

ORACLE®  
Utilities

# Products & Capabilities Overview

Helping every utility find the **right innovative solution**



ORACLE®

Innovation fuels our every step toward the next-generation utility business. We've combined deep industry expertise and end-to-end solutions with the most powerful customer engagement platform on the market—all supported by an intelligent service network, deeper data analytics and more flexible cloud services. All of our products and services are smart options to make your transition to the future utility ecosystem completely seamless.

#### ASSET OPERATIONS

- **Oracle Utilities Work and Asset Cloud Service:** Improve asset performance and harness real-time asset condition monitoring with the scale and extensibility of this powerful cloud solution.
- **Oracle Utilities Work and Asset Management:** Monitor asset lifecycles, streamline maintenance operations, maximize supply chain performance, enhance safety, and improve regulatory compliance.
- **Oracle Utilities Operational Device Management:** Provide comprehensive change and configuration management of smart grid devices, as well as strict inventory management of secured devices.
- **Oracle Utilities Mobile Workforce Management:** Achieve maximum visibility, control, and performance of field resources (on-premises solution).
- **Oracle Field Service Cloud:** Automate, then optimize the entire service process—from customer incident through service delivery and feedback.

#### CUSTOMER EXPERIENCE

- **Oracle Utilities Opower Digital Self Service:** Craft world-class web and mobile experiences for your customers that motivate self-service.
- **Oracle Utilities Opower Energy Efficiency Cloud Service:** Create personalized, dynamic experiences that elevate customer satisfaction and boost program participation.
- **Oracle Utilities Opower Peak Management Cloud Service:** Manage peak demand through behavioral science, driving world-class results at a fraction of the cost.
- **Oracle Utilities Opower Proactive Alerts Cloud Service:** Breathe new life into your oldest customer touchpoints and empower your customers at the most critical moments in the billing lifecycle.

#### CUSTOMER OPERATIONS

- **Oracle Utilities Customer Cloud Service:** Get up and running on your dream customer platform in just months and at a fraction of the cost with this end-to-end SaaS meter to customer platform.
- **Oracle Utilities Customer Care and Billing:** Give residential, commercial, and industrial customers solutions that manage data, helping you improve customer service, maximize revenue, and respond to change.
- **Oracle Utilities Customer to Meter:** Deliver all of the benefits of a complete meter solution and a powerful customer platform together, enabling more immediate value from meter data to improve customer experience.
- **Oracle Utilities Quotations Management:** Calculate, analyze, and manage price quotes and offers for retail or wholesale customers.

#### NETWORK OPERATIONS

- **Oracle Utilities Network Management System:** Maximize your grid operations, shorten outage duration, optimize distribution and manage distributed energy resources (DER)—now with new low voltage capabilities.
- **Oracle Utilities Low Voltage Network Management:** Go blind spot-free from the substation to the customer with a single platform to power the customer-centric grid of the future.

#### METER OPERATIONS

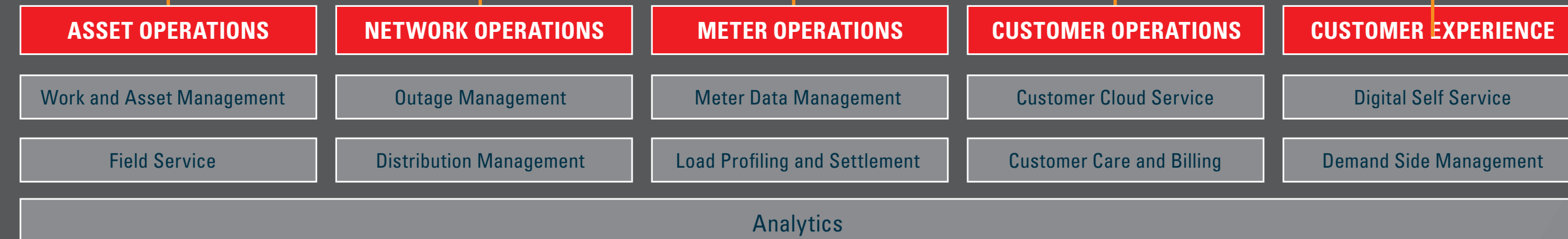
- **Oracle DataRaker:** Unlock smart grid data and transform it into compelling, quantifiable, and actionable results with low upfront investment and risk.
- **Oracle Utilities Load Analysis:** Collect, manage, and analyze interval data supporting load research directives.
- **Oracle Utilities Meter Data Management:** Gather, process, and store all types of meter data to deal with rising data volumes.
- **Oracle Utilities Meter Solution Cloud Service:** Support grid and customer service optimization with robust metering capabilities.
- **Oracle Utilities Smart Grid Gateway:** Leverage a common connection among utility applications and smart grid devices to reduce the cost and complexity of introducing new devices, data streams, and business processes.

#### ANALYTICS

- **Oracle Utilities Analytics Cloud Solution:** Access, organize, and use your data to monitor activity, make decisions and meet goals, enabling you to identify risks, determine trends, and develop more accurate forecasts.

#### TECHNOLOGY, CONSULTING, APPLICATIONS & SERVICES

- **Consulting and Services:** Get flexible deployment and support services to match your budget and infrastructure needs.
- **Oracle Technology and Applications:** Run your entire enterprise with Oracle's most complete platform for utilities and choose from our selection of leading hardware, technology and applications.



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Integrated Cloud Applications & Platform Services

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