SDI UTILITY INDUSTRY SOLUTIONS

Integrated technology solutions
to ensure revenue generation, security
and optimal performance for utilities.

SDI Presence LLC
A Certified Minority Business Enterprise (MBE)
www.sdipresence.com

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Advanced Technology Solutions for an Evolving Utility Industry.

2018 brings many challenges to the utility industry. Keeping up with Federal regulations. The threat of cyber attacks. Greater smart grid opportunities. The need to focus on customer experience. With so many challenges - and so many technologies available to help - it's time to identify the right technology partner.

From meter to cash, SDI understands the urgent, and critical nature of the utility industry's technology applications. For more than two decades, SDI has delivered core, mission-critical technologies and services that enable large utility organizations and government agencies to function each and every day.

Specializing in delivering technology across large, multi-departmental organizations, SDI provides a full range of consulting and implementation services for utilities. Our experienced team focuses on solutions that measurably lower operational costs, boost productivity and customer service, and enhance both revenue generation and security.

SDI has reinforced its commitment to utility clients by building a strong relationship with leading industry partners eSentire and Milestone Utility Services, with which SDI has worked with for nearly 10 years.

Utility Industry Clients

SDI has an extensive resume of delivering advanced technology solutions and services to utilities throughout the U.S., including:

- Alameda Municipal Power
- Camrosa Water District
- Central Contra Costa Sanitary District
- Chicago Department of Water Management
- ComEd
- Cucamonga Valley Water District
- Delta Diablo Sanitation District
- District of Greater Chicago
- East Valley Water District (EVWD)
- Eastern Municipal Water District (EMWD)
- Encina Wastewater Authority (EWA)
- Enwave
- Exelon
- Inland Empire Utilities Agency (IEUA)
- Irvine Ranch Water District (IRWD)
- Las Virgenes Municipal Water District
- Los Angeles Department of Water and Power
- Metropolitan Water Reclamation
- Moulton Niguel Water District (MNWD)
- Nicor
- North Tahoe Public Utilities District (NTPUD)
- Peoples Gas
- Rancho California Water District (RCWD)
- Sacramento Municipal Utility District (SMUD)
- Silicon Valley Clean Water (SVCW)
- Silicon Valley Power (SVP)
- South Orange County Wastewater Authority
- South Tahoe Public Utility District (STPUD)
- Turlock Irrigation District (TID)
- Zone 7 Water Agency (Zone7)

SDI partner Milestone has completed Smart Grid projects at the following clients:
- NV Energy
- ATMOS Energy
- ONE Gas
- Vectren

Deep Skills and Experience.

SDI and Milestone's talented team of professionals average more than 20 years of experience, and bring a diverse set of skills to comprehensively address our clients' expectations. Our technical teams include former CIOs and CTOs, engineers, and hands-on, highly-certified field technicians with experience in the latest smart and automatic utility collection technologies. SDI consultants bring decades of business process reengineering experience to ensure operational processes and technology systems are in sync. Our security team includes several former Directors of Security that are well-versed in Federal regulations and NIMS standards, who work hand-in-hand with our technical staff, to produce technology solutions that give both security and operational users EXACTLY the information they need to do their jobs better. And, the SDI Team brings a time and field tested, ITIL-based deployment methodology, with delivery teams led by PMP-certified engineers. SDI's delivery speaks for itself - we invite you to call upon our clients to learn more about our low-risk technology deployments.

Unwavering Client Commitment.

Vendor-independent SDI and Milestone offer more than the typical product vendor who is motivated to sell their specific devices. SDI holds certifications and hands-on working familiarity with industry-leading product vendors, allowing us to recommend the best technical and most cost-effective system for each unique client environment, including automated meter reading technology. The SDI Team brings the technical capacity to configure these vendor technologies to specifically serve a client's unique operational requirements - and we are committed to doing what it takes to make the technology work.

