Unplanned Outage Management
Oracle Utilities Outage Management System
Oracle Utilities Operations Mobile Application

Regulators have reacted to a wave of historic, weather-related events by tightening the screws on expectations for outage management. More rigorous mandates for responsiveness have been imposed on utilities, particularly for more accurate restoration estimation, frequency of communication to customers and shortened outage duration. Oracle Utilities Outage Management System, a module of Oracle Utilities Network Management System, delivers world-class performance your customer can rely upon.

Can you help your customers when it counts the most?
Minimize outage impact via improved understanding of event scenarios, real-time grid monitoring, and more effective use of human resources. Oracle Utilities Outage Management System (OMS) provides scalable, best-in-class performance proven under the harshest conditions across the globe.

Prepare, track, restore and communicate.
Utilities can use Oracle Utilities OMS to improve the end-to-end process for unplanned outage events:
- Prepare grid operators & field personnel for real-life scenarios
- Improve control room decisions though data analysis and information flow
- Identify and track outages, their impact, and restoration time in real-time
- Restore power by improving damage assessment and workforce productivity
- Boost crew performance and safety via best-in-class switching
- Communicate actively and accurately to the public through multiple channels

Ensure customer trust through comprehensive response to unplanned outages

KEY BENEFITS
- Proven scalability from a leader in outage management
- Improve responsiveness using real-time visibility to status and customers
- Predict event impact on customers and communicate to them via multiple channels
- Best-in-class switching ensures safety and reduces outage duration
- Improve customer service by delivering real-time status updates
- Accurately capture damage
- Easily integrate mobile workers into outage repair process
- Quickly deploy via Express Implementation

KEY FEATURES
- Outage profiling and prediction
- Dispatch and tracking
- Call grouping analysis
- Work status and timestamp tracking
- CIS integration and multi-channel communication
- Outage analytics
- Switching tool and study mode
- Outage and mobile integration
- Automated and manual model updates using GIS, CAD, and planning system

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Build a real-time bridge to each customer.

Oracle Utilities OMS tightly connects customer, grid, repair, and meter process—and their real-time data—to improve the accuracy with which utilities can respond to outages and the speed they can communicate to affected customers. For each instance, OMS manages input from the control room, field crews, and customer service. It then analyzes the results and updates systems and customers—in seconds, not hours. And it does so continuously, so restoration estimates are always accurate.

Outage maps, crew locations and restoration progress provide real-time status. Higher levels of customer satisfaction are achieved via improved engagement and self-service tools, such as:

» Reporting service disruption through self-service tools to speed resolution
» Receiving alerts and updates through call, text, or email to broaden the ways customers can stay informed
» Getting service update notifications with the most accurate status so customers gain peace of mind

Communicate across multiple channels to more effectively serve customers

Improve restoration by accelerating crew productivity

Oracle Utilities Operations Mobile Application is a self-install, easy-to-use solution that addresses cost, speed, and information accuracy challenges of grid and outage-related field work. Utilities can use it to provide any field workers—contractors, mutual aid and loaned crews, and employees—with mobile device access to grid workflow, forms, and information tools on a wide range of mobile devices to ensure:

» Real-time status updates flow from crews to customers more quickly
» Elimination of idle time of emergency response crews, including mutual aid teams
» Improved reporting to dispatch and back-office systems on non-outage, unplanned events

High-volume data is no problem. We can prove it.

Oracle Utilities OMS has proven field performance with our largest customers during major storm events like Superstorm Sandy. And we continue to benchmark that scalability so you can rest assured you’ll have the capacity to handle data when it counts. Take a look at our latest results:

» Supporting 5.6 million customers with 7300 feeders
» Integrating 500 current operators and more than 300 call-takers
» Handling 118,000 calls an hour input rate
» Coordinating 3700 crew updates an hour
» Managing 2700 device operations an hour

RELATED SOLUTIONS
• Oracle Utilities Customer Self Service
• Oracle Utilities Distribution Management
• Oracle Utilities Outage Analytics
• Oracle DataRaker