Aidon One offering

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Makes sense.

What is Aidon One?

- Aidon One is a browser-based service for managing the distribution network and the related field tasks

- Collects and visualises data and work tasks on a map

- Designed for mobile use

- Modular service packages

  – Choose the functionalities to your need

  – Integrate customer and network data for more in-depth views and analysis

Aidon One offering

AMI information

Detect, analyse and fix faults swiftly.

Get low voltage network events and alarms on a map.

Plan, manage and execute field tasks within a seamless workflow.

Plan, manage, execute and document your meter inspection work, digitally.

Inform your customers about your on-going and planned building and maintenance projects.

Fix problems by detecting and analysing devices with poor connectivity.

Monitor the daily value delivery performance

Power Grid Management

Work Orders

Maintenance

Customer Service

AMI Connectivity

Aidon One Core

- Aidon SaaS service with high security and guaranteed service availability
- Map with layers: street map, satellite map or topographic map

Aidon One offering

AMI information

Customer information

Enable customers to make
fault reports and other
notifications on your website.

Send SMS to customers in
case of outages or faults

Customer Service +

Power Grid Management

Work Orders

Maintenance

Customer Service

AMI Connectivity

Core +   Search by customer name or address

Aidon One Core

Aidon One offering

AMI information

Customer information

Network information

Visualisation of power grid components on a map for more detailed fault analysis

Create, manage and execute work orders for network components

Create and manage condition reports and inspections notes for network components

Power Grid Management +	**Work Orders +**	**Maintenance +**	**Customer Service +**	
Power Grid Management	**Work Orders**	**Maintenance**	**Customer Service**	**AMI Connectivity**

Core +

Aidon One Core

Aidon One offering

AMI information

Customer information

Network information

Work order information

Seamless information exchange and updates between your systems through Aidon One work orders integration interface

Work Orders ++

Power Grid Management +

Work Orders +

Maintenance +

Customer Service +

Power Grid Management

Work Orders

Maintenance

Customer Service

AMI Connectivity

Core +

Aidon One Core

DSO's processes & Aidon One

	Power Grid Management	Work Orders	Maintenance	Customer Service	AMI Connectivity
Network planning	●			●	
Network construction		●	●	●	●
Network operation	●	●		●	●
Network maintenance	●	●	●	●	
Customer service	●	●		●	

Power Grid Management

- Overview of the low voltage network on a map

- Alarms of faults with related information

  – The cause of the fault

  – The extent of the fault

- Quick status analysis – Fault fixing in a controlled manner

Power Grid Management

- Alarms

  – From Aidon meters

  – From other manufacturers' meters

- An alarm is shown when a meter detects
  - A blown fuse
  - Neutral wire broken
  - Changed phase order
  - Medium voltage line wire broken
  - Under voltage, 10 minutes average
  - Over voltage, 10 minutes average
  - Over voltage
  - Simultaenous production and consumption
  - Device error

Work Orders

- Plan, assign, instruct and prioritise field tasks

- Work orders on a map

  – Assign tasks by areas

  – Installers can plan their daily route and find the locations easily

- Attach instructions to the work order to secure a proper completion of the task

- Sign off the work order when the task is completed

- Use Work Orders seamlessly with other Aidon One modules

Maintenance

- Plan and manage your network maintenance digitally

- Document the performed network and component inspections

- Use the information to create repair tasks

- Minimise human errors by utilising ready-made inspection templates

- Schedule regulatory inspection tasks

Customer Service

- You don't need a separate tool, application or person for informin customers about actual matters related to the distribution grid

  – Faults and service breaks

  – Construction and maintenance tasks

- Offer online services to your customers

  – Creation of fault notifications

  – Price query for electricity connection

- Reduced customer service workload, improved service availability, higher customer satisfaction

AMI Connectivity

- You have an overview on the status and success of your meter readings (SLA)

- View on a map:

    - Metering points

    - Connections between them

    - Quality of the connections

- Enables fast troubleshooting and targeted corrective actions

- You can secure the availability of values for billing and reporting