

Oracle Utilities Customer Care and Billing

Product Overview

Oracle Utilities Customer Care and Billing (CC&B) is a modern Customer Information System that is designed to meet the needs of all utilities now and into the future. It is a complete billing and customer care application that handles every aspect of the customer lifecycle, from service connection to payments processing and everything in between.

A Modern CIS for Modern Utilities

Advances in technology, evolving customer expectations, and changing regulations are constantly reshaping the utility industry. Utilities need a Customer Information System (CIS) that not only meets their needs now, but also positions them for future flexibility as their needs evolve. Oracle Utilities CC&B is a robust CIS that lays a solid foundation for lasting performance and customer care excellence.

Efficient Operations

Improve performance and reduce operating costs.

- » Address customer questions and issues faster with a clear, intuitive user-interface and a 360° view of the customer
- » Coordinate customer care and billing efforts across departments
- » Streamline batch processes and service request workflows

Superior Service

Exceed your customers' expectations.

- » Deliver outstanding service in every customer interaction, whether you serve ten thousand customers or ten million customers
- » Provide customers with clear, accurate bills and relevant resources
- » Support residential, commercial and industrial customers in one easy-to-use interface
- » Tailor customer communications to fit customer preferences
- » Drive more effective, successful customer programs with end-to-end customer program management and pre-integrated advanced analytics

Optimized Performance

Improve processes from service point to revenue collection.

- » Streamline billing operations, even for the most complex rate structures
- » Deliver informative bills according to the customer's preferred billing date
- » Improve cross-department communication and information flow for more efficient account management and credit and collections
- » Leverage pre-built analytics for deep, actionable insight



KEY FEATURES

- 360° view of the customer
- Configurable Control Central view for improved customer visibility
- End-to-end customer program management
- Coordinated "to-do" task lists across teams and departments
- Intuitive user-interface
- Robust rating and billing engine
- Handles the complete customer lifecycle
- Supports electric, gas, and water utilities, and other service providers of any size

KEY BENEFITS

- Enables customer service staff to deliver superior service
- Improves first call resolution, reduces call handle time, and streamlines customer case management
- Supports multi-channel communication and customer experience outreach
- Upgrades quickly, lowering risk and total cost of ownership
- Part of the most complete utility platform
- Prebuilt integration in the Oracle Utilities suite, including grid, metering, work & asset, and analytics solutions

Oracle Delivers More Value, Faster

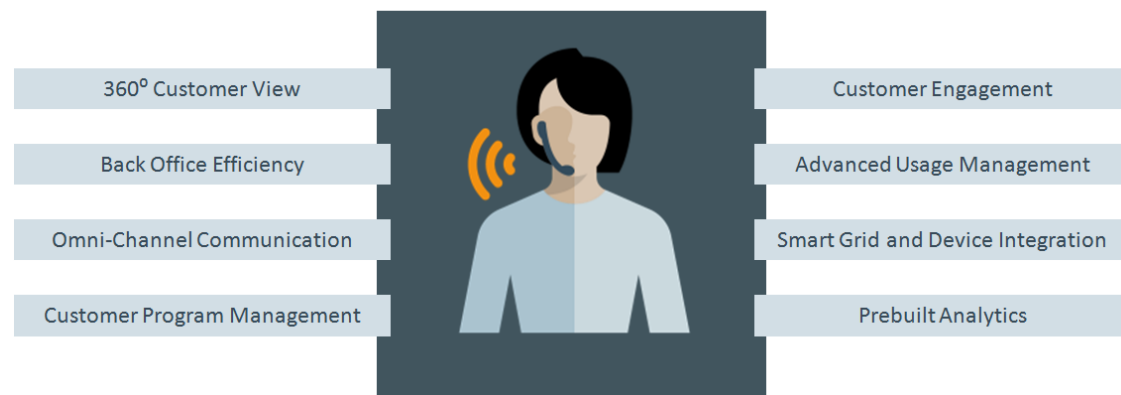
Oracle Utilities Customer Care and Billing is designed to get utilities up and running quickly with a fully integrated, powerful CIS, and keep utilities moving forward as business needs evolve.

Faster Implementation

- » Highly configurable features and processes eliminate the need for heavy customization and speed implementation
- » Includes prebuilt workflows based on industry best practices to keep utilities running their best
- » Multiple deployment options fit any utility's budget and time requirements
- » Upgrades quickly to keep utilities empowered with the latest features and tools

Powerful Platform

- » Part of the most complete platform in the industry
- » Pre-integrated with Oracle Utilities applications, including Oracle Utilities Customer Self Service, Oracle Utilities Meter Data Management, Oracle Utilities Mobile Workforce Management, Oracle DataRaker, and more
- » Oracle Utilities Customer 2 Meter deployment delivers robust meter data management and CIS within one solution, allowing scalable, seamless support for growing smart meter programs
- » Complete, market leading customer experience, marketing, and sales tools to meet any utility's unique needs with support for multi-channel communications and marketing



Ready to Get Started?

For more information about Oracle Utilities, visit oracle.com/goto/utilities or call +1.800.ORACLE1 to speak with an Oracle representative.

RELATED PRODUCTS

- Oracle Utilities Digital Self Service
- Oracle Utilities Meter Data Management
- Oracle Utilities Analytics

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