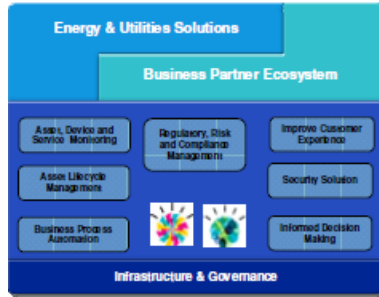


# IBM Solution Architecture For Energy and Utilities Framework Accelerating Solutions for Smarter Energy



## IBM Solution Architecture For Energy and Utilities Framework

### Business Agility

Integrate, manage and optimise utility systems, inclusive of assets, devices, networks, servers, applications and data, driving business agility and intelligent network transformation. Leverage a flexible software platform to reuse assets, lower total cost of ownership (TCO), improve time-to-market and deliver stronger bottom line results.

### Retriever Communications and IBM

#### Asset Life Cycle Management

Many organisations face challenges in tracking their asset inspections in real-time. They are often bogged down by paperwork, which leads to outdated asset information. If the asset history is not readily available and on hand, inspections can result in being less productive. Where processes use a paper system and requires the need to travel to and from the office, this also contributes to being a major part of the service time.

Retriever Communications mobile solution supports the IBM Solution Architecture for Energy and Utilities' Asset Life Cycle Management software capability, by facilitating the dynamic tracking of asset information. Field inspectors are able to enter all asset information digitally, whilst on site, into wireless handheld devices. All asset information is sent back, straight away, to IBM's server asset repository, updating asset information ready for next time the asset is inspected. All job requests are sent straight out to field technicians for dynamic status updates, parts management, checklist maintenance and asset data sheets.

Retriever and IBM offer a Software as a Service (SaaS) that is built on the strength of IBM's server and database technology, offering a total solution from server to the client's experience. The benefits of the solution include:

- Reduced cost and complexity associated with redundant asset management infrastructure and manual processes
- Improved availability and longevity of strategic assets
- Improved decision support by managing data from emerging pervasive devices, embedded chips, RFID, sensors, detectors and IP addresses attached to network assets
- Improved asset maintenance; collect and monitor relevant maintenance related data
- Improved work dispatch; monitor asset state and integrate with work management system



#### Delivering wireless business benefits to your customers

Retriever provides wireless access to complete asset records. Removing the need for paperwork in the field for your field asset inspections.

Retriever's asset repository is built on IBM's blade server technology.

#### IBM Solution Architecture For Energy and Utilities Framework

is an innovative, powerful software platform, uniquely positioned to provide network visibility and control, process automation and business collaboration for solutions across the energy value chain.

**“The retriever mobile application increases job productivity, reduces job time and... makes the whole process much easier”**

*-- Stuart Sutton,  
Sydney Water  
Corporation*

## Benefits

Retriever delivers the following business benefits:

- **More daily billable activity.** All activities are streamlined, creating more efficient workers
- **Increased transparency.** Real-time status updates back to the office allows greater control with field asset inspectors
- **No double entry data.** All data will be sent straight to the backend and integrated seamlessly
- **Minimised telecommunication costs.** Retriever reduces mobile costs and has the ability to roam between WAN, GPRS and other wireless networks for data packet transfer

