

## PROCON DATA

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### *Highlights*

- Automatic zone structuring and optimization
  - Optimization of the walking routes
  - Planning of the reading dates
  - Call Center support
  - Navigation support
  - Satellite images for better orientation in the meter reading area
  - Bulk data acquisition
  - Data acquisition with digital pen
  - Self-reading ONLINE Web
  - Self-reading with mobile phone
  - Data format EDIFACT MSCONS
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## PROCON DATA Field Services Cloud Personal Meter Reading

*System for the punctual and personal meter reading in times of rapid network changes due to Smart Meters*

### Motivation

Smart Meters are on everyone's lips as the new form of precise and detailed data acquisition of meter readings.

After completion of the ongoing pilot projects, in a transitional phase of several years the conventional meters will be replaced by Smart Meters, in order to ultimately achieve blanket coverage. The ideal time to exchange the meter would be at the end of the calibration period.

This transitional phase is characterized by the reduction of the number of meters read manually and requires a permanent adaptation of the staff requirement and the meter reading zones.

### Overview

The personal meter reading process will be supported comprehensively and fully automatically within the framework of the *PROCON DATA Field Services Cloud*.

The system is available for Local Private Cloud Installation or as a Service managed by PROCON DATA.

Main Functions:

- Zone disposition and optimization
- Planning of the readers under consideration of the work location
- Call Center support
- Orientation support in the meter reading zone
- Bulk data acquisition
- Documentation of other customer feedback
- Interface with the result data



## Reading Zone Disposition

Based on the meter reading order the target zone is automatically split up into subsections that can be managed on foot. In conformity with the social legislation these packets are automatically allocated to the readers according to the work location. The scheduling takes place with standard times, relative to the number of meters per house.

## Notification Letter

In conformity with the law every customer will receive a notification letter well before the reading date with a proposed time window (e.g. 2 hours).

## Call Center Application

The Call Center application enables the free and extremely fast search for the meter- or business partner data "live" during the conversation. Meter readings given over the telephone can be recorded immediately without any delay. Extensive plausibility checks ensure high quality of the recorded data.

## Reading Schedules

Reading schedules are created, sorted in the order of walking. Satellite images with marked houses facilitate the orientation.

## Navigation System Interface

The geographical coordinates of the houses to be visited are made available as POI for common navigation devices. The reader can simply allow himself to be guided to every meter.

## Bulk Data Entry

Often the manual acquisition in the back office based on meter reading lists is far more efficient than the use of sensitive high-technology in the field. The *PROCON DATA Field Service Cloud* provides a mechanism with which the meters on the monitor screen are made available for fast data entry analogous to the reading schedule.

## Automatic Recording with Digital Pen

The Anoto Pen Technology can be used as an alternative to the manual acquisition. With a special electronic pen the meter readings are written down by the reader onto normal paper and in addition saved on the pen. Following transmission of the data to the server the handwriting is detected automatically and the data are thus recorded.

## Dashboard

With the Dashboard a current overview of the work progress of the entire team is produced.

## Self-Reading with Mobile Phone

The self-reading is carried out based on QR Codes with the application on a mobile terminal.

## Self-Reading Web

A possibility of Online Meter Reading that can be embedded in Homepages is also available as an alternative.

## Data Interfaces for Result Data

The data are regularly made available in a data format requested by customers. Besides the individual formats the globally valid standard format EDIFACT MSCONS is supported.

## Contact partner

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