Vitria IoT Analytics Platform for Smart Meter Management Case Study

The customer is a leading gas and electric carrier in Europe. They operate in over 200 cities and employ 4,000+ people.

Their operations require the careful monitoring and management of over 4 million Smart Meters throughout their network.

"We needed a robust enterprise-level solution for smart meter analysis and management. The system needed to manage events and alarms, and also integrate with many legacy and business process management systems.

Vitria had the only solution that met these challenging requirements for managing and analyzing the 4M+ meters in our network."

IT Procurement

The Challenge

The network will include over 4M smart meters that require management and monitoring to ensure continuous service and customer satisfaction.

Achieving this goal requires bi-directional communication and integration with a number of legacy systems. Continuous analytics is also required to understand fault and alerts and prioritize activities to address fraud or other urgent service issues quickly.

The Solution

Vitria's comprehensive IoT Analytics Platform includes all the critical capabilities needed to address the full set of customer requirements:

- Continuous IoT Analytics to understand smart meter behavior and status
- Business Process Management to accelerate service and issue resolution
- Systems integration with MDM System ZONOS from Cuculus AG, SAP, Ticket Management, and other critical enterprise systems

Customer Benefits

Implementation of the Vitria Platform has delivered the following benefits:

- Improved customer satisfaction and service
- Faster identification of possible cases of fraud
- Enhanced understanding of smart meter maintenance and service requirements
- Great operational efficiency and lower costs

About Vitria Technology

Vitria's advanced analytics solutions empower enterprises and industrial customers to achieve better outcomes faster in their business operations.

The company was founded in 1994 and has a long history of success in streaming analytics, business process management, enterprise application integration, and operational intelligence. Vitria is also a leading player in the rapidly growing IoT (Internet of Things) analytics market.