## Retriever and IBM: A Closer Look

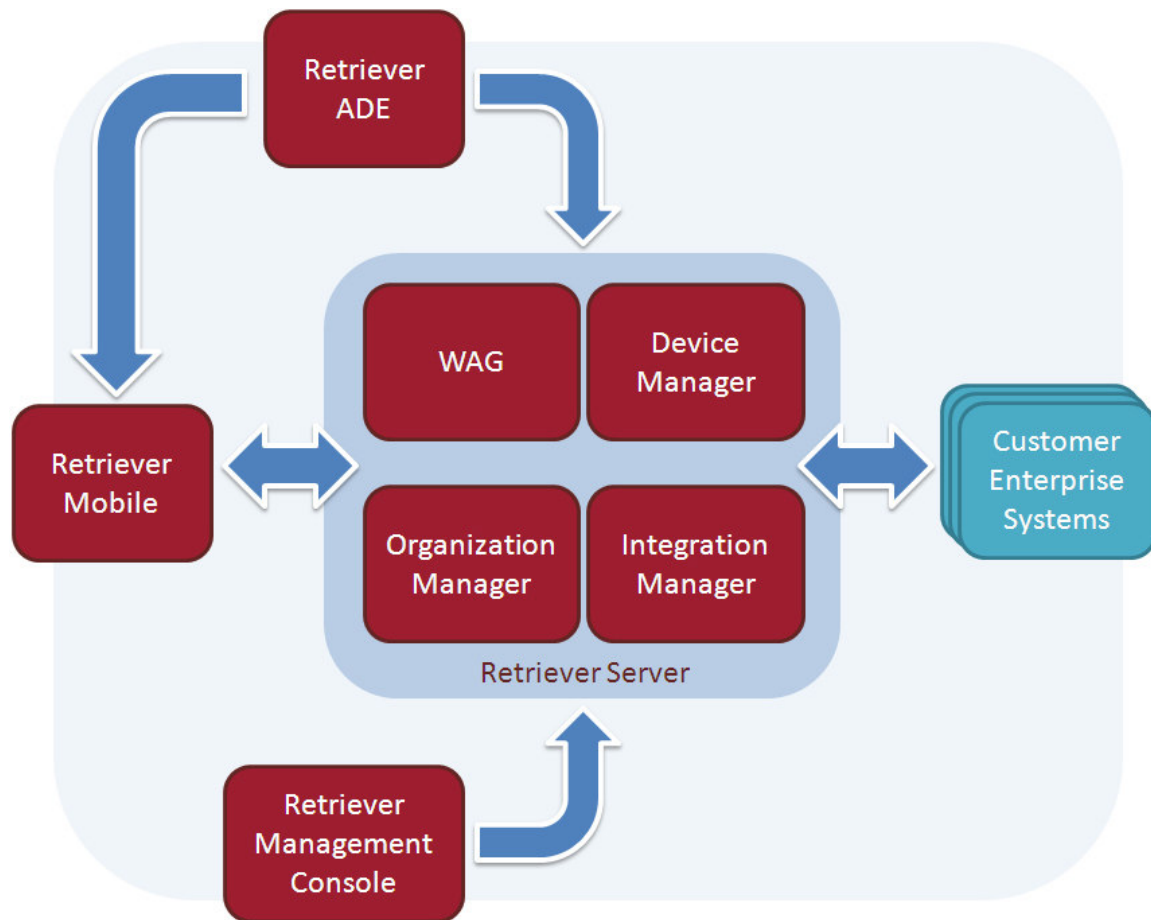
The wireless asset management service is deployed on IBM blade servers to ensure their application is scalable and reliable. IBM's DB2 database ensures all data is secure.

- **Asset Tracking.** Track maintenance and status of assets over their operational period
- **Asset Maintenance Checklists.** Job completion is now faster with digitised compulsory checklists
- **Parts Management.** For better just-in-time management all parts used are recorded
- **Photo Attachment.** Attach photos to scheduled and reactive maintenance for future reference

Integration with IBM Maximo® Asset Management provides bi-directional integration between the Retriever and IBM Maximo® systems using WebSphere Application Server.

*Retriever Communications' wireless field force solution provides mobile and remote workers with key information to work and maintain assets through the innovative use of technology in the field. "Managing increasingly sophisticated and/or instrumented assets that are core to system wide intelligent processes requires access to enterprise wide and real time data. As these systems become interconnected, the need to manage assets that affect other systems becomes critical. With Retriever's solution validated on IBM's Utilities framework (SAFE) provides Retriever with rich integration capability to enterprise data and incorporated systems. Retriever brings to the utilities sector solutions which improve the management of field resources and assets, and results in operational efficiencies and cost benefits."*

Mary Brittain-White (CEO, Retriever Communications)



## Rely on Retriever and IBM

With Retriever, data relating to assets and asset maintenance is processed in the field on mobile devices.

This gives the field workforce access to drawings, history, customer information and other asset details. The mobile software also handles tasking, and records incident transactions such as spares used and time spent on repairs.

## *Retriever Communications*

**Retriever Communications** is a world leading software company which maximises productivity for field based workforces by building mobility applications linked to the enterprise. Applications are built using Retriever's unique toolbox development suite allowing robust solutions to be built for rapid deployment. Systems developed using Retriever technology are highly scalable, robust, easy to maintain and work with a wide variety of mobile computers, ruggedized devices and PDA's, to suit any organisation with a need to manage a field based workforce.

Applications can be delivered to customers as licensed modules or as a managed service based on the Software as a Service (SaaS) model.

## **IBM**

- IBM has the industry-leading experience, comprehensive technology, and cost-effective methodologies to drive more business value from the utility value chain.
- IBM's Solution Architecture For Energy and Utilities (SAFE) allows utilities to accelerate the development and delivery of new capabilities and offerings.
- IBM supports the adoption of smart grids around the world by driving standards, working with policy makers, helping define the future of the industry, and innovating on first of a kind technologies.
- IBM Centers of Excellence, Proofs of Concept (POC) and Research First of a Kind projects demonstrate innovation and competence in solution implementation.

### **Rely on Retriever and IBM**

To learn more about Retriever and IBM, please contact your business representative or visit

[www.retrievercommunications.com](http://www.retrievercommunications.com)

and

[www.ibm.com/industries/utilities](http://www.ibm.com/industries/utilities)



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