

OpenPoint Platform

Technology driven optimization and insights for utilities



System Maps / GIS

Utilities need detailed and up-to-date information on assets, status conditions, customers and more. OpenPoint combines the power of Esri's ArcGIS platform with our specialized tools to help you get the most out of your map – and you don't need to be a GIS professional to use it.

- Powerful extension of Esri's ArcGIS platform
- Distribution mapping
- Connectivity / tracing
- Troubleshooting
- Easy queries and navigation
- Lifecycle asset management for meters, transformers, hydrants and more
- Seamless integration with OpenPoint OMS
- Full customization of map format and symbology
- Work order integration
- Job staking
- As-builts
- Maps for phones and tablets
- Internet accessible web maps
- Customer integration and lookup
- Attach photos and documents



Work Orders / Property Records

Automate work orders, inventory, purchasing and property records using automated workflow processes and customized business logic while also handling your regulatory compliance needs.

- Create construction and maintenance work orders
- Inventory management
- Customizable purchase order functionality
- Flexible cost allocation engine
- Automated property records (CPR) management with historical unit prices
- Generate customer estimates
- Integrate with general ledger
- Custom workflow processes
- Detailed transaction cost breakdown
- Powerful reporting capabilities leveraging Excel
- Chart and graph your data



OMS

Empower customer service with a fully integrated Outage Management System leveraging the power and flexibility of OpenPoint tools in conjunction with Esri's ArcGIS platform.

- Full Esri software integration
- Seamless integration with OpenPoint Map
- Public viewable outage map
- Customer self-service outage reporting
- Automated notifications by email, text or recorded voice message
- Cloud-based for each access by customers and staff
- Outage maps available on desktop, phones and tablets
- Planned outage management
- Annual reporting for SAIDI, SAIFI, CAIDI, etc.
- Integrate with AMI, MDM, SCADA and customer service portals

OpenPoint

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