

The complexity of the network

Paper No: 958

Electric and Gas - Utilities

There is more in it than meets the eye by delivering energy, water or other services to the customer. Utility companies play an important role in our world.

We will present benefits of a model using GIS as underlay and voice as the interface to improve field- and office work, the customer service and achieving in higher productivity and user-friendliness.

We demonstrate how to digitize your network, maintaining it (accessing work orders, information pages, similar cases, etc.), reading the meter, navigation, localizing of nodes/customers etc. But also for analyzing the collected data, customer profiles, locations, duration and types of interventions.

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Bio:

Held the position of Product manager by BricsNet, BuildSoft France. He studied in Belgium and France and holds an engineering degree.

VOICE INSIGHT®

Accessing Databases by means of YOUR VOICE

Speaker today : Benoit Ballieu

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"Refresh the dictionary"

"Please be patient. Extracting the various names present in this map :
 - Processing the Buildings
 - Processing the Roads
 - Processing the Electricity Network
 - Processing the Manholes
 * ...
 Processing completed"

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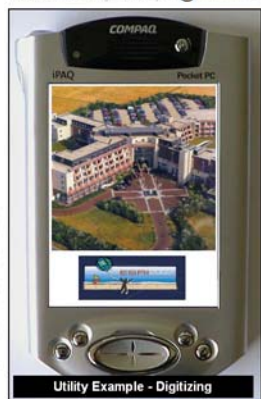


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"Show Picture"

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Paper 958 - Utilities: Electric and Gas

Voice Interface for:

1. Datacollection in the field
 1. Digitizing the network, coordinates
 2. Relevant information about the network
 1. Navigation, localizing the nodes
 2. Condition of the valves and environment
 3. Customer information
 1. Meter
 2. Personal info
2. Office work
 1. Analyzing data
 1. Usage of the network
 2. Customer support

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"What can I say?"

"You can say:
 - what can I say
 - zoom in or zoom out
 - pan up, right, left or down
 - fit map
 - refresh the dictionary
 - edit item
 - follow the hyperlink
 - activate the GPS
 - open the Data Collection Form
 * ..."

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"Using the buildings, Show The Floral"

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"Close Window"

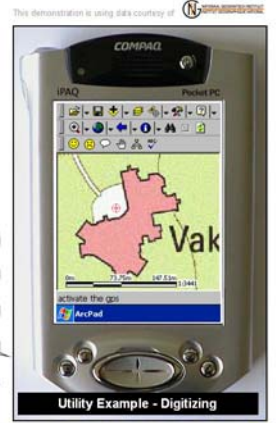
This demonstration is using data courtesy of



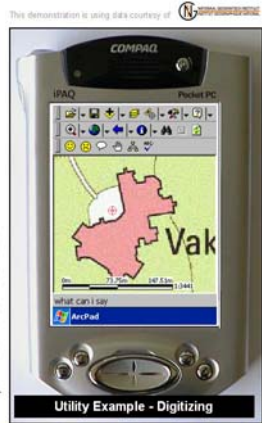
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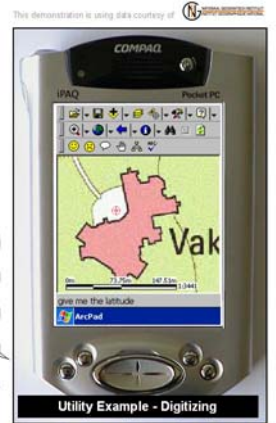
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"Edit item"



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"Type is Type C"



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"Diameter is 75 centimeters"



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"Depth is 1 meter 65"



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"General State is Very Good"



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"Update Information"



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"Disable the GPS"



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Thank you for your attention



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