



PEDERNALES ELECTRIC COOPERATIVE

Information Technology

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Chief Information Officer

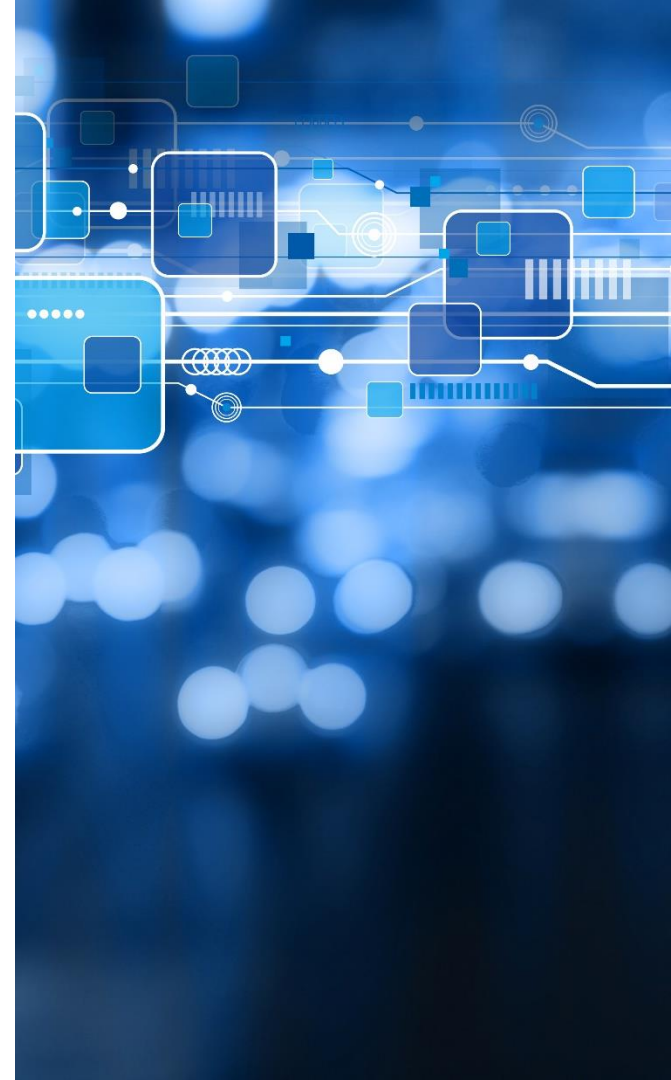
Cisco Contact Center Express & Workforce Optimization

- Secure, virtual customer interaction management solution
- Comprehensive call routing, call/screen recording and reporting capabilities
- Replacement of the existing phone system with VoIP phones
- Higher resiliency to failures



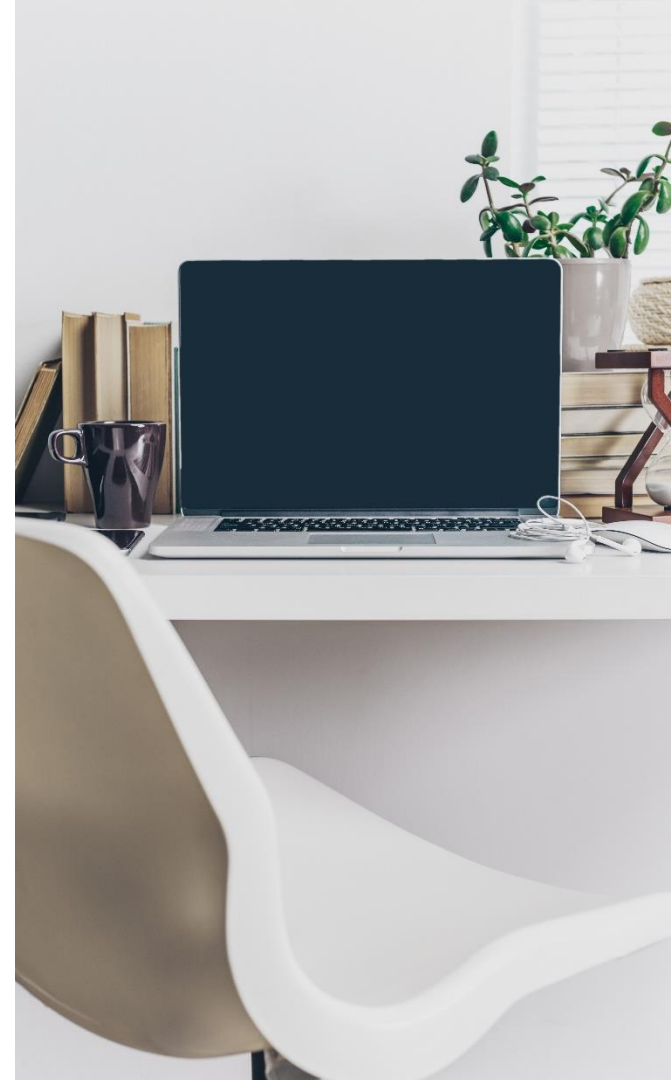
Cisco Contact Center Express

- May 2017:
 - Instant messaging
 - Corporate directory
 - Video conferencing
 - Screen sharing
 - PC to PC calls
 - Presence (Agent availability)
 - Mobile support (Apple and Android)
 - Web chat
 - Screen pops



Cisco Contact Center: Phase II

- Post call survey
- Courtesy callback
- Interactive Voice Response (IVR)
 - Speech Recognition
 - Text to Speech
 - Speech to Text



Utility Center Upgrade: Phase 2

Project Scope, Functionality & Benefits

SCOPE: PEC is replacing the current geographical information system, Trimble's Utility Center (UC), with Trimble's Network Information System (NIS)

What is NIS? A geographical network information system that provide a modular solution and processes to support and enable design, maintenance, asset management, and network modeling for the energy utility business.

Key Functions & Benefits:

1. Mapping

- Provides ability to represent electrical system in a graphical view
- Enables complex edits and searching capabilities in the map, electrical system and infrastructure
- Facilitates navigating, troubleshooting, viewing data in the field, planning and designing new electric work requests

2. Design

- Supports field and office design functions into one application facilitating the flow of information between the office and field
- Enables design functionality for designers and planners, and provides network model to support engineering analysis
- Provides ability to manage the lifecycle of work orders
- Standardizing templates and configuration options provides for effective and easy to use staking sheets
- Tools for designing work orders, assembly tracking and reporting

3. Integration & Technology -

- Trimble NIS integrates with other internal and external systems: Trimble's DMS (Distributed Management System) for outage management and NISC's iVUE Accounting Business Systems (ABS) and Customer Information Systems (CC&B)
- Supports field data collection and increased accuracy

Utility Center Upgrade: Phase 2

Project Milestones

February 2017

- Assemble resources, design workshops, staking sheet configuration
- Initial conversion of UC data, Trimble delivery of software installation and configuration, interface development

March 2017

- Finalize End-User Procedures
- End-User Testing (duration: 3 weeks)
- Begin End-User Training (duration: 4 weeks)

April 2017

- Complete End-User Training in office and field at each District Office
- Final NIS database conversion

May 2017

- NIS Go-Live
- Prepare for DRG data conversion



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