



Smart Grid Enterprise

Key Features

The PCS Smart Grid Enterprise provides or interfaces with these strategic components:

- AMI Integration
- Meter Data Management (MDM)
- Customer Information Systems (CIS)
- Financial Information Systems
- Interactive Voice Response (IVR)
- Outage Call Handling
- Staking
- Engineering Analysis
- Work Management
- Customer Portal
- Employee Portal
- Hosting

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The Foundation for Smart Grid Success

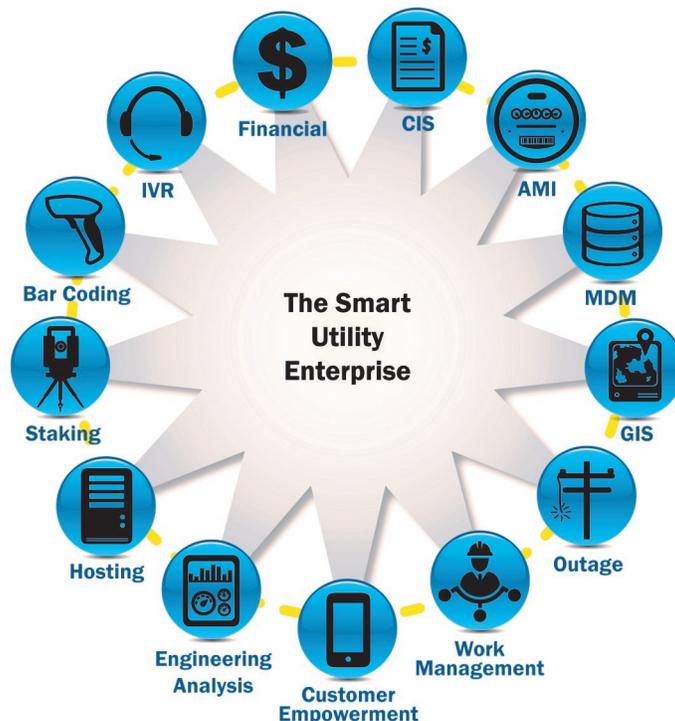
PCS Smart Grid solutions provide the essential foundation for a successful Smart Grid implementation for a consumer owned utility. These solutions provide the tools, technologies, and services allowing for the ultimate goal of operating more efficiently, enabling the utility to deliver a greater level of service, provide the service more affordably, empowering customers to make choices all in an era of rising costs.



There is no one solution that can comprise the "Smart Grid." It is more so, a multitude of products and services across the entire utility industry spectrum of generation, transmission, distribution, and the utility customer. This is why PCS has partnered with leading vendors of the industry to create a seamless Smart Grid Enterprise for distribution utilities.

This Smart Grid Enterprise (SGE) refers to products and services available to PCS clients to deliver efficiencies by:

- Improving customer service and automation
- Managing or reducing operational cost including system load
- Ensuring reliability of service
- Accommodating renewable and traditional energy sources
- Informing and empowering customers
- Aligning rates to customer cost





The PCS Smart Grid Enterprise provides the vision and foundation for a distribution utility to create a comprehensive roadmap for implementing Smart Grid technologies to meet or exceed the utility's goals.

About the Smart Grid Enterprise

The old ways of "Island of Information" have been broken down to make way for the new Smart Grid Enterprise (SGE). SGE allows for new ways for the utility, utility partners, and customers to collaborate. Foundations of the PCS Smart Grid Enterprise include:

Applications	The SGE is comprised of many applications working in harmony across the enterprise. These applications incorporate the traditional office applications of accounting, billing, customer portal, and hosting. In the SGE, PCS has included integration with AMI, MDM, IVR, Staking, GIS, and OMS. Many of these solutions can be provided and/or hosted by PCS, or as part of a partnered solution with a third-party.
Interoperability	In an enterprise model, information must span across multiple boundaries. In the past, many applications could only fulfill a single process such as billing or GIS, and data was not shared. In a SGE, data must have the ability to flow seamlessly from one application to other (single or multiple) applications.
Partnering	No individual company provides all the solutions to implement an entire enterprise. Partnering is paramount to create the seamless SGE. PCS partners are "Best in Class" solutions that have proven to meet or exceed client's expectations.
Hosting	While the Enterprise is comprised of many applications, so is the complexity of hardware servers and operating systems to run these applications. PCS eliminates this complexity by providing many of the applications from the PCS hosting center, called Utilit-e Central . This service provides for server equipment, operating systems, and on-going professional server maintenance. It reduces the need for server purchases and related expenses. This allows the utility to focus on the customer, and not the server infrastructure.
Service & Support	PCS provides an extensive maintenance and support contract. Maintenance provides for continuous improvements in features, quality, deployment, and support. It is PCS policy that all client calls and e-mails will be responded to within four hours. These support services are provided on an unlimited hours basis during regular business hours (7:30 AM to 6:00 PM Central Time; Monday through Friday). PCS also provides 24 x 7 emergency support.
Integration	PCS has an extensive history of integration within PCS and third-parties applications. In recent years the integration foundation has been based on CRN MultiSpeak specifications. PCS is knowledgeable and experienced with designing MultiSpeak compliant solutions. MultiSpeak is an integration approach for applications (e.g., AMR, MDM, GIS, CIS, OMS, and Staking) and is a standard used in the industry. The MultiSpeak specification provides the design for real-time web services and batch integration.
Affordable	While there is no one application that comprises the Enterprise, each PCS application and integration is scalable to the utility size, making it affordable and efficient to implement.
Security	PCS applications and hosting center meet or exceed the standards as set out by the National Institute of Standards and Technology (NIST), the Payment Card Industry (PCI), Payment Applications-Data Security Standards (PA-DSS) and general accounting best practices.

For more information on these products or services, visit www.pcsc.com or call 888-843-3106.

PCS Smart Grid Solutions for Utilities