



# Transitioning to the Cloud One Size Does Not Fit All

March 13, 2023



# AGENDA



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- Introduction of Red Clay
- The Case for SaaS
- Transformation Strategies
- Introduction of Panel
- Cloud Continuum
- Panel Discussion
- Region of Peel Video
- How Red Clay Can Help

# Introduction

Shannon Paulsen-Thompson



Vice President, Advisory Services

- Over 20 years of experience in utility transformations impacting customer, operations and enterprise
- Proven track record of leading large teams and complex multi-year transformational projects to successful execution
- Five years as Program Director at Madison Gas and Electric, responsible for all aspects of executing the company's digital transformation roadmap which included a large Oracle Suite: Cloud ERP and HCM, Payroll, CX and CRM, C2M, Mobile Field Work Management, AMI, and Work and Asset Management.
- CS Week Expanding Excellence Award Winner in 2022 for Best Customer Information System (CIS) implementation
- Held various high-level management positions at Kansas City Power and Light (now Evergy) through both business and IT roles including leading the Technology Integration Office and managing Strategic Business Alignment functions.



# Red Clay by the Numbers

Our team is 100% focused on the utility industry specializing exclusively on Oracle Utility solutions.

**100+**

Dedicated  
Utility  
Professionals

**20+**

Years in  
Business

**4+**

Oracle Edge  
Awards

**200+**

Certifications  
across 44 unique  
specialties

**40+**

Full Cycle Oracle  
Energy and Water  
Implementations



**300+**

Utility-focused engagements  
executed including:

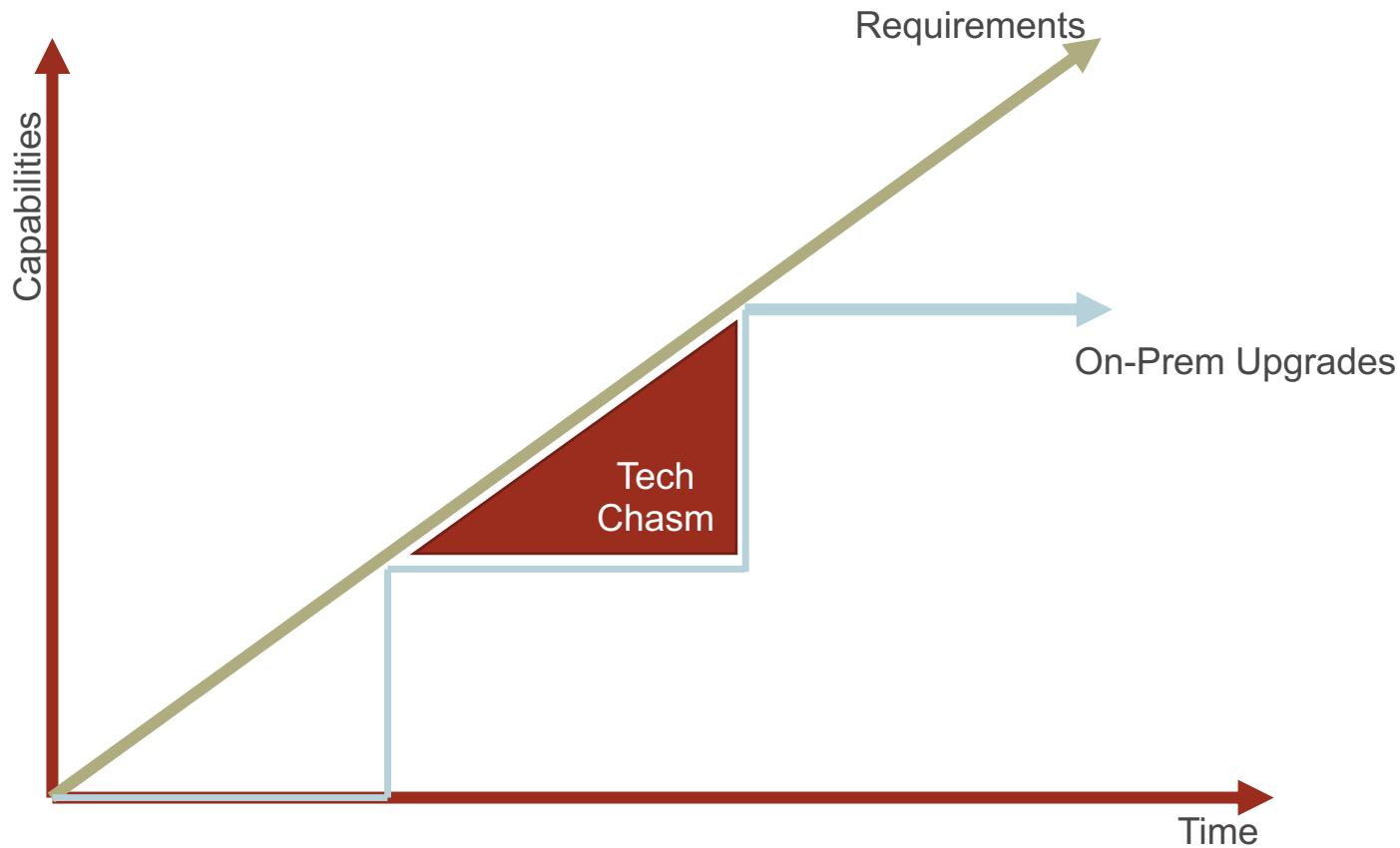
- ✓ C2M Implementations
- ✓ CC&B Upgrades
- ✓ Advanced MDM
- ✓ Wholesale/Complex Billing
- ✓ CSS Implementations
- ✓ Lodestar Support
- ✓ Workforce Empowerment

