INNOVATIONS

## mPower OMS <br> outage Management System

## Improve customer service by putting the right resources in the right places as efficiently and effectively as possible.


mPower OMS Easily integrates with your existing systems!



CIS \& Other Browser Based Enterprise Data


Outage data quickly collected and displayed on browser-based maps


Quickly analyze, group, and prioritize calls and incidents


Dashboard screen provides response coordinators valuable insight and control


Automated CAIDE, SAIFE, FEMA and other required reporting fomats

## mPower OMS

## Process Calls Quickly



## Web Capture



## Public Outage Maps



## Call Capture

Quickly identify the caller with their name, address, or phone number. Once the customer is identified, record responses to a user-defined list of questions. Calls can be captured directly through mPower OMS or imported from call centers.

## Web Capture

Capture outage events on your website using our simple, mobile-optimized web capture interface. Events submitted through the website are automatically entered into the OMS.

## Integration to GIS \& AMI/AMR

Integrate mPower OMS to your GIS \& AMI and unlock powerful Trace Flow Analysis capabilities, giving you the ability to see outages on your map, intelligently predict the cause of outages, and create public outage maps.

## Sync to eReliability Tracker

Sync outage events from mPower OMS to APPA's
eRealibility Tracker using mPower's eReliability Sync. This tool allows you to to automatically report outage events to eReliability Tracker without the hassle of manual data entry.

