



Orlando Utilities Commission
Orlando, FL
www.ouc.com

Industry:

Utilities

Annual Revenue:

US\$844 million

Employees:

1,155

Oracle Products & Services:

JD Edwards EnterpriseOne
Financial Management
Capital Asset Management
Human Capital Management
Supply Chain Management
Oracle Application Server
Oracle Database
Oracle User Productivity Kit

Oracle Partner:

CSS International, Inc.
www.cssus.com

“Oracle’s JD Edwards EnterpriseOne applications have allowed us to minimize system customizations, accelerate application updates, and improve service to our employees—all while laying the foundation for the future.”

– Hedi Ago, Manager, Corporate Business Systems, Orlando Utilities Commission

Orlando Utilities Commission Upgrades ERP System to Eliminate 33% of Custom Modifications

Orlando Utilities Commission (OUC) is a community backbone, providing residential and commercial customers with dependable, low-cost electric and water services. The utility serves more than 250,000 customers in Orlando, St. Cloud, and parts of Orange and Osceola counties.

Challenges

- Upgrade enterprise resource planning system to ensure application support and improve efficiency
- Eliminate costly maintenance fee
- Transition from a client based program to a Web interface
- Implement functionality available on newer software release
- Minimize the number of expensive customized enhancements and eliminate client/server deployment

Solution

- Worked with internal team and Oracle Partner CSS International, Inc. to upgrade to Oracle’s JD Edwards EnterpriseOne 8.12—ensuring application support and a clear path for implementing next-generation applications
- Eliminated 33% of custom modifications
- Moved to Web-based system to support a growing mobile workforce, allowing employees to access critical applications from any where within the network at any time
- Enabled instant patches and updates, rather than requiring users to download updates on a quarterly basis
- Used JD Edwards EnterpriseOne Human Capital Management to track employee attendance and organizational charts
- Leveraged JD Edwards EnterpriseOne Capital Asset Management to allow planners to easily view work orders and more effectively plan preventative maintenance
- Leveraged JD Edwards EnterpriseOne Supply Chain Management to streamline the change order requisition process
- Reduced costs for sending payments to the bank by using JD Edwards EnterpriseOne Electronic Fund Transfer
- Ensured only authorized employees can view specific data
- Set the foundation for enhanced self-service functionality
- Ensured user uptake with a comprehensive training program, including 50 training classes and 70 tutorial video clips