

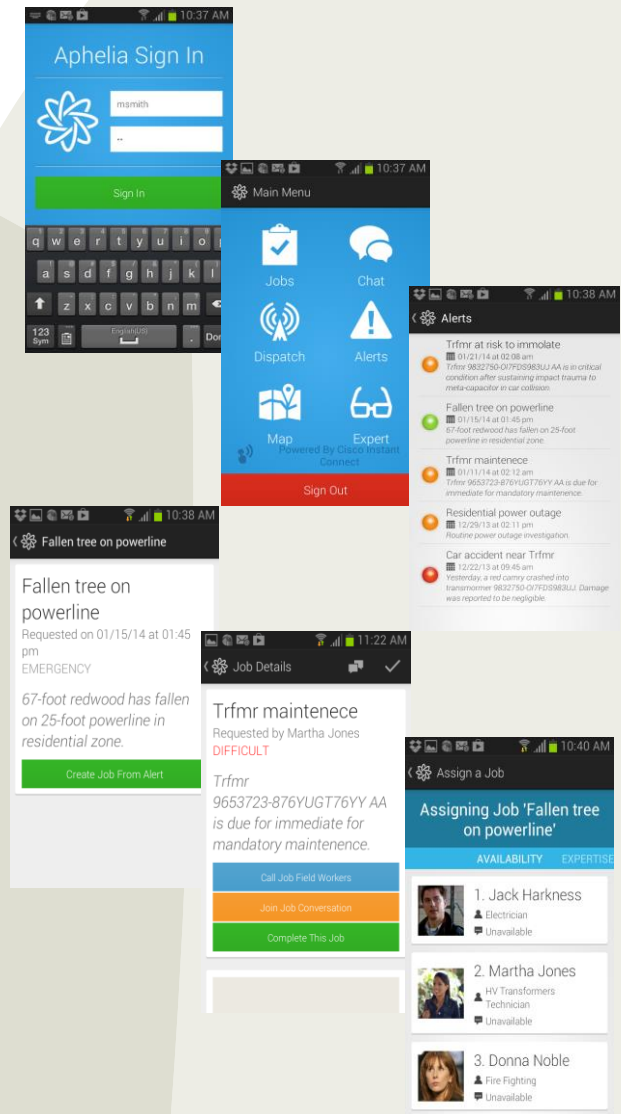


Aphelia – Field Collaboration

Aphelia Collaboration System is a highly scalable and reliable mobile based intelligent dispatch and resource management system for the utility and energy sectors.

It is a delegation, collaboration and communication platform for a highly distributed mobile workforce. Through seamless integration of audio, video, chat and geo-location services it helps increase workforce productivity.

- Real-time Alerts are used as a medium for communicating problems that require resolution.
- Jobs are units of work designed to address a particular Alert.
- Dispatchers assign Jobs to Field Workers, who resolve the issue through collaboration with colleagues and experts via text, voice and video communication offered by the platform.
- Site Supervisors ensure and reaffirm that Jobs are completed. Managers assign roles to the Field Workers.
- Managers also control the prioritization of the jobs.
- Administrators ensure the stability of the overall system through real-time monitoring and administrative functions.
- Remote experts and Field Technicians can be found based on expertise, availability and proximity to target location.



A rich mobile interface shown above is part of the Aphelia Collaboration System (ACS). It integrates cell phones, WIFI and radio technologies to provide collaboration across the organization. It integrates with the Cisco Instant Connect PTT solution, to provide radio interoperability and wider communications reach.



Powered by Cisco Instant Connect



Aphelia Features

Aphelia Collaboration System features

- A PC-based dispatch console
- UHF/VHF radio interoperability
- Text and audio notification
- Real-time video streaming and integration with IP phones, cell phones, PCs, and 3G/4G/LTE/WiFi mobile devices

Aphelia, combined with Cisco Unified Computing System (UCS) servers and virtualization is a highly scalable and reliable collaboration solution for the enterprise.

Dispatcher delegates work to Field Workers. As an example, if there is a power outage due to a storm, the dispatcher can assign the job to the appropriate field worker according to the availability, proximity and the skill set.

Field Workers start, execute and finish Jobs delegated by the Dispatcher. Field Workers may consult other Field Workers, Experts or even the Dispatcher about a specific Job under their jurisdiction. They can collaborate via chat, audio and real time video on their mobile device.

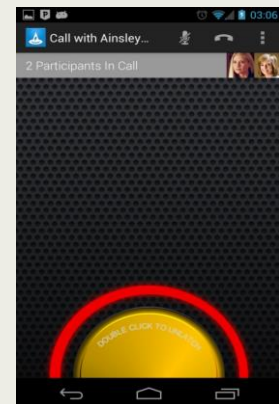
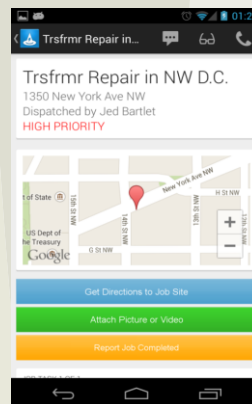
The current version of this product addresses the operational requirements of power, utility and gas companies. It provides wide range of capabilities including task allocation to a specific field resource, navigation and media rich collaboration with subject matter experts and push-to-talk (PTT) communication with team members for timely resolution to an event.

Overview

- Comprehensive dispatching and job management system
- Integrates with mobile devices, PCs and radios
- Integrates with IPICS (IP Interoperability & Collaboration System)
- Highly scalable and reliable

Key Benefits

- Cost-effective
- Empowers field workers
- Real-time and historical visibility into the field operation



Empowered Employees Power the Grid