

## Service Level Agreement Monitoring

Monitoring, analysis, and alarming for data provider service level agreements.



### Problem

- + Data provider service level agreements can be challenging to monitor, analyze and manage
- + Meter data service level shortfalls can lead to billing problems with customers
- + Quick early detection of data provider problems is needed to prevent downstream issues

### Why Fractal

Delivered parallel meter data management system (MDMS) with Fractal Programming.

Parallel MDMS application identifies all missing data and meter reading errors.

Automatic alerting and alarming of failures to meet data service level agreement metrics.

Utility is able to bill with confidence that meter data is correct.

### Solution



Parallel meter data management system



Analyze all interval and daily data to locate any missing data elements and test against service level agreement metrics

Reconcile all interval data against all daily data to check for consistency



Machine learning module to identify unusual consumption patterns that can indicate meter reading issues

### Impact



Increase in bill quality.



Reduction in customer billing complaints and issues.

