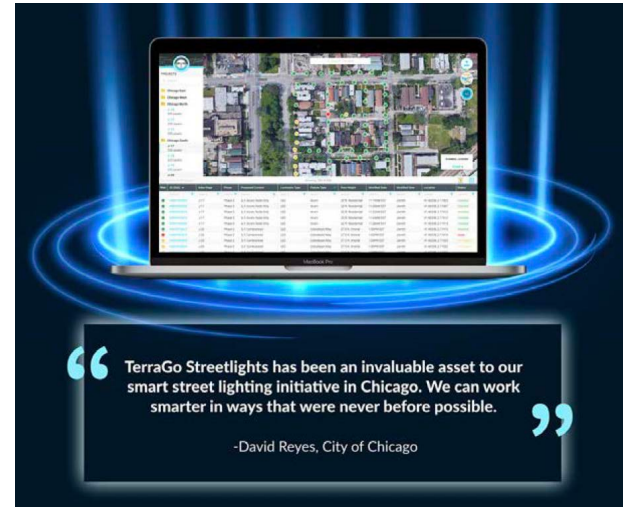
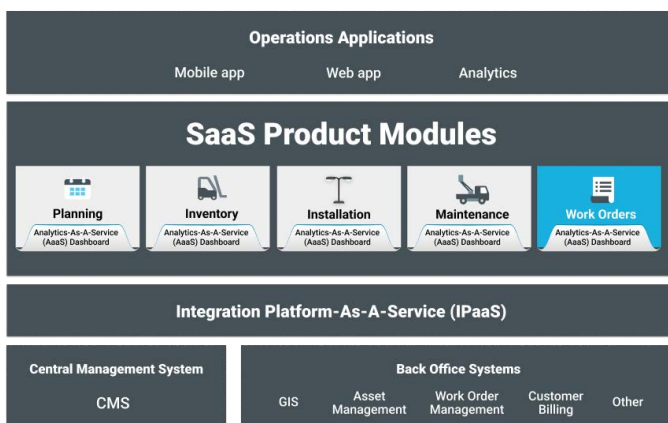
The greatest operational efficiencies from smart streetlighting typically arise when field crew work plans are connected to, and leverage, back-office platforms. To optimize streetlight operations, data must be integrated across the CMS, GIS, CRM, asset management and billing systems, to inform intelligent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

ABOUT TERRAGO

With over 10 million streetlights under management and trusted by global leaders, including 9 of the 10 largest US utilities, Exelon, Dominion Energy, the City of Chicago, City of London, Glasgow, Jamaica Public Service and many more, TerraGo is the world's only software platform focused on streetlight operations. With unmatched domain expertise, TerraGo 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