Oracle Utilities
Service Order Management

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Oracle Utilities Service Order Management (SOM) delivers the first of its kind solution for service order automation designed specifically for utility process optimization in the age of smart meter technology. With Oracle Utilities SOM, utilities leverage a centralized, predictive model to improve operational efficiency and drive down costs, and execute a perfectly orchestrated, streamlined smart meter program.

The Smart Meter Dilemma

Smart meters are a game-changer for the utility industry. Well-executed smart meter programs have the potential to allow utilities to realize significant customer and operational benefits. But in order to take advantage of these programs, utilities must be armed with the appropriate technology and best practices to unlock the full power of smart meters.

Service order management processes remain some of the most siloed in many utility organizations. Utilities have historically been faced with limited options for handling the inherent changes in service order management that come with smart meter deployment. Many utilities have continued to manually track and schedule service order work. This arduous and clunky process results in highly inefficient, time-consuming management of service orders. Some utilities have tried to overcome this challenge by building custom service order management engines that inevitably leave them with the monumental task of maintaining and upgrading the system as technology continues to advance.

Oracle Presents a New Way Forward

Oracle recognizes this problem and offers utilities a solution. With Oracle Utilities Service Order Management, utilities can now redefine the way they handle service orders and harness the full power of smart meter technology to deliver better service and streamline operations.

Traditionally, service orders were managed in the Customer Information System (CIS). As smart meters became more prevalent, Advanced Metering Infrastructure (AMI) integration resided with the Meter Data Management System (MDMS). This resulted in duplication of data and less than optimal communication across systems. In this architecture, it is not at all unlikely that work required for a traditional meter and work required for a smart meter would result in separate truck rolls, even if the meters were mere meters apart.

Oracle recognized the need for a modern approach to this challenge, one that optimized performance regardless of meter types. Oracle first introduced Oracle Utilities Smart

KEY FEATURES

- Smarter head-end and AMI integration structure
- Embedded service order task flows
- Predictive, business process-based data integration
- Automated task identification and orchestration
- Multi-directional communication across utility platform systems
- Centralized view of service orders in progress through the management dashboard
- Scalable orchestration engine

KEY BENEFITS

- Streamline meter service processes and eliminate manual work
- Synchronize CIS, MDMS, and mobile workforce systems for peak performance
- Gain visibility of in-flight service orders across the entire organization
- Reduce truck roll and field work redundancies
- Maximize return from smart meter program investments
- Optimize service work based on device or asset type
- Simplify implementation of application and processes

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Grid Gateway (SGG) to centralize AMI integration and ensure maximum impact of meter data across utility applications. Streamlining service order processing was the next challenge.

Oracle Utilities SOM addressed the challenge by pulling the service order logic out into its own independent architecture, resulting in a scalable, flexible solution that optimizes smart meter capabilities. Additionally, with business logic and ongoing process management activities provided within the separate application, utilities are positioned for seamless adaptation as AMI technology continues to advance.
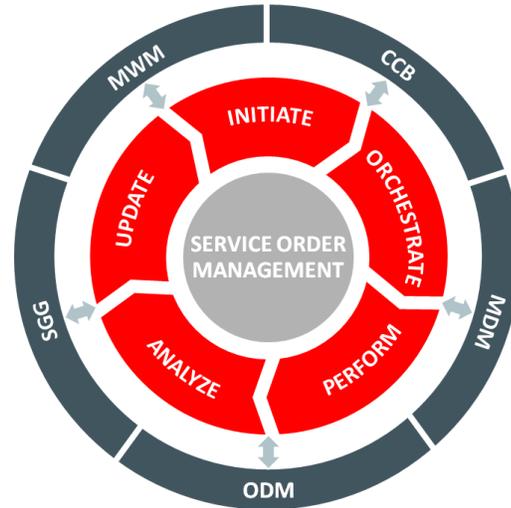
Figure 1: Oracle Utilities SOM pulls service order process logic into a separate application, resulting in improved communication across utility applications.

The Intelligent Digital Utility

Predictive, Process-Based Integration

Oracle Utilities SOM pushes utility optimization even further by introducing intelligent, predictive integrations for service orders. Point-to-point data integration, until now the industry standard, often results in excessive data duplication, process inefficiencies, and systems with limited capacity for automation. Oracle Utilities SOM leverages process-based integration to deliver an intelligent solution for utility process synchronization. With the process-based integration, Oracle Utilities SOM predicts and initiates task workflows across multiple platforms. When a trigger process is completed in an integrated system, Oracle Utilities SOM automatically identifies resulting task and process requirements and communicates across the platform to initiate, coordinate, and track those task flows.

