

Oracle Utilities Customer Care and Billing



Utilities are faced with a rapidly changing industry and increasing expectations from their customers. Adapting to these factors with existing customer information systems likely requires significant modification or replacement. Oracle Utilities Customer Care and Billing is a mature, flexible, highly-scalable Customer Information System that is designed to meet the needs of electric, gas, and water utilities. It allows utilities to improve customer service, enhance financial performance, and adapt to a changing industry.

KEY FEATURES

- Supports electric, gas and water utilities
- Handles every aspect of the customer lifecycle
- Provides a 360 degree view of the customer
- Scales from a few thousand to many millions of customers
- Specific modules can be implemented over time to meet a utilities' specific business needs

KEY BENEFITS

- Enables customer service staff to deliver superior customer service
- Intuitive user interface
- Minimizes time to convert customer usage into billing statements into receiving payment
- Configures easily to meet unique needs minimizing customizations
- Upgrade quickly, lowering risk and total cost of ownership
- Supports prebuilt integrations in the Oracle Utilities suite which includes metering, grid, work & asset and analytics solutions

Overview

Oracle Utilities Customer Care and Billing (CC&B) is a complete billing and customer care application for utilities serving residential, commercial and industrial customers. It is designed to cater for utilities that may have a few thousand customers to those that have many millions of customers.

Oracle Utilities CC&B handles every aspect of the customer lifecycle – from service connection, meter reading, rating, billing, payments processing, collections to field work. It incorporates customer relationship features such as comprehensive contact center capability, order entry, conservation program management, contract management and affinity programs. It also supports the management of new products and services that a utility may wish to market and sell to all or a defined segment of their customer base.

In addition, Oracle Utilities CC&B includes a portal that provides a 360 degree view of the customer. This provides a firm foundation for the contact center as it displays a variety of customer / account information of most concern to customer service staff. The portal improves productivity by providing access to commonly needed information and thus reduces clicks and needless navigation to view customer / account details.

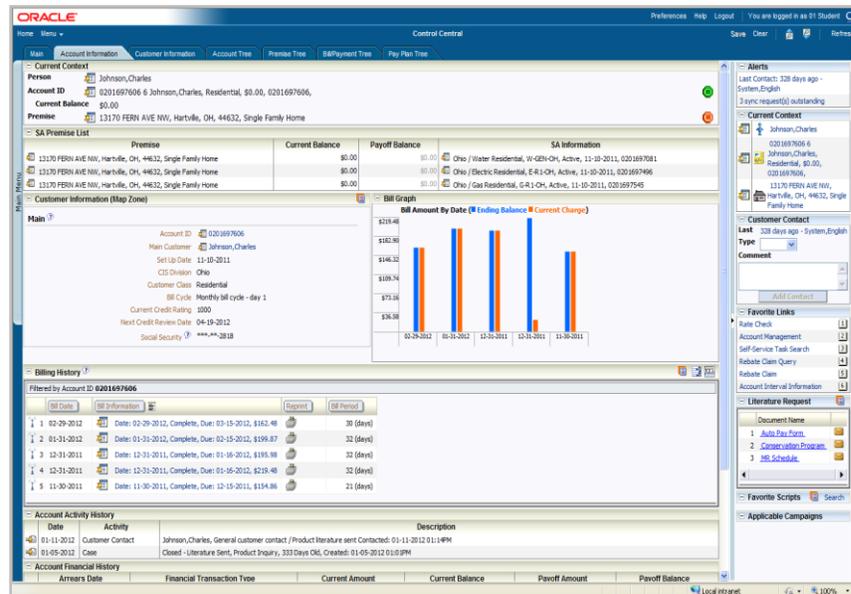


Figure 1. 360 Degree View of a Customer Through Control Central

Maximize Operational Efficiency

The intersection of increasing customer expectations and rising internal costs drives the constant need for innovative solutions that will help utilities achieve cost savings in many areas of their business operations while providing better service and additional product and service offerings to their customers.

Oracle Utilities CC&B helps utilities do exactly that by allowing business processes to be streamlined and enabling the rapid execution of strategic business initiatives.

Cut Costs While Improving Customer Service

Oracle Utilities CC&B streamlines customer service activities, increasing customer satisfaction while significantly contributing to reducing costs.

Among other benefits, the system enables:

- Reducing call times and significantly cutting down on callbacks by giving contact center staff members complete and immediate access to customer account histories
- Leveraging account and contract management capabilities to support even the most complex billing hierarchy structures to help utilities easily handle their valuable, large-revenue generating commercial and industrial customers
- Minimizing employee training time through an intuitive user interface, online help, and prewritten scripts to handle the most common customer service scenarios
- Steering customers to alternate sources of help via integrated voice response (IVR) systems and self-service capabilities
- Flexibility in defining bill cycles for bill generation to spread out call volumes or timed to coordinate with the availability of a customer's financial resources

Supporting Multi-Channel Communications

Driven by the increasing use of technology, customers may wish to be contacted through various channels depending on the type of communication they receive from their utility (e.g., receiving a bill by email, payment receipt notification by SMS, marketing-oriented communication by email, etc.). Oracle Utilities CC&B enables utilities to support various interaction options and deliver communications to customers in their preferred channel.

Oracle offers a fully integrated multi-channel platform that includes call center, customer self service, email and SMS support.

Enabling Flexible Business Processes

Oracle Utilities CC&B has a strong focus on performance and usability. Oracle Utilities CC&B allows utilities to meet changing business needs quickly, expanding their service and product offerings, making rate adjustments, automating business processing to meet their specific business requirements, etc., without having to implement cumbersome and expensive coding changes to the system.

