



What Oracle Utilities Customers are Achieving



improved customer service despite 50% staff reduction



reduced personnel costs by 27%



achieved 32% savings in finance and administration costs



South Staffordshire Plc

decreased contract leakage by more than 76%



reduced overhead burden rate allocated to projects by 20%



expects annual savings of \$1M from IT consolidation

Transforming Utilities into Information-Driven Enterprises

To stay ahead of changing market dynamics, utility companies must produce and deliver as cost-effectively and safely as possible. Evolving regulatory landscapes also create new challenges in servicing customers. Oracle's Solutions for Utilities eliminate inefficiencies from your operations, so you can reduce costs while maximizing the output and reliability of your assets and ensuring customer satisfaction. Oracle offers a comprehensive suite of integrated e-business applications designed especially for the utilities industry. Built on Oracle's proven database platform and tools, these integrated solutions enable you to become an information-driven enterprise. Learn how Oracle is working with utility companies to address the industry's most critical business challenges.

Optimize Work Planning and Execution

To remain competitive, utilities need an integrated solution that addresses the broad set of work management requirements. Utilities need a comprehensive system that allows them to create optimal asset maintenance strategies that can decrease costs, increase revenues, enhance reliability, and improve safety and compliance. By effectively monitoring operational data such as maintenance history, performance trends, and operating conditions, companies can proactively manage available resources such as inventory, equipment, and skilled personnel and match them to maintenance demand. Oracle uniquely enables utilities to optimize work planning and execution by predicting and preventing asset failures and unplanned downtime, increasing asset utilization, decreasing asset maintenance costs, optimizing the scheduling and assignment of work, and ensuring regulatory compliance.

Streamline Field Service Operations

All too often, the only contact a customer has with a utility is as a result of an outage. The efficiency with which the service call is handled can profoundly affect the customer's satisfaction and continuing loyalty after deregulation offers an alternative. Oracle uniquely enables utilities to streamline field service operations by reducing field service costs, increasing repair quality and service output, and providing rapid response and issue resolution through increased efficiency of service center and field service processes.

Improve Customer Responsiveness and Issue Resolution

With new competitive pressures, tightening corporate budgets and rising customer expectations, utilities must have a comprehensive view of their customers and use this information to deliver value and provide exceptional customer service. Providing industry-leading service begins with having complete customer information and connecting this data to the enterprise. Oracle uniquely enables utilities to improve

customer responsiveness and issue resolution by gaining a complete view of customer and interaction history, enabling customer self-service, and quickly meeting customer needs and improving first-time resolution rate to increase customer satisfaction.

Integrate Waste Logistics and Processing

The waste management industry operates in a highly regulated and competitive business environment. There are low profit margins, few upsell or cross-sell opportunities, and a lack of differentiation between providers. Companies know it is imperative for them to establish stronger relationships with their customers to provide unique products and services that meet customer needs offering exceptional service, while driving down costs. Add in the complexities of waste management today, being a very internationalized sector requiring new supply chain and collaborative models, and the case for effective process and information management is clear. Only integrated processes and e-business systems, allied

with industry-specific business applications, can provide the efficiency required to meet all stakeholder expectations. Oracle and our partners are able to provide the integrated solutions needed – spanning automated business processes, e-business architecture, industry applications and data management. Tried and tested globally, the Oracle solution provides the command and control needed: from the interface with waste producers through to the sale or disposal of processed outputs meeting the needs of companies and municipalities alike.

Oracle Solutions for Utilities

For nearly three decades, Oracle, the world’s largest enterprise software company, has provided the software and services that enable utilities to become information-driven enterprises. Oracle’s solutions for the utilities industry offer a powerful value proposition to every segment – from generation and transmission, to distribution and retail services.

Footprint - Utilities

	Optimize Work Planning and Execution	Streamline Field Service Operations	Improve Customer Responsiveness and Issue Resolution	Integrate Waste Logistics and Processing
Process				
Drivers	<ul style="list-style-type: none"> Customers will not tolerate service failure and disruption Increased regulatory compliance and cap ex constraints 	<ul style="list-style-type: none"> Pressure to streamline operations due to industry restructuring and consolidation 	<ul style="list-style-type: none"> Evolving regulations (including deregulation) are increasing competition Increasing customer expectations 	<ul style="list-style-type: none"> Evolving regulatory environment Increasing need to streamline operations due to cost pressure
Challenges	<ul style="list-style-type: none"> Asset failures and unplanned downtime with service disruption Poor return on assets and high maintenance costs 	<ul style="list-style-type: none"> Lack of real-time information and coordination of field technicians Costly, inefficient field service processes 	<ul style="list-style-type: none"> Low customer satisfaction with current service levels Incomplete view of customer and interaction history 	<ul style="list-style-type: none"> Costly, inefficient collection and processing operations Business systems not flexible enough to adapt to changing regulations
Oracle Enablers	<p><i>Plant Maintenance</i> Enterprise Asset Management Self-Service Work Requests</p> <p><i>Project Management</i> Project Management Project Collaboration Project Resource Management Project Contracts</p> <p><i>Planning</i> Advanced SC Planning Constraint Based Optimization</p>	<p><i>Asset Maintenance</i> Service Contracts Field Service Advanced Scheduler Mobile Field Service Spares Management Depot Repair</p> <p><i>Asset Tracking</i> Database 10g (Spatial) Apps Server (Wireless)</p>	<p><i>Customer Care</i> Service Contracts iSupport TeleService Interaction Center</p> <p><i>Service Execution</i> Field Service Advanced Scheduler Mobile Field Service Spares Management Depot Repair</p> <p><i>Customer Data Management</i></p>	<p><i>Customer Care</i> Service Contracts iSupport TeleService Interaction Center</p> <p><i>Waste Collection</i> Field Service Advanced Scheduler Mobile Field Service</p> <p><i>Waste Processing</i> Depot Repair Process Manufacturing</p> <p><i>Customer Data Management</i></p>
<p>Enterprise Infrastructure: Financials, Human Resources Corporate Performance: E-Business Intelligence, Balanced Scorecard, Enterprise Planning & Budgeting Corporate Governance: Internal Controls Manager, Financials, Tutor, iLearning</p>				
<p>IT Infrastructure: Database Server, Applications Server, Systems Management, Development Tools, Collaboration Suite, Spatial Services: Consulting, IT Outsourcing, Education, Support</p>				

CONTACT US

Visit oracle.com/industries/utilities/ to learn more about Oracle Solutions for Utilities, or call +1 650 506 7000 to speak to an Oracle representative.