Exception Management in Utility Applications
Improve Operational Efficiency

Oracle Utilities Professional Services

Maintain Productivity and Meter to Cash Revenue with Oracle Utilities Exception Management Services

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UTILITIES

Revenue and productivity are key drivers in how a utility measures and monitors its business. It's important to reduce any distractions or burdens that impact either. Whether it's missing data, a mismatch between systems, or inaccuracies in business rules, these types of issues can put pressure on both human and financial resources if not evaluated in the overall strategic planning of the project.

Often decisions are delayed on how to manage exception conditions that occur after a new implementation, major release, or upgrade. However, an incident can interrupt users from performing their core duties or interfere in the meter to cash process. If these scenarios happen, productivity and billing and revenue can be affected. In order to combat these challenges, it's important to develop a strategy in how business exceptions are handled.

Oracle Utilities Exception Management Services provides a structured and efficient approach to review and manage exceptions proactively. The service is built specifically to address and resolve standard errors a utility might encounter post implementation or upgrade. Through the **Remediation** and **Automation** phases that comprise **Oracle Utilities Exception Management Services** you have the best strategic solutions available for maintaining both productivity and revenue. Users stay focused on core functions, while business transactions continue to run smoothly.

Remediation Phase: Maintain Productivity with Less Time Spent on Exception Management

The **Oracle Utilities Exception Management Remediation** phase is a four week service in which Oracle experts assess areas where high-volume exceptions and incomplete or weak processes might occur and plan how to manage or configure so they don't occur. This service deals with the surge in exceptions or "To Dos" that can happen after a new implementation. The Remediation step helps to identify and address these issues with a set of standardized resolutions.

As part of the Remediation process, the Oracle team installs a portal to characterize a To Do backlog and trends. The custom portals include best practice resolution information for base To Dos with basic trending and aging information to help prioritize work. Also, users who might not have the knowledge or bandwidth to deal with a surge in common To Dos have a standard solution so less time is spent on exception management.

Remediation benefits a utility post implementation or upgrade in a variety of ways. One, Oracle provides a clear view and specific actions to remove high-volume exceptions from the backlog. Secondly, by analyzing the distribution of exceptions, Oracle is able to make recommendations on automated resolution strategies. With **Oracle Utilities Exception Management Remediation** a utility can:

» Increase productivity by addressing ad hoc resolutions and knowledge gaps

» Manage a large number of To Dos

» Establish production stabilization quickly

KEY BENEFITS OF MANAGING BUSINESS EXCEPTIONS EFFECTIVELY

- Reduce financial impact on meter to cash revenue
- Improve operational efficiency and user productivity
- Stabilize production
- Suppress or automate completion of redundant exceptions

WHY ORACLE PROFESSIONAL SERVICES?

- Structured strategic approach to exception management from a team of experts who know Oracle best

Figure 1: Remediation Phase

1. Implement Exceptions Dashboard
2. Analyze Dashboard Results
3. Interviews with Application Architect, Key Business Users and Supervisors
4. Exceptions Assessment Report
5. Estimates for Modification of Exception Dashboard and Automation

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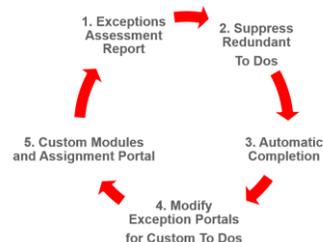## Automation Phase: Improve Operational Efficiency with Fewer Manual Processes

One of the best ways to enhance productivity is to automate your processes. This applies to how you manage system exceptions as well. In the **Oracle Utilities Exception Management Automation** phase, which is a project based service, a utility can reduce manual efforts with built-in efficiencies based on the scope that is needed and the benefit of the recommended changes.

The Automation step is specifically targeted to improve operational efficiency. The custom portals that were established in the previous Remediation phase could be modified to provide specific resolutions for custom To Dos. In the Automation service, Oracle works with a utility on the scope of enhancements to automatically suppress and/or resolve high-volume exceptions. The portals will also show trends which spotlight where a utility can focus efforts for automation. The utility is then able to implement and measure the effectiveness of automation in backlog and new exception reduction.

A utility benefits with the Automation service because it is able to measure operational efficiencies and the benefits derived. With **Oracle Utilities Exception Management Automation Service** a utility can:

» Automatically complete To Do entries

» Suppress the creation of unnecessary To Do entries

» Build custom To Do pre-creation algorithms which help with intelligent assignment

» Automatically add relevant information to help users to prioritize their work

Figure 2: Automation Phase

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