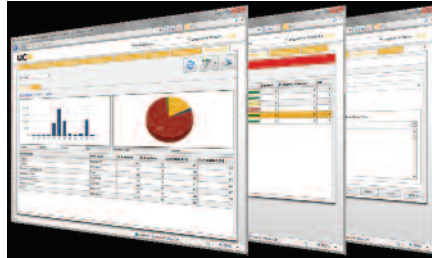


Next generation service management tool released

UC4, a US IT automation software company, has released UC4 Service Level Governor, what the company says is a proactive management, monitoring and reporting tool that enables the efficient delivery of service level commitments. UC4 Service Level Governor takes ONE Automation, which integrates the automation of business processes, applications and IT infrastructure onto one platform, to the next step, says UC4, by automating decisions and using cloud computing.

Commenting to *Water Utility Management International* on this software's application to the water industry, Matthew Busch, Product Marketing Executive at UC4 Product Management, said: 'Utility companies use sophisticated customer care and billing software systems to ensure a continuous stream of revenue and consistent customer service. These systems are invaluable to the business. A delayed, failed, or incorrect billing cycle can result in missing or delayed revenues. UC4 can proactively monitor the service levels associated with billing processes. If a process is going to be delayed, UC4 will recognize the situation and allow for proactive measures to be taken to ensure billing is completed timely and accurately.'

'The core technology is a Complex Event Processing (CEP) engine to



identify event patterns that could lead to problems; and proactively resolve them before SLA (service level agreement) violations occur,' he explained. 'For example, it might avoid an SLA violation by automatically provisioning additional resources or reprioritizing other workflows. At the same time, it will send out pre-emptive alerts, to keep you apprised of the situation.'

UC4 Service Level Governor includes a service-level management wizard that provides a dashboard overview of SLA rules and automated actions; a real-time monitoring dashboard that provides an overview of fulfilled and violated SLAs; and a reporting dashboard that tracks the fulfilment or violation of SLAs over extended periods of time.

'UC4 service level governor changes the way you manage your service levels,' said Busch. 'Yesterday you knew what you missed, with UC4 you know what you deliver. The approach is about being proactive and not reactive.' ●

www.uc4.com

Grontmij launches asset management programme

Grontmij has launched a new Asset management service targeted at water utility providers to appraise and improve the effective use of existing data management systems.

The RAM Policy Programme has been developed to improve the efficiency of people, business process, technology use and data resources, says Grontmij. Ian Gray, regional director in the Asset Management team for Grontmij, said: 'We have spent a long time developing a programme that will enable us to go into an organisation, examine their data management approach, identify where efficiencies could be made and make changes that will offer substantial and long-term savings.'

The new service will see Grontmij assess water providers' existing assets and data management systems and identify any poorly performing or 'stressed' assets which are operating beyond the expected cost.

Mr Gray added: 'We're incredibly optimistic about the level of efficiency savings we can achieve with the new RAM policy programme.' ●

<http://grontmij.com>

Data acquisition upgrade for Portland Water Bureau

Telvent has announced that it will partner with the City of Portland, Oregon, USA, to upgrade the Portland Water Bureau's real-time data acquisition system.

Portland Water Bureau managers and planners will use Telvent's OASyS Dynamic Network of Applications (DNA) supervisory control and data acquisition (SCADA) system to utilise real-time data monitoring.

This will be used, says Telvent, to monitor and manage the water network's pump control, reservoir volumes and flow control. ●

www.telvent.com

KOREC to distribute 'Intelligent Trench' underground mapping solution

Surveying instrument distributor SKOREC has announced that it has signed an agreement to become an Intelligent Trench partner and a UK supplier of the Intelligent Trench underground mapping solution, which will allow every road excavation in the UK to be recorded, photographed and mapped on a national database, the company says.

Contractors and utilities can record data on a new excavation for future reference by recording the GPS coordinates of the marker positions and allocating photographs and asset data to this point,

including attributes such as the material and diameter of the pipe. Surveys can also be uploaded and shared for future reference.

Contractors and utilities can view existing information remotely via the web portal to see what information already exists, or at the location itself in order to plan works, carry out targeted digs and avoid third party damage. ●

www.korecgroup.com

