

DIAVASO Device Manager

Headend Systems / Network Ops Core Module

DIAVASO Device Manager provides centralised supervision, control, and troubleshooting for metering and IoT devices operating across AMR or AMI networks. The module enables remote configuration, event handling, and communication diagnostics, reducing truck rolls, improving network reliability, and accelerating issue resolution. Device Manager integrates with Data Manager and Analytics to support NRW analysis, forecasting, and operational planning.

Device Provisioning & Configuration

Supports secure onboarding, pairing, and parameter configuration for metering and IoT devices (data logger, pressure sensors, valves, etc.) to streamline deployment and reduce installation errors.

Remote Commands & Diagnostics

Enables remote interrogation, firmware updates, resets, and diagnostic commands, minimising field visits and expediting incident handling.

Alarm & Event Management

Captures alarms and events (communication, consumption, lifecycle) to support proactive monitoring, network troubleshooting, and operational workflows.

Network Health Monitoring

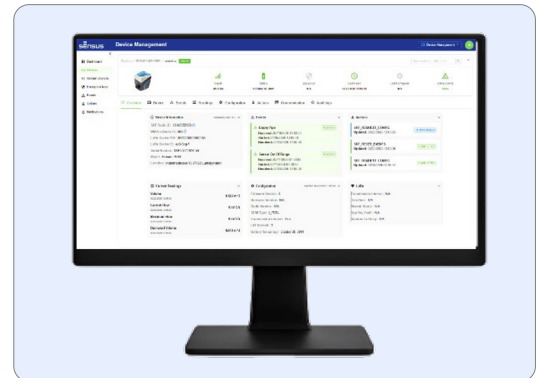
Tracks communication performance, signal quality, and device connectivity to help maintain reliable AMI operations and reduce silent meter risk.

Inventory & Lifecycle Tracking

Maintains device inventories with lifecycle, status, and performance histories to support maintenance planning and AMI program governance.