- ✓ Operations as a Service for Oracle Energy and Water
- ✓ Oracle Solution Optimization
- ✓ Customer Journey Mapping
- ✓ Operational Reporting
- ✓ Robotic Process Automation
- ✓ Testing Automation

## Spotlight on 2022 Achievements

- ✓ *Customer Cloud Service - Red Clay is the first and only Oracle SI partner that has earned CCS Certification.*
- ✓ *World's first CCB-CS implementation*
- ✓ *Two major implementations to enable utilities to use AMI to enhance customer service*
- ✓ *Partnered with multiple utilities to guide their migration to the cloud with PathwayOne*
- ✓ *InsightOne solution at two western utilities provides intuitive dashboards, reports, and visualizations in a self-service environment*
- ✓ *World's first CCS for a large electricity wholesaler for complex billing*

# The Case for Cloud

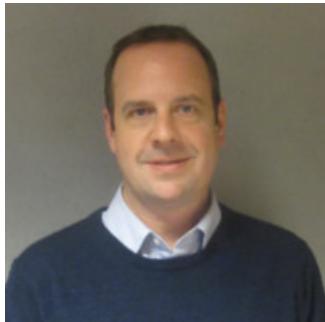


SaaS enables utilities to keep pace with increasing industry demands and customer expectations, and avoids big, disruptive upgrade projects.

# Pathway Options to the Cloud



# Panel Introductions



- Brian Vukmir
- Electric IOU
- 600k customers
- Director Enterprise Applications
- CCB to C2M to CCS



PASADENA  
Water&Power



- Jeremy Marquette
- Water & Electric Municipal
- 90k customers
- Acting Assistant General Manager
- C2M on PaaS