SDI helps our utility clients achieve their operational objectives through outstanding technology systems delivery and on-going support. With an over-arching company expertise in deploying and running critical, high-availability technology systems, SDI offers turnkey professional services – from system selection and design, to technology deployment and integration, through long-term managed services – to deliver technology systems and infrastructure that ensure a safe, efficient and secure facility environment:

Enterprise Applications

Utilities are under extreme pressures to meet regulatory requirements, maximize human capital, and streamline operations. SDI has the experience and technology solutions to help large organizations optimize the efficiency of people and assets:

- Customer Information Systems (CIS) & Billing Systems. The SDI Team delivers reliable technology systems and infrastructure design, implementation, and support services for utility CIS applications and associated interfaces. SDI provides a comprehensive Managed Services program for utility CIS/Billing systems, including Project Management, System and Database Administration, and Business Analysis and Process Improvement. SDI provides a 24x7 help desk to log departmental requests, issues and initiatives. SDI can also deliver seamless Smart Grid integration to CIS and Billing systems.

- Human Capital Management, including biometric time and attendance and performance management

- Asset Management systems, maximizing the efficiency of utility facilities, equipment and vehicles with systems that manage repairs, maintenance, and long-term asset lifecycle management

- Geographic Information Systems, to visualize utility engineering operations and enhance customer service

- Smart Grid and Automated Meter Reading, including implementation, integration, and RFP development and program management.

IT Infrastructure

To provide the appropriate high-capacity, reliable platform that today's technologies require, SDI offers a wealth of experience in IT Infrastructure systems, including:

- Infrastructure Assessment, Optimization, and Consolidation

- Mission-critical Network Deployment, Integration, and Support

- Turnkey Wireless 802.11x Networks, wireless mesh, and long-distance point-to-point

- Network Monitoring Tools and Field Services, delivering greater visibility and improved service levels for critical infrastructure maintenance (any IP device inclusive of cameras, switches, etc.) - typically with less resources

- SmartSourcing IT Managed Services programs, SDI's innovative outsourcing approach that reduces the cost of owning technology infrastructure and increases systems uptime and user satisfaction

- Migration Services, moving outdated critical infrastructure applications - such as Email, Active Directory, Collaboration tools - to Cloud based services such as Google and/or Microsoft

- Comprehensive cybersecurity assessments, problem remediation and on-going SOC monitoring

Physical Security

SDI is ready to help you meet NERC-driven security requirements. Our experts can start at any point in the process, from assessing risk, to planning site security, to implementing measures. SDI has extensive experience in all the latest advanced security technologies, including:

- Digital Video Management Systems, including high definition cameras, license plate recognition cameras, perimeter surveillance, and large, multi-site deployments of cameras and sensor devices

- Video Analytics

- Access Control & Biometric Identity Management

- Perimeter Intrusion Detection Systems

- Physical Security Information Management Systems (PSIM), linking security systems to provide enterprise-wide situational awareness

- Turnkey Command Center Technology Design/ Build

Smart Grid

SDI and partner Milestone excel in the Smart Grid space and are ready and able to help plan, implement, and support Smart Grid services. In August 2016, a Milestone-commissioned survey of 86 U.S. municipal utilities found that 97% of utilities have a smart grid strategy. The SDI Team can assist finding cost effective and high ROI means for moving to Smart Grid, because of the outstanding expertise of our staff in the following areas:

- Overall project architecture for AMI deployments

- Strategic planning and vendor procurement

- Implementation of complex AMI and MDMS solutions

- Experience developing API's to transfer information between CIS systems and MDM in real-time

- Performance tuning of meter data processing for interval billing

- Extracting and optimizing "big data" from MDM for processing within CIS systems

- Business process planning including rules and validation setup, application workflow, test case execution, and defect corrections

- Ability to design and develop bidirectional interfaces between MDM and billing system

SDI has an extensive, 20-year resume of deploying complex, mission-critical technology systems and infrastructure across large-scale, utility organizations.

SDI's 20-Year Utility Industry Resume: Proven Delivery of Mission-Critical Systems and Services

SDI assists our utility clients in improving customer service and achieving maximum profitability by:

- Reducing overhead costs

- Achieving a return on certain IT investments as benefits overcame transition costs

- Reaping business value on time and on budget within months from the launch of new and/or modified application functionality

- Streamlining business processes

- Leading Smart Grid deployments that increase operational efficiency

ComEd (Exelon)

Automated Mapping and Facilities Management System/ Geographic Information System (GIS) Services

SDI helped ComEd improve service to its electricity customers by consolidating the information ComEd uses to budget, track power distribution, plan maintenance and respond to emergencies into one integrated computer system. SDI designed, constructed and integrated a state-of-the-art Automated Mapping/Facilities Management (AM/FM) system, giving ComEd representatives quick access to all types of information at one time. The system is designed to simultaneously track mapping information, such as distribution routes from power stations to transformers, and text information, such as maintenance records and material costs.

