Keeping Utility Control Rooms Running During Disruption

The challenge facing utility control rooms

Utility control rooms coordinate field resources, manage operational incidents and help maintain essential services across wide geographic areas.

During severe weather, outages or unexpected increases in demand, they must adapt quickly without disrupting service.

This becomes harder when control rooms operate independently, limiting the ability to:

- Share workload across locations
- Redirect communications during disruption
- Support teams across multiple regions
- Maintain operations if a site becomes unavailable

Why traditional models can struggle

When control rooms operate independently, transferring work between locations can be complex and time consuming.

This creates additional risk during:

- Severe weather
- Infrastructure outages
- Workforce disruption
- Sudden increases in demand
- Local site failures

Connecting control room operations with ACOM

Zetron's ACOM solution distributed control rooms within one resilient communications environment.

Its flexible architecture, redundancy and failover capabilities allow organisations to share workload, route communications and maintain operations across multiple locations.

One connected operational network

- Route calls between locations
- Redistribute workload in real time
- Maintain service during disruption
- Improve coordination across regions
- Support flexible workforce deployment
- Reduce reliance on individual sites

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Supporting resilience during disruption

During severe weather, outages or local incidents, ACOM allows operational activity to move between control rooms quickly.

If one location becomes unavailable or experiences unusually high demand, calls and workload can be redirected to alternative sites.

This helps utility providers:

- Maintain service delivery
- Reduce operational downtime
- Balance demand across regions
- Maintain coordination during incidents
- Support teams across multiple locations

Key operational benefits

Improved Continuity

Redistribute communications and workload between control rooms during disruption or increased demand.

Greater Resilience

Built-in redundancy and failover help maintain operations if a location or core system becomes unavailable.

Operational Flexibility

Teams can support multiple regions within one connected environment.

Scalable Operations

Support geographically distributed operations without compromising availability or reliability.

Confidence During Critical Incidents

Maintain coordination during severe weather, infrastructure disruption and other high-pressure events.

Designed for mission critical utility operations

Utility control rooms need communications that remain available when disruption occurs.

ACOM provides a resilient, scalable environment that connects teams and locations, helping organisations maintain service and respond with confidence.

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Always ready, always on.

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