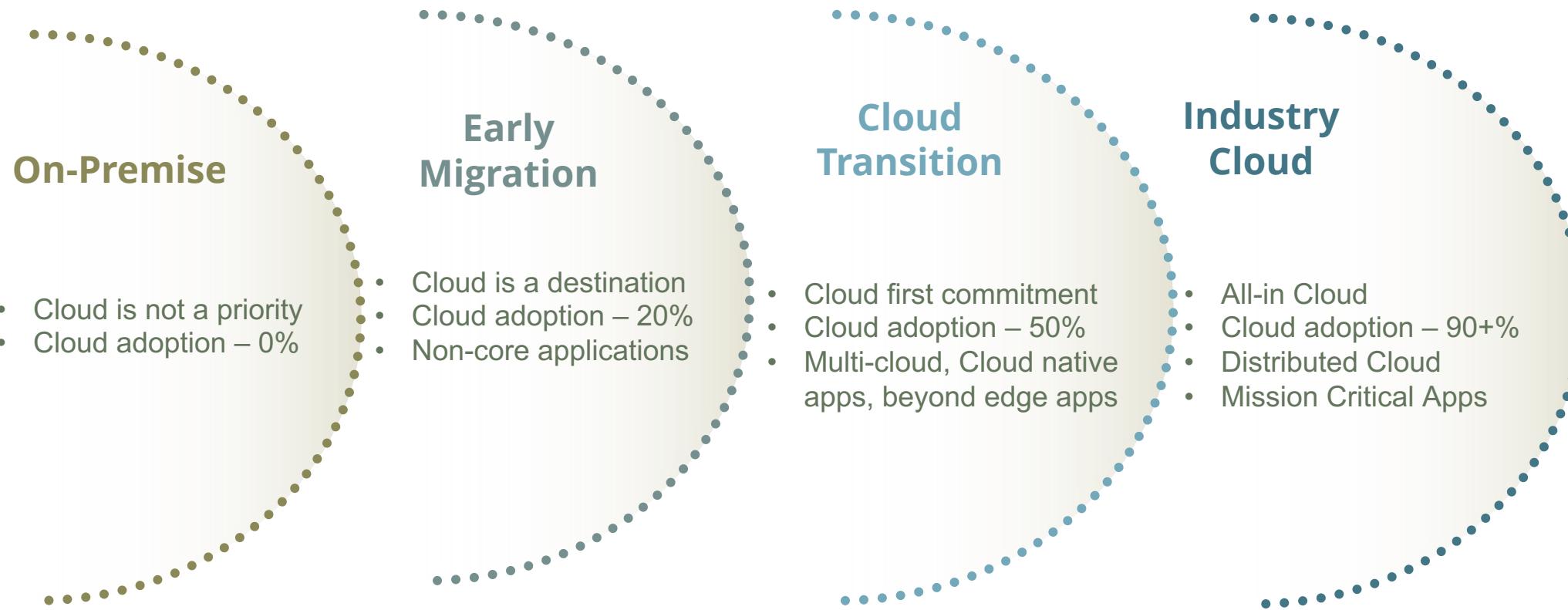
- Michael Harris
- Electric IOU
- 1.6M customers
- Lead Applications Architect
- Multi-instance C2M to single instance to CCS future



- David Freudenstein
- Water & Storm Water Municipal
- 350k meter connections
- Manager Solutions Delivery & Support
- CCB to CCBCS

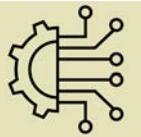
# Cloud Migration or Continuum

Where are you on the Cloud Continuum?



73% of utilities surveyed indicated that public cloud is their dominant long-term strategy to meet IT needs.