Patent Pending Technology

With this patent pending centralized orchestration engine, Oracle Utilities is the only utility solution provider to solve the complexities of service order management while positioning utilities for flexible adaptation and growth into the future. This predictive logic unlocks previously unattainable levels of service order efficiency and performance optimization. The centralized engine allows for vastly improved data sharing across applications, seamless integration of new technology and features as they become

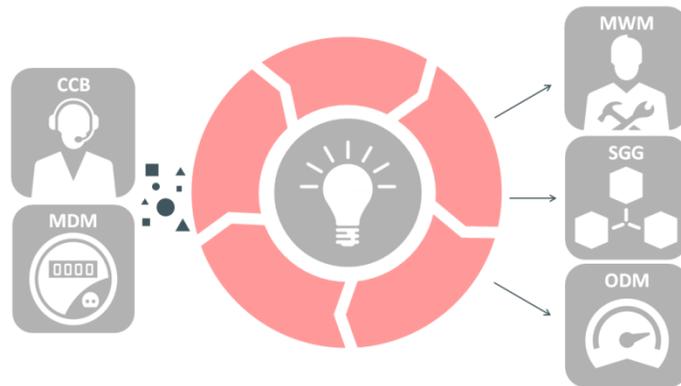available, and scalable expansion of smart meter infrastructure.

Figure 2: When a service order is initiated, Oracle Utilities SOM leverages a patent pending centralized orchestration engine to deliver predictive intelligence, identifying and initiating all required tasks across applications.

Efficiency Optimization from the Start

By redefining how utility platforms handle service order requests and data, Oracle Utilities SOM gets utilities up and running quickly, and continues to push process optimization even as the utility platform evolves.

Preconfigured Integration

- Directly integrated to Oracle Utilities SGG and its library of productized AMI adapters
- Oracle Utilities SGG adapters include out of the box integration with leading AMI vendors such as Itron OpenWay, SensusI, Network Energy Systems, Silver Spring Networks, and Landis+Gyr
- Pre-integrated with Oracle Utilities Customer Care and Billing, Oracle Utilities Meter Data Management, and Oracle Utilities Mobile Workforce Management
- Oracle Suite integration reduces information redundancy and data-syncs

Accelerator Workflows

- Pre-built business processes jump start implementation
- Highly configurable accelerator workflows fit each organization's unique requirements

Management Dashboard

- Provides one centralized application to view all service orders and activities
- Highlights processing inefficiencies and enable process improvements via trend analysis
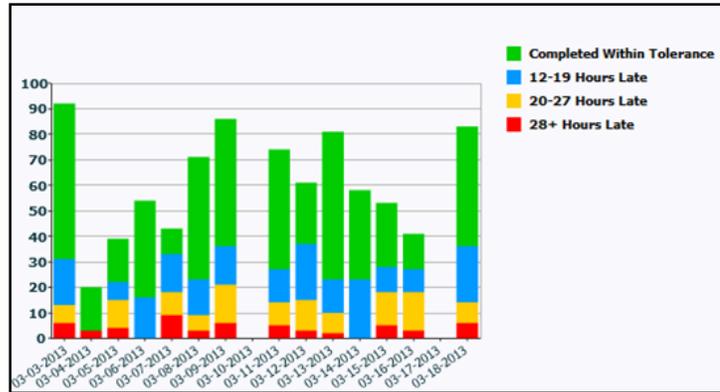- Drill down capabilities from summary data to individual workflows

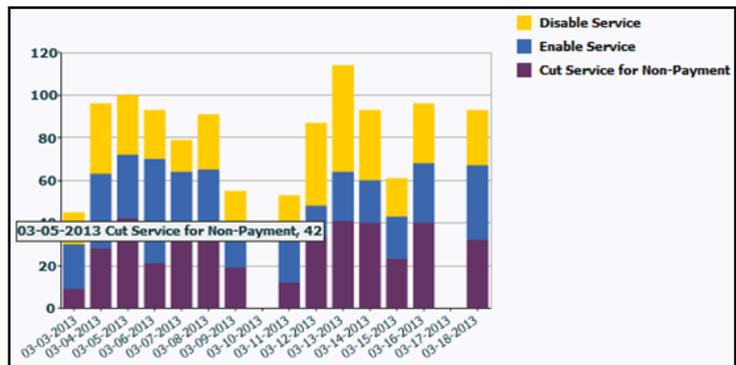Figure 2: The Management Dashboard enables enhanced oversight of service order completion performance.

Figure 3: The Management Dashboard improves visibility into service order creation trends.

Enhanced Communication

- Enables multi-directional communication across the utility platform
- Maintains data consistency and accuracy across systems
- Improves task coordination and orchestration

Scalable Growth

- Solution architecture allows for faster, easier upgrade capabilities
- Facilitates expansion of smart meter programs
- Positions utilities to optimize AMI capabilities across the organization

CONTACT US

For more information about Oracle Utilities Service Order Management, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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Oracle is committed to developing practices and products that help protect the environment