ORACLE

Field Service Strategy and Vision

Oracle Field Service

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Agenda

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Field Service and Utilities Trends

What is driving Utilities to provide expectational field service experiences?

What's been driving utility FSM activity

2020 Trends
- IoT / Connected Assets / Network
- Data / Digitization
- Mobile Technology Growth
- Increasing Customer Expectations

2021 Trends
- Customer Expectations
- New Asset Types
- Changing Workforce
- The Unexpected (weather events, new regulatory demands, and pandemic)

2022 E&W Drivers
- Integrations are key
- Field Service for Energy and Water to Meet the Changing Landscape (Eg. DERMS)
- Analytics and Insights
- Flexibility, communication, and more information for field crews

What about 2023 (and beyond)?

FUTURE loading...

Adoption of Advanced Technologies
- The use of advanced digital technologies such as IoT, AI, AR, and VR is disrupting the utilities industry and providing opportunities for increased efficiency, safety, and customer satisfaction.

Sustainability
- The increasing importance of sustainability and the need to achieve Net Zero goals is driving the adoption of digital technologies.

Workforce Challenges
- The need for digital technologies to address the skills shortage and labor force challenges in the utilities industry.

Predictive Maintenance and Big Data
- The importance of Big Data and predictive maintenance in improving the performance and outcomes of field services.

Customer Experience
- The need to focus on delivering a consistent positive customer experience through the integration of digital technologies.

Automation and Integration
- The increasing demand for strategic automation of backend processes and the convergence of IT and OT systems.

Customer Edge
- Today at 2pm: Oracle Field Service in Action! - with Rob and Vicky

OUUG OFS for E&W Track
- Wed, Mar 15th: Roundtable
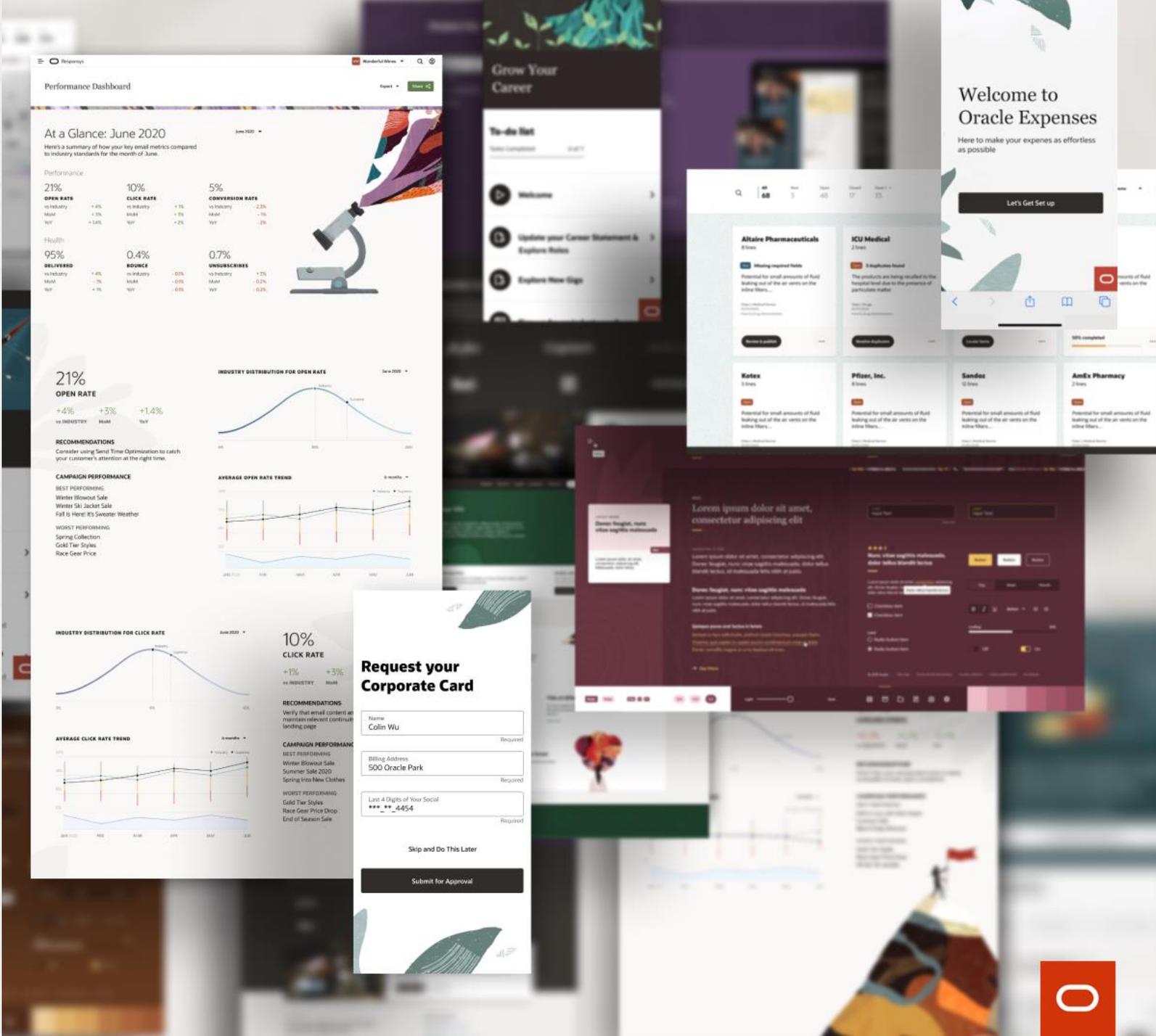- Thurs, Mar 16th: OFS/NMS/OMA Integration

Field Service Vision

Where Oracle sees the Field Service Industry going 5, 10, 15 years and how we are developing future ready solution to get us there

Oracle Service has a new UX

You know it as Redwood

Field Service is evolving
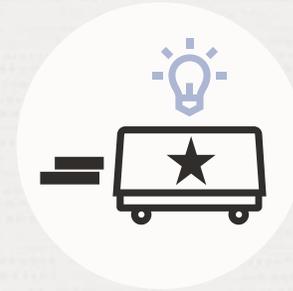
Service has become a major differentiator

Service is no longer isolated or siloed

Focus on outcomes

Customers and workers are defining the future

Service organizations must keep up

Utilities *want* to Evolve

AI-driven schedule optimizers are alleviating long-standing headaches for utility companies by reducing employee downtime, improving productivity, and minimizing schedule-related service disruptions.

Technology must work in conjunction with processes…

Solutions must be user-friendly and holistic…

-McKinsey February, 2023

The Future of Field Service

Customer-centricity

Worker-first Era

Agility and Adaptability

Customer-Centric Service is the Norm

Field Service operations must run efficiently, but at the customers' convenience

Customers expect instant gratification for 'push button' service

Service organizations must adjust interactions to each customer's unique preference

Dawn of the Worker-First Era

Millennials and Gen Z now represent the bulk of the workforce

Financially savvy, will pursue multiple streams of income

Tech savvy and work best with modern mobile applications

Constantly measure performance and progress

Long-term Success Hinges on Adaptability

The challenge with Worker-First and Customer-centric strategies...humans like to change

Differentiation will occur through the creation of new services

Change management and fast adoption are critical to service success

Performance and scalability are mission critical

This is the future workforce…

Oracle is designing service to meet the challenges of tomorrow

Customer-Centricity

Worker-First

Agility and Adaptability