Source: IDC



# Drivers for the Cloud

None - Keep the lights on

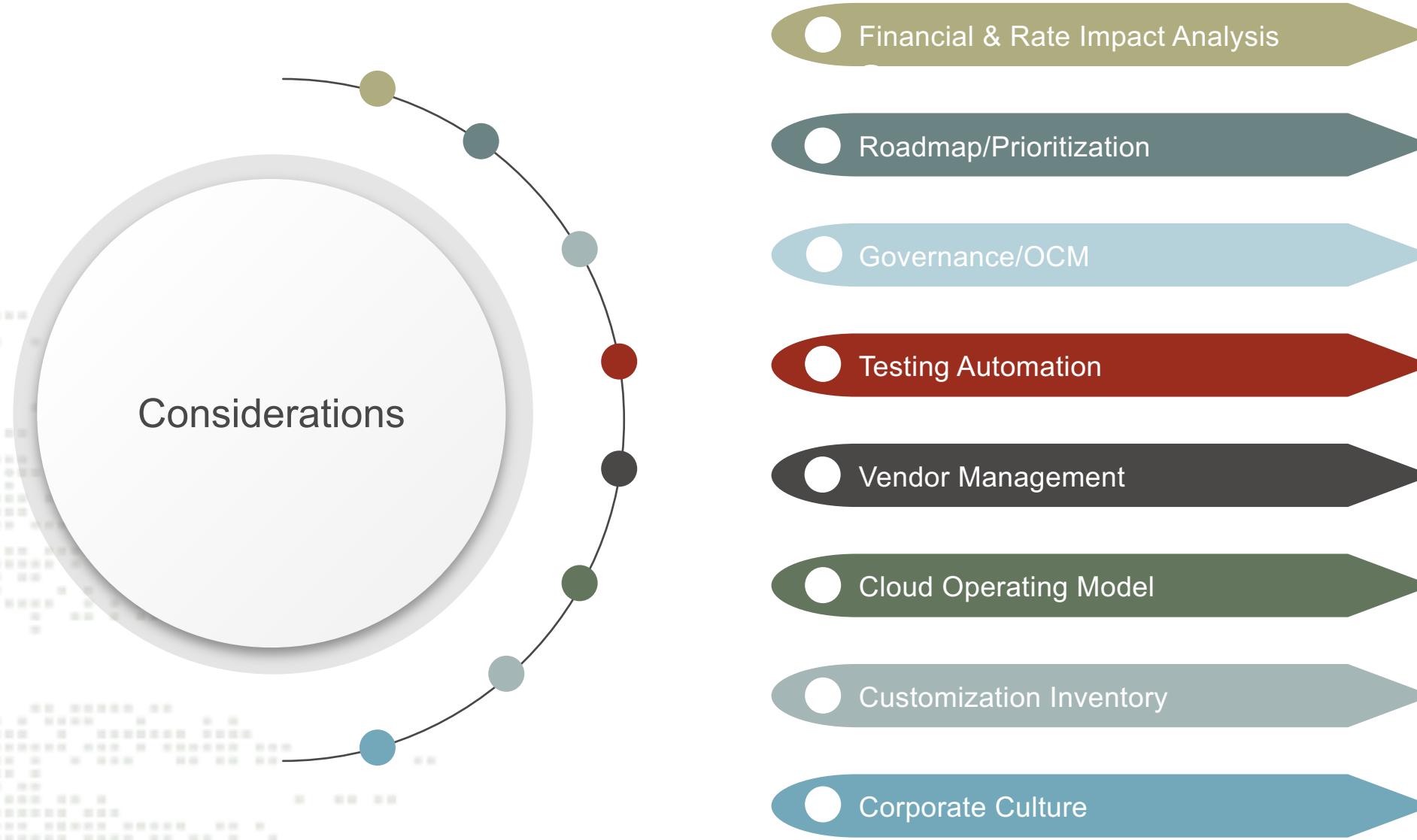
Cost reduction  
Lift & Shift

- Cost reduction
- Innovation
- Stay current
- Reduce tech debt

- Enabling new business models
- Operational excellence



# Cloud Readiness Considerations





# Best Practices Before, During, and After Cloud Implementation

Change business process

Automated regression testing

Compliant Customizations

Dev Ops

Strong enterprise level governance

Web Development in Groovy

Staying current with releases

**Are you doing any of these?**

**What are you good at?**

**What are you not so good at?**

# Region of Peel

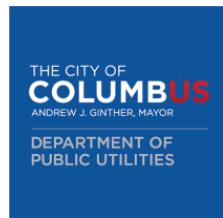
1. Introducing David Freudenstein
2. Where is the Region of Peel on the cloud continuum?
3. Business Readiness
4. Best Practices



