PROCESS INTEGRATION PACK FOR ORACLE UTILITIES FIELD WORK

Utilities can significantly reduce the total cost of owning and using field work applications by integrating them using prepackaged, productized integrations. The Process Integration Pack (PIP) for Oracle Utilities Field Work seamlessly links the field work and planning functions in Oracle Utilities Customer Care and Billing, Oracle Utilities Mobile Workforce Management, and Oracle Utilities Work and Asset Management to ensure that field work processes meet the highest standards of quality and efficiency at the lowest possible cost.

Field Work Business Processes

Many utility business processes span multiple applications. Field work is a good example. While field technicians interact primarily with a mobile workforce application, that application must draw data from other applications in order to schedule and deploy technicians and crews appropriately. For example, customer names, addresses, and appointment requests may come through the customer information system. Warranty requirements for various field assets will likely reside in an asset management application.

As Smart Grid initiatives expand the number of field devices that technicians must use, and as customer expectations escalate, so does the need to ensure that business processes flow seamlessly across mobile workforce, asset, and billing applications. By preintegrating the applications and prepackaging those processes, the PIP for Oracle Utilities Field Work dramatically reduces the time and cost needed to build complete and efficient field work processes.

No longer do field work project teams need to define requirements, construct designs, and then build and test custom code. Instead, they need only to configure business rules that ensure that field work processes meet unique utility needs.

The Oracle Field Work Solution

The PIP for Oracle Utilities Field Work prepackages field work processes across:

- Oracle Utilities Customer Care and Billing
- Oracle Utilities Mobile Workforce Management
- Oracle Utilities Work and Asset Management

Utilities with only two of the applications may still find the PIP useful because it offers standardized ways to integrate a third application into the business process flow.
The product includes four pre-packaged business processes:

- **Initiation/Creation of Field Work.** Any of the three applications can initiate field work using factors such as customer appointment requests, warranty requirements, routine inspection schedules, or alerts from field technicians. Once initiated, information about the task is made available immediately to the other applications.

- **Scheduling and Dispatching.** Oracle Utilities Mobile Workforce Management creates technician schedules and supports dispatch.

- **Status and Schedule Updates.** As tasks are initiated and completed, Oracle Utilities Mobile Workforce Management updates their status, permitting CSRs to answer queries about ongoing work. Mobile Workforce Management also transmits the need for schedule alterations involving customers to the contact center.

- **Completion of Work.** Any of the integrated applications can initiate a task close-out.

**The Oracle Advantage**

Leveraging Oracle Application Integration Architecture, the Process Integration Pack for Oracle Utilities Field Work improves applications interoperability. With it, utilities can quickly and cost-effectively improve the control and visibility of field work.

**Contact Us**

For more information on Process Integration Pack for Oracle Utilities Field Work, call +1.800.ORACLE1 to speak to an Oracle representative, or visit oracle.com/industries/utilities.