



## Neudesic Outage Restoration Center

Neudesic's Restoration Center is an Azure powered system of interaction which enables electric utilities to optimize their operations during outage to restore power faster. The application intelligently combines information from across work and asset management, outage management, Advanced Distribution Management System (ADMS), and AMI to deliver actionable insights in a collaborative environment.

## Customer Audience

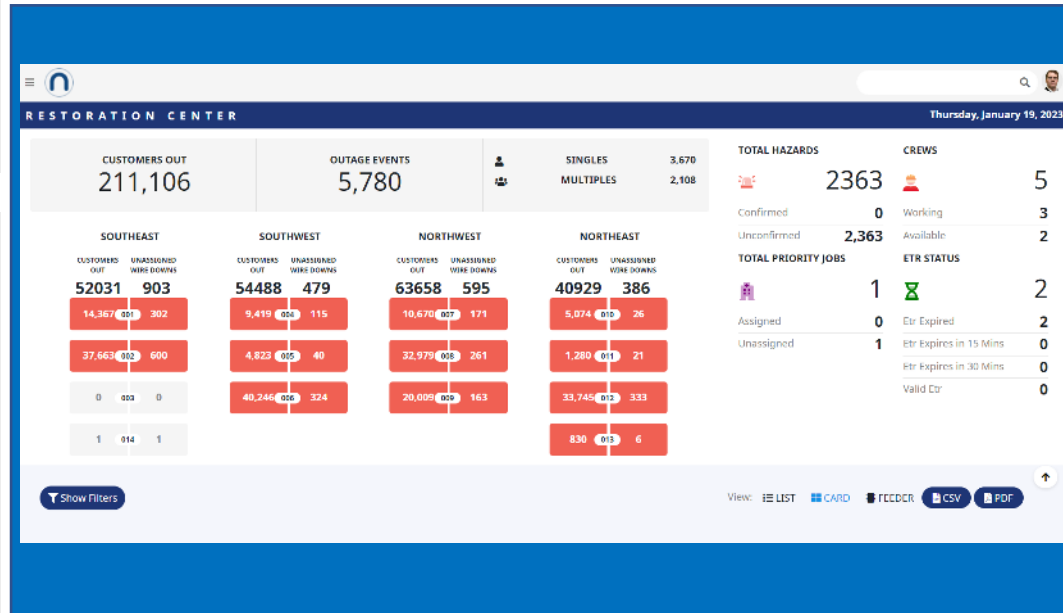
Mid to large size (1M+ customers), fully integrated electric utilities that have Distribution Operations.

- COO
- VP of Transmission and Distribution and/or VP of Distribution
- Director of Distribution Operations

## Solution Results / Business Value

Improve reliability, accelerate outage restoration, enhance workforce operational efficiency and collaboration, and increase situational awareness to create a safer work environment.

- Prebuilt APIs, UIs, and Database Structures, along with hyper automated deployment enables client to get the app deployed in their Azure environment in a matter of hours.
- Solution includes a data ingestion module making it easy for clients to hydrate the solution with data from core utility systems, including OMS, WAM, AMI, and Customer systems.
- **First solution of its kind built on 100% Azure native services**, but deployable directly to the client's tenant with them having license to modify the source code for their own purposes
- **DTE Customer Story:** DTE Energy's deployment of the solution has improved year over year reliability metrics by 25%. Additionally, DTE is restoring all customers outages associated with black sky storm events an average of one full day faster, saving at least \$100,000 per *black sky* event. DTE has also recognized a 30% improvement in customer satisfaction during unplanned outages and restoration.



## Microsoft Technology

- Azure App Service, Azure Service Bus, Azure API Management, Azure Cosmos DB for MongoDB, Azure Storage
- \$1-2 Million in new client ACR in the first year directly tied to implementing the solution.

## Resources

- Contact at DTECH - [Mike.Rossi@neudesic.com](mailto:Mike.Rossi@neudesic.com)
- <https://www.neudesic.com/industries/utilities/>
- <https://www.neudesic.com/case-study/dte-energy/>