# Panel Recap

Company	Cloud Continuum	Cloud Drivers	Cloud Readiness Considerations	Best Practices
Duquesne Light	Early Migration	<ul style="list-style-type: none"> <li>End of support for licensed products</li> <li>Infrastructure and upgrade costs</li> <li>Managing multiple application versions</li> </ul>	<ul style="list-style-type: none"> <li>Utility-specific customizations</li> <li>Need functionality to support new regulatory &amp; customer offerings</li> </ul>	<ul style="list-style-type: none"> <li>DevOps/Agile framework being practiced</li> <li>Appreciate the need for strong enterprise architecture</li> <li>Recent SPARK project brought DLC current and now have practices to maintain release cadence</li> </ul>
Evergy	Early Migration	<ul style="list-style-type: none"> <li>Continuous Delivery (SaaS)</li> <li>Supports digital operating mode</li> <li>Speed to market</li> <li>Success in gaining scalability and availability with recent project</li> </ul>	<ul style="list-style-type: none"> <li>Capital \$ first</li> <li>Data lifecycle management</li> <li>Integration management</li> <li>DevOps automation</li> <li>Fast follow culture</li> </ul>	<ul style="list-style-type: none"> <li>Analytics Center of Excellence</li> <li>Customization governance</li> <li>Strategic planning</li> </ul>
Pasadena Water & Power	Cloud Transition	<ul style="list-style-type: none"> <li>Cost reduction</li> <li>Innovation</li> <li>Stay current</li> <li>Reduce tech debt</li> </ul>	<ul style="list-style-type: none"> <li>Financial &amp; Rate Impact Analysis</li> <li>Roadmap/Prioritization</li> <li>Testing Automation</li> </ul>	<ul style="list-style-type: none"> <li>Change business process</li> <li>Web Development in Groovy</li> <li>Compliant Customizations</li> </ul>
Regional Municipality of Peel	Cloud Transition	<ul style="list-style-type: none"> <li>Community expectations creating need for water billing system reliability, security, and flexibility</li> <li>Evolving legislation and regulation</li> <li>Stay current on fully supported continual product releases, rather than major upgrade projects every 5+ years</li> </ul>	<ul style="list-style-type: none"> <li>Cloud first strategy since 2015</li> <li>Early cloud wins with other products</li> <li>Cloud is highest value and supportability option over time</li> </ul>	<ul style="list-style-type: none"> <li>IT architecture assessment of requirements for interoperability with other existing and new enterprise systems</li> <li>Planning for testing automation</li> <li>Good understanding of complexity of integration with both on-prem and other cloud systems</li> </ul>

# To learn more, attend these OUUG sessions



## CCS Regression Testing

Best Practices for Repeatable Cloud Upgrades

Wednesday, March 15 9:45 am

Seaport GH



## The Path to Cloud

Choose What is Right for You

Wednesday, March 15 2:15 pm

Seaport ABCD



## Be Wise and Optimize

Evergy's Journey to Increased Customer Satisfaction

Wednesday, March 15 2:15 pm

La Jolla AB



## The Case for CCBCS

Wednesday, March 15 1:00 pm

Seaport F

R

# What is my best approach to the cloud?



*Thinking Cloud? Think Red Clay.*

**PathwayOne**  
CLOUD MIGRATION FRAMEWORK

Does your utility see the value of migrating to the cloud, but you need a path to get there?

Red Clay developed and successfully implemented PathwayOne for Oracle Energy and Water applications to help utilities determine the actions, steps, and resources needed to take initiatives from vision to reality. We are the most experienced partner with Customer Cloud Service (CCS), C2M on Oracle Cloud Infrastructure and Cloud CX implementations.

Red Clay is the most trusted and experienced Oracle partner for your journey to the Cloud.

 Learn more  
(678) 445 3770    [sales@redclay.com](mailto:sales@redclay.com)    [redclay.com](http://redclay.com)




Questions?



# REDCLAY

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*Leading Utility Transformations*