INTEGRATING ORACLE UTILITIES CUSTOMER CARE AND BILLING WITH ORACLE’S E-BUSINESS SUITE FINANCIAL APPLICATIONS

Utilities can significantly reduce the total cost of application ownership by using a prepackaged integration that seamlessly links Oracle Utilities Customer Care and Billing with the corporate financial functions in Oracle E-Business Suite.

The Need to Integrate Mission Critical Business Processes
Utilities have a clear need to ensure efficiency through end-to-end business processes. Integrating mission critical applications with corporate financial functions is one way to achieve this efficiency.

Integrating E-Business Suite with Customer Care and Billing
Many utilities choose Oracle’s market-leading financial application suite, Oracle E-Business Suite (EBS), as the foundation for corporate financial accounting. They also choose Oracle Utilities Customer Care and Billing (CC&B) to provide robust customer care and billing options that meet both changing regulatory and market conditions as well as the current and emerging needs of residential, commercial, and industrial customers.

The productized integration between EBS Financials and CC&B ensures seamless, automated flow of customer financial transactions through their entire life cycle. The integration also automates key business processes involving the transfer of data between CC&B and the General Ledger’s Accounts Payable and Accounts Receivable.

The EBS Financials-to-CC&B integration ensures that there is no duplication of effort or unnecessary delay in information distribution. For the vast majority of users, there is no indication that data arrives from “outside” their primary application. Users do not need to make adjustments in their daily work in order to accommodate users of the “other” application.

With the productized integration between EBS Financials and CC&B, users can complete their tasks quickly and efficiently.

Lower Cost and Risk
Leveraging the integration between EBS Financials and CC&B lowers project implementation costs and risk. There is no longer the need to define requirements, construct designs, and then build and test custom code. Instead, the project team needs only to configure the business rules.

Ongoing total cost of ownership is lower because Oracle updates the integration in parallel with updated product releases.
Integrated Business Processes

Of primary concern to any utility is the accuracy of the General Ledger.

CC&B acts as a subsidiary ledger for billing and payment activities, as a result of customer billing, payment, and adjustment activities. It summarizes detailed financial transactions and sends them to the appropriate EBS General Ledger account. The General Ledger then processes the data in the same way as it would process any other entry.

All relevant financial data is available to customer service representatives to help them resolve issues within the timeframe of a single customer call.

CC&B to EBS Accounts Receivable

CC&B processes all billing and payment data and sends it to the General Ledger’s Accounts Receivable, which records the information as journal entries.

CC&B to EBS Accounts Payable

CC&B supports the segregation of duties between the Accounts Payable and Revenue Collection functions of the utility. Thus, in cases where utilities must send payments to customers as checks rather than as subtractions from a bill, CC&B automatically requests the payment via Accounts Payable.

EBS Accounts Payable to CC&B

Accounts Payable sends details of completed transactions to CC&B, which updates the customer’s account record.

The Oracle Advantage

Oracle’s CC&B-to-EBS Financials integration leverages Oracle’s Application Integration Architecture and Fusion Middleware. This adaptable, upgradeable, end-to-end solution lowers costs while providing faster time to revenue.

Contact Us

For more information on Oracle Utilities Customer Care and Billing, Oracle E-Business Suite, and Oracle’s pre-packaged integrations for utilities, call +1.800.ORACLE1 to speak to an Oracle representative, or visit oracle.com/goto/utilities.