In a strategic business partnership with ComEd, SDI was the sole provider of the AM/FM application, and custom-developed it to meet ComEd's growth, including:

- Translation of nearly 50,000 paper maps into computer-tagged image format files (TIFF) to allow for computer map reading

- Migration of TIFF files into ComEd's computerized mapping system (Smallworld GIS) to create the mapping foundation for the AM/FM system

- Consolidation of material, maintenance and operational data from various sources

- Incorporation of maps and data into the company's larger mapping environment, ComEd's Geographical Information System

- Consultatiive services to help ComEd staff add information and applications to the AM/FM system

- Provided embedded, on-site technical support 5 days a week

The AM/FM system developed by SDI enabled ComEd to plan, predict and budget for its long-range growth. It also helped the power company improve service, plan its maintenance, reduce customer costs and enhance emergency response.

NV Energy

Milestone implemented an AMI, MDMS, customer portal and demand response management system for 1.3 million customers over a 4 year period.

ATMOS Energy

Milestone provided functional support to lead requirements gathering, process definition, and data mapping from Banner and/or SAP to Sensus for the initial installation of smart devices.

Nicor

Network Deployment and Billing & Gas Management Systems Implementation

SDI delivered services and technology that helped the diversified energy management company, NICOR, successfully launch a subsidiary - NICOR Energy Management Services (NEMS). SDI provided NEMS with network consultation and installation services for its relocation, and developed software to help the company manage data crucial to providing fuel to more than 500 large industrial and commercial customers in Northern Illinois.

State regulations mandated that the subsidiary develop and use information and technology independent of its parent company. By assessing and evaluating NICOR systems, office infrastructure needs, industry trends and business goals, SDI first configured a secured Local Area Network and created a unique Gas Management System (GMS) for the new company in its new corporate location.

The GMS enables NEMS to process billing and maintain and deliver timely information about gas brokerage and usage. It tracks data necessary to manage contracts, monitor usage patterns, enhance its customer base and record usage history. The GMS helps maintain and process billing through its interface with accounts receivable system.

SDI tailored a system that met the needs of the growing utility and changing industry, providing:

- Design and configuration of LAN infrastructure and devices
- Designed interface for accounts receivable
- Provided subsystems for billing and gas management
- Network support and hardware updates

The SDI system provides the most up-to-date information management technology available to help NEMS meet the changing needs of its industry and customers and to manage the growth of its company.

ONE Gas

Milestone provided functional support and integration services between Meter Management Systems (MMS) and Banner CIS. Led the integration for large commercial meters to send updates from Banner to Maximo.

Vectren

The Milestone team assisted Vectren in the AMR rollout and Banner CIS implementation project.

Exelon Thermal

Thermal Chicago Corporation (TCC) provides chiller water to an ever-growing number of buildings in the Loop area, from four cooling plants. These plants serve the needs of their clients by feeding the chilled water though an underground network of distribution piping.

SDI manages the daily information operations of a 200-component Local Area Network (LAN) for TCC, helping the company manage quality control. By evaluating, purchasing and securing software and hardware, developing information storage and running multiple operating systems, SDI created a network that enables TCC and its dependents to share information.

This corporate LAN is also integrated with a Wide Area Network (WAN) that helps TCC communicate between its four plants, client buildings and TCC professionals at off-site locations. There is also integration with the Thermal parent corporate network for e-mail and internet access.

SDI delivered a secured network to allow the company's internal departments share data and work together to produce the best results for its clients' real estate owners, providing the following services:

- Maintenance of networked equipment, which includes workstations, file servers, plotters, and printers
- Troubleshooting hardware/software maintenance and repair
- Information storage and architecture
- Secure hardware and software systems
- Inventory control usage reports
- Schedule and implement back-up plans
- Coordinate warranty programs for equipment
- Coordinate the purchase of software and hardware
- Maintain a help desk to give over-the-phone solutions and dispatch service representative (5x8)
- Upgraded plant control network capacity with additional connectivity to customer billing sites.
- Provided technology to upgrade internal plant connectivity
- Implementation of plant data capture to a SQL database.
- Developed a central database repository for all 6 plants' computerized maintenance management information.
- Manage access controls system database for plant security

The SDI-managed network helps TCC serve its clients by enabling both the corporate employees and plant engineers to share information while completing projects. This, combined with standard executive reports and applications developed by SDI, help Thermal Chicago Corporation enhance quality control and meet engineering industry standards.

