



## INSERVICE 8.3.1

### Integrated Power System Analysis Tools in One Environment

Intergraph® continues to advance its smart grid solutions to better enable utilities to manage their complex electrical distribution infrastructure and field crews, and take advantage of real-time operations data within a consolidated command-and-control environment. We've added enhancements to strengthen our InService integration with supervisory control and data acquisition (SCADA) and distribution devices, including capacitor banks in the field. The operator's map view in this latest version of InService reflects capacitor states, and additional functionality ensures that capacitors are not operated after they have reached their daily operational limit. You can also properly evaluate devices in the smart grid with additional post-element processing options.

InService 8.3.1 offers visualization enhancements, such as:

- The ability to view one or more feeders in a separate map view. InService 8.3.1 displays all elements associated with the selected feeders in the new map view.
- When you select a label in the Main Map, Feeder Map, and/or Switching Simulator, it also highlights the matching device, and vice versa. This simple enhancement makes it easier for operators to work on devices in crowded areas of the map, increasing operational efficiency.
- The ability to selectively display or hide symbology in the map.

Intergraph's InService 8.3.1 increases operational efficiency and enables dispatchers to accurately reflect what is going on in the network. If a dispatcher determines that a confirmed outage is really part of another outage, they can quickly consolidate the two, transferring the customers and calls. When reassigning calls, dispatchers can specify whether they would like the entire load of the transformer reassigned from one outage to another, or to specific calls. Dispatchers can also easily place a temporary device in the network without operating the device and creating an outage. This enables them to accurately reflect the state of the network in the field without waiting for a full geographic information system (GIS) migration. Another enhanced feature of InService

8.3.1 allows dispatchers to transfer customers from one transformer to another so those calls create outages on the correct transformers. This prevents you from dispatching crews to an outage already addressed by another crew.

### UNLOCKING THE POWER OF SMART GRID

The InService product family lets you build a real-time, command-and-control environment to address fundamental concepts of outage and mobile workforce management from an enterprisewide platform. InService offers the most complete, fully integrated outage, distribution, and mobile workforce management solution on the market. Our software enhances your ability to respond to changing conditions, monitor the progress of the work, and measure workforce performance.

Other proven benefits of InService 8.3.1 include:

- Configurable, off-the-shelf system based on non-proprietary technologies
- Simple, intuitive user interface with a GIS-based interactive map, providing effective dispatching, monitoring, and operations capabilities
- Tightly integrated mobile computing solution that extends InService to the field with a configurable application well-suited to manage all types of work
- Advanced visualization tools to manage your network
- Visual enhancements to aid operational decisions from the map
- Intelligent organization and display of data
- Dynamically generated schematics for operation of electrical networks
- Integrated mapping, alarming, event, and crew data to manage networks

### CUMULATIVE ENHANCEMENTS

- **New Platforms** – InService Dispatcher now supports the Microsoft® 7 operating system. This applies to InService Dispatcher client software only. InService NetViewer and NetDispatcher are supported with Internet Explorer 8.

- **Capacitor Bank Enhancements** – When the dispatcher places a deactivate tag on a capacitor, InService will disregard the bank in the volt-VAR calculations. The InService 8.3.1 map displays the state and status of the capacitor. As part of this enhancement, four new states are visible to the dispatcher: partially open, partially closed, failed open, and failed close. If a capacitor has a pending operation against it, a pending operation symbol will display on the map with the capacitor.
- **Map Decluttering** – You can request to display, hide, or override all map symbology.
- **View Individual Feeder** – You can select and display one or more feeders in a separate map view. InService 8.3.1 displays all elements associated with the feeders in the new map view, and all map graphics for electrical features are selectable and operable.
- **Find Tie Points** – The Show Tie Points command allows you to filter the set of potential tie points for faster decision-making.
- **Trouble Analysis Rollup Algorithm** – Two new prediction methods control the conditions of rollup. This option allows trouble analysis to consider not only the number of downstream transformers, but also the number of downstream transformers with calls.
- **Consolidate Confirmed Outages** – InService 8.3.1 allows you to consolidate one or more confirmed outages into another confirmed outage.
- **Reassign Calls** – You can reassign individual calls rather than the entire load of the transformer. The capability to reassign the entire load of the transformer still exists.
- **Place Temporary Device** – You can place temporary devices in a closed state without operating the device and creating an outage. The temporary devices are operable, just as are normal devices.
- **Transfer Customers between Transformers** – Transfer customers from one transformer to another without requiring calls or outages associated with the customers. You can permanently transfer customers as part of infrastructure rebuilds or for a temporary length of time.

## OTHER FEATURES

- Feeder-based colorization
- Predicted and confirmed outages, grounded and de-energized
- User-defined extended style colorization
- Brilliant reduction of complex electrical network into usable format
- Display of the state of devices
- SCADA values displayed on map using hover
- Conductor failures
- Accurate display of the failure (cut) location
- Ability to place multiple failures on the same conductor
- Abnormal device display on map
- Multiple map views that work together
- Advanced tagging
- Switch-plan improvements
- Outage processing

## COMPONENTS OF INTERGRAPH'S INSERVICE

- **I/AMI** – Integrates automated metering infrastructure
- **I/Call** – Allows real-time trouble call input and query
- **I/Callback** – Provides a list of customers to an interactive voice response for callback when an outage is closed
- **I/DNA** – Enables distribution network analysis
- **I/MobileTC** – Updates job status and completes orders electronically
- **I/Trouble Analysis** – Analyzes trouble calls in real time and predicts the device most likely causing the outage
- **InService Dispatcher** – Enables you to view information about crews and their current status, as well as pending and active jobs
- **I/SCADA** – Provides a bi-directional interface to SCADA
- **I/Work** – Imports crew schedules from an external system
- **I/AlarmPlus** – Provides monitoring and detection capabilities for critical infrastructure protection (CIP) (optional)

## ABOUT INTERGRAPH

Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph's industry-specific software to organize vast amounts of data to make processes and infrastructure better, safer and smarter. The company's software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

Intergraph operates through two divisions: Process, Power & Marine (PP&M) and Security, Government & Infrastructure (SG&I). Intergraph PP&M provides enterprise engineering software for the design, construction, operation and data management of plants, ships and offshore facilities.

Intergraph SG&I provides geospatially powered solutions, including ERDAS technologies, to the public safety and security, defense and intelligence, government, transportation, photogrammetry, and utilities and communications industries. Intergraph Government Solutions (IGS) is a wholly owned subsidiary of Intergraph Corporation responsible for the SG&I U.S. federal and classified business.

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