



The Art of Software Development

**A Comprehensive Utility
Management Platform
for Enhanced Operations**

Key Information



Industry:

Public Services and Energy



Projects duration:

Ongoing projects, 17 years of collaboration



Team Size:

2 - 9 specialists



Technologies:

- Java, Java Enterprise
- Oracle Database, PL/SQL
- Web Services
- JavaScript, front-end frameworks
- GIS and CIS systems
- OMS and DMS systems



Services:

- Software analysis and design
- Development
- Project management
- Testing
- Maintenance

Highlights

- The client is a world leader in the design, development, and deployment of real-time incident and outage management, network modeling, and workforce management solutions for the utility sector.
- From our **strategic partnership** with the **client's Research and Development Department** resulted complex platforms and customized extensions for their final clients.
- Our company followed the development needs of the client, building and downsizing the development teams based on the **business needs of the client** and the **time-to-market targets** of the projects.
- The platform enhances operational efficiency by integrating advanced fault detection and automated outage response mechanisms.
- Designed for scalability, the solution supports **large volumes of customer interactions** and ensures real-time network updates.

Product Overview

This integrated solution is designed to help utility companies manage their operations more efficiently. It offers tools for **customer management, outage management, network modeling, and workforce management.**

The platform is designed to handle multiple calls from various sources, proactively manage outages, build and maintain accurate network models, and streamline workforce operations.



Requirements

The project requirements included managing a diverse customer base encompassing **domestic, industrial, commercial, and public** service users:

- proactively managing both planned and unplanned outages;
- accurately modeling and maintaining the utility network;
- accurately modeling and maintaining the utility network;
- efficiently managing the workforce, crew dispatch, and mobile data;
- integrating with existing GIS and CIS systems.

Challenges

The project presented challenges in:

- integrating with existing utility systems, specifically GIS and CIS;
- handling large volumes of customer data and calls;
- ensuring the real-time accuracy of network models;
- optimizing workforce management and dispatch
- **meeting regulatory targets and service levels.**

Provided Solutions

In this collaboration, ArtSoft Consult provided solutions by developing a platform encompassing **customer management**, **outage management**, **network connectivity**, and **workforce management** modules.

We also implemented advanced fault inferencing tools for outage management, provided a network connectivity and data capture tool for accurate network modeling, and delivered a comprehensive solution for workforce management, crew dispatch, and mobile data needs.

Client Words

"In May of 2008 our company partnered with ArtSoft Consult for the provision of software consulting services. ArtSoft engineers worked as virtual team members with our R&D staff, across a number of ongoing projects.

We found the ArtSoft engineers to be highly skilled and fitted in well with our core engineering team. They delivered their work on time and the communication between the team members was very good.

We found the management of ArtSoft to be very attentive and committed to both the quality of the work produced and the success of the partnership."

- Head of Engineering

Let's get in touch

ArtSoft Consult is a trusted partner in the IT industry, providing tailored solutions to address your unique business challenges.

With our proven expertise our team delivers innovative solutions and development services.

Drawing from years of experience and industry insights, we deeply understand this industry and we look forward to working with your business.

For more details on our services and team, please [contact us](#).

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