City of Chicago Department of Water Management

Maintenance and Support of a Customer Information and Water Billing System

SDI originally assisted in the implementation of the BANNER CIS System in 2000 and provided resources to gather requirements, perform business analysis, quality assurance and support for all project related hardware. This project has had a significant impact on the manner in which the department conducts its business as SDI resources performed the analysis to build the business architecture and ensured new interfaces developed were successfully implemented. The new billing system continues to provide City employees with improved access to integrated information allowing staff to serve customers in the most efficient manner possible.

In 2004, SDI teamed with Indus/Ventyx (expanded services team) and was tasked with providing day-to-day maintenance of the Banner system, and supporting new DWM IT initiatives.

The scope of services includes:
- Business analysis including enterprise analysis, requirement elicitation, requirement management, and solution assessment and validation to support the DWM's strategic initiatives.
- Business process analysis and recommendations to support of DWM operations.
- Documentation of all customizations and enhancements to the Banner product.
- Quality assurance analysis for all Banner enhancements and interfaces, including tracing of requirements, test plan development and execution of test cases.

- Training and user acceptance testing for all implemented enhancements.
- Provide application support for all Banner enhancements and interfaces.
- Provide innovative insight into the resolution of business related issues and application defects reported to the application help desk.

The SDI Team has consistently met and/or exceeded service level agreements. The CDWM has awarded the team with multiple contract extensions.

Customization/Interfaces for Customer Information and Water Billing System

SDI has had an integral role providing a structured system development lifecycle methodology (SDLC) for the implementation of 18 interfaces and over 500 customizations as requested by the DWM. SDI business analysts have been and continue to successfully support all interfaces and customizations by following knowledge areas of both the Business Analyst Body Of Knowledge and Project Management Body of Knowledge. SDI certified resources have ensured that development of software requested by the DWM is accurately developed to meet the DWM requirements and the product is properly tested by performing unit, integration, regression and system testing to meet the DWM's goals.

In the past four years, SDI has successfully performed the following:
- Performed the business analysis, quality assurance and software project management of Itron's MV-RS application.

- Provided the software project management to migrate the MV-RS application from version 5.0 to version 7.0 and version 7.8.8.
- Provided the business analysis, quality assurance and software project management to implement an automated meter reading pilot utilizing Itron's Read One Link application to install Itron electronic reading transmitters.
- Provided business analysis, quality assurance and software project management to build the current Connect Automated Meter Reading System (AMR) and Professional Meters Installation Tracking System interfaces and over 30 AMR related enhancements.
- Closed approximately 5,000 application and interface related issues reported to the application help desk.
- Provided business analysis, quality assurance and software project management to build city and third party interfaces such as collection agency interface upgrades, Interactive Voice Response, on-line Full Payment Certificate (FPC) payment, automatic payment arrangements, on-line bill payment, and employee indebtedness.
- Performed quality assurance testing for modifications and enhancements to Banner 3.2/Banner 3.2 Web such as service order scheduling, contractor meter tracking, multiple/mass adjustment form, penalty consolidation, lien processing, automated move in /out, volunteer metering project, bad debt mistake, AMR TGAL Unit of Measure, and bill print.

About SDI PRESENCE

SDI is an IT managed services provider (MSP) that leverages its strong team presence to provide industry-leading IT services while advancing our clients to a secure digital enterprise. With a 20-year corporate resume, SDI delivers strategic managed services, IT consulting, and hybrid infrastructure solutions to optimize our clients' technology environments. SDI is a certified Minority Business Enterprise (MBE), with a portfolio of clients that includes some of the nation's largest airports, utilities, commercial real estate portfolios, and government agencies. SDI delivers a deep technical presence through a local delivery model to achieve customer confidence and success.

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