Oracle Utilities CC&B configures easily to meet unique needs minimizing customizations. The base package functionality may also be extended and customized through configuration, scripted logic or custom code at defined points throughout the system separating them from the base package code. This enables upgrades to be much simpler and lower risk.

Optimize Cash Flow

Utilities must minimize the time it takes to turn customer usage into billing statements, and billing statements into cash. Customers pay more quickly when they receive easy-to-read, accurate bills that are timed to coordinate with the availability of financial resources. Oracle Utilities CC&B allows utilities to do all this in addition to monitoring debt levels, adjusting collection methods to the specific financial situation of individual customers and better managing deposits to speed up payments and reduce uncollected debt.

Oracle Utilities CC&B also allows utilities to:

- Ensure bill accuracy by automatically identifying and resolving issues before sending out billing statements
- Tailor bill formats according to customer preferences
- Let customers choose the end date for their billing cycles
- Send consolidated bills to a central corporate office and individual bills to service outlets
- Help customers better understand their bills, by providing graphs that show how consumption varies over the course of the billing cycle
- Offer a choice of bill and payment methods, including e-mail, internet, direct debit, and postal service
- Lower debt collection costs

Automate Field Service Tasks

Field service tasks such as establishing new connections, dispatching field personnel to make special reads, performing final reads, and scheduling routine and emergency service calls are activities that utilities perform every day. Utilities can reap enormous efficiencies, and dramatically reduce costs, by streamlining and automating the underlying business processes that support them.

Oracle Utilities CC&B enables:

- Automating service order initiation
- Booking service appointments with ease, automating service-order dispatch, and assigning appropriate personnel to emergency service calls
- Uploading data from completed field service tasks to a centralized integrated database for customer service staff to access in real time

Meets Emerging Opportunities

With the utility industry evolving at a rapid rate, utilities are being presented with opportunities to adopt newer innovative technologies and strategies that can provide new product and service offerings to their customers.

For deregulated or deregulating markets the pace of industry change is accelerating, driving demands on utilities to constantly improve their customer engagement, broaden their product range and drive innovation across their business. Oracle Utilities CC&B provides the platform for configuration based commercial agility that avoids custom developments and third party solutions.

Oracle Utilities CC&B enables utilities to support these emerging opportunities.

Examples include prepaid metering using AMI meters, charging for electric vehicle pricing events, water and energy conservation type programs, time varying pricing, demand response programs, etc.

Lower Risk and Reduce Total Cost of System Ownership

Oracle Utilities CC&B allows utilities to upgrade their solution quickly and easily without undermining the investments they have already made. Extensions and customizations to base package functionality made through defined points throughout the system are separated from the base package code and enables much simpler and straightforward upgrades and minimizes risk.

Oracle Utilities CC&B also has a number of key features that help minimize total cost of ownership including:

- An extremely powerful, configurable and extendable rating engine
- An increasing number of pre-packaged integrations with other Oracle applications
- A robust architecture that supports business process engineering initiatives
- A configuration migration assistant that copies administration / configuration data safely from one environment to another (e.g., from a master configuration environment to a production environment)
- Support for information lifecycle management that assists in managing data over its entire lifecycle including records that are ready to be archived

Robust Technology Foundation

Oracle Utilities CC&B is built upon a flexible architecture that allows utilities to define custom objects, data entities, user interfaces, business rules, and processes. This is the same proven framework used by other Oracle Utilities applications including Oracle Utilities Meter Data Management, Oracle Utilities Smart Grid Gateway, Oracle Utilities Mobile Workforce Management, and Oracle Utilities Operational Device Management. The framework is a SOA-based development and run-time platform that provides scalability and open web services connectivity.

Customer Solution – Most Complete Platform

Oracle Utilities CC&B is a component of Oracle Utilities' comprehensive Customer Solution, which includes rich functionality designed and built to support utilities of all sizes – including some of the largest utilities in the world. It provides a wide array of complementary product offerings to meet utilities requirements today and tomorrow including:

CUSTOMER SOLUTION – COMPLEMENTARY PRODUCT OFFERINGS

Product Offerings	Description
Oracle Utilities Customer Self Service	Oracle Utilities CC&B has a fully integrated Customer Self Service platform for customer inquiry, bill viewing / payment and customer payment through the web, mobile device and mobile application
Oracle Utilities Quotations Management	Allows utilities to model virtually any pricing scenario to provide retailers a competitive advantage.
Oracle Utilities Mobile Workforce Management	Oracle Utilities CC&B and Oracle Utilities Mobile Workforce Management allows utilities to plan, schedule, dispatch and provide mobile communications for all work types, including customer initiated work, through pre-packaged productized integration.
Oracle Utilities Meter Data Management	Oracle Utilities CC&B and Oracle Utilities Meter Data Management allows utilities to gather, process, and package large volumes of interval data, generated by smart devices, to create usable billable information through pre-packaged productized integration.
Oracle Utilities Analytics	Oracle Utilities Analytics Dashboards – Prebuilt analytics dashboards for performance tracking and reporting. Specific modules for Oracle Utilities CC&B cover customer, revenue, exception, and credit and collections. Oracle Utilities Advanced Analytics Cloud Service – For utilities seeking a cloud-based solution with a short lead time from integration to deployment, utilities can offload the burden of finding answers to complex questions onto a team of Oracle experts.

CONTACT US

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



CONNECT WITH US



Hardware and Software, Engineered to Work Together

Copyright © 2014, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.
0814