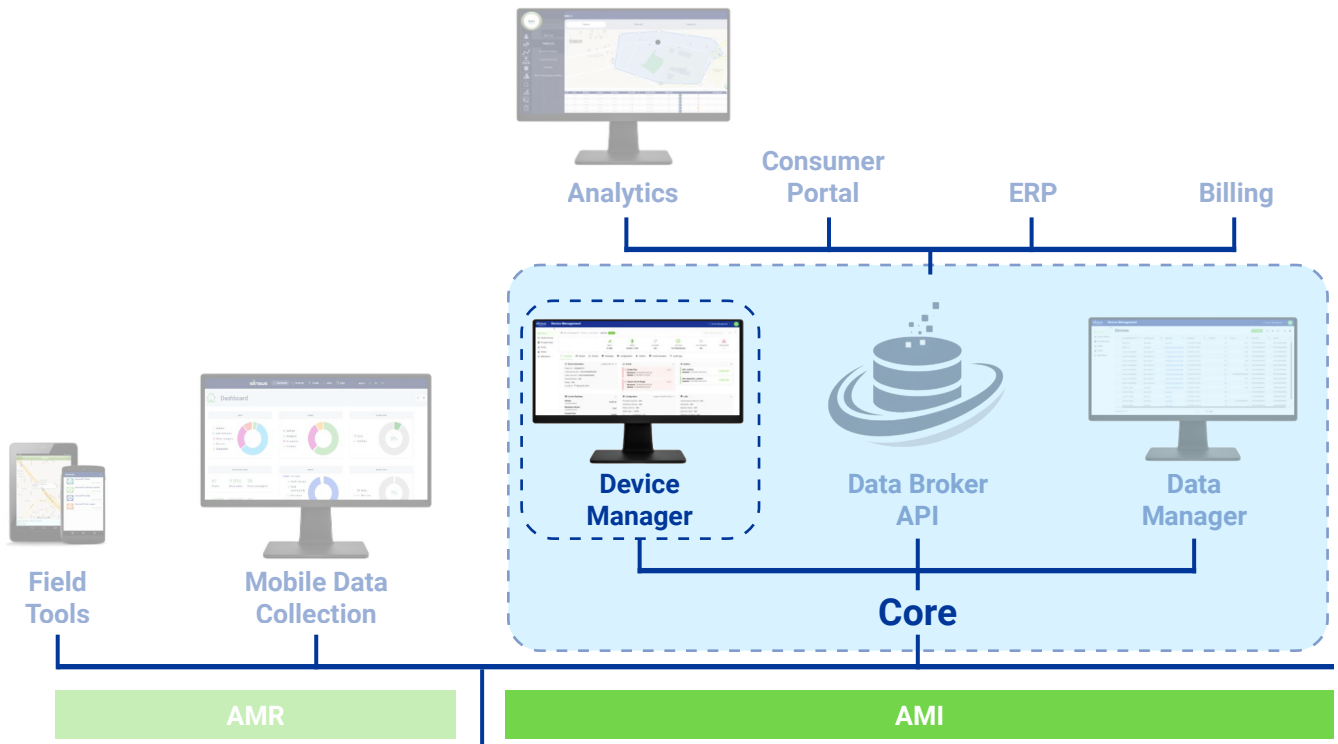
Notification & Escalation

Provides configurable thresholds, alerts, and workflows to accelerate intervention for operational, technical, or customer-impacting events.

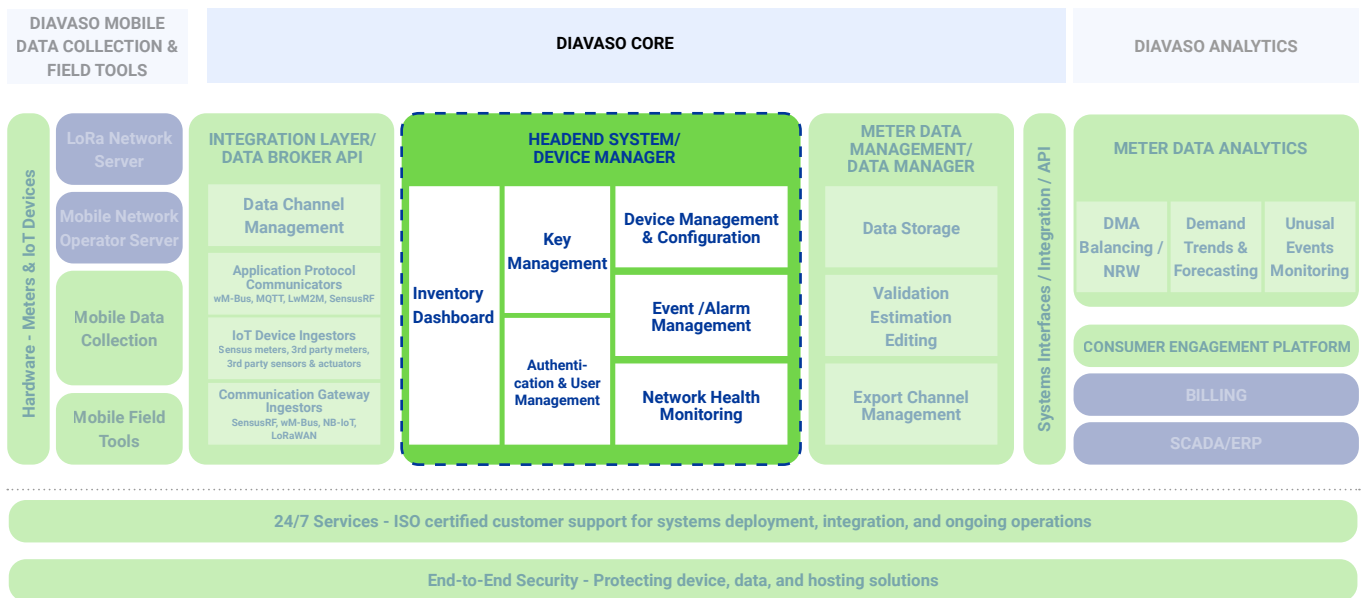


Features

- Network supervision
- Remote device commands
- Alarm & event management
- Device inventory & lifecycle tracking
- Comms & network health monitoring
- Silent/underperforming meter detect
- Notification & escalation workflows



DIAVASO is organised into three functional suites (Mobile Data Collection, Core, and Analytics), and three separate modules within Core (Data Broker API, Device Manager, Data Manager). Each suite & module delivers targeted capabilities for field teams, AMI operations, billing, and data analytics users. In addition, Field Tools provide mobile apps for technicians & managers, while 24/7 Services support deployment, hosting, and ongoing operation of the system. This modular structure enables utilities to adopt only what is needed, when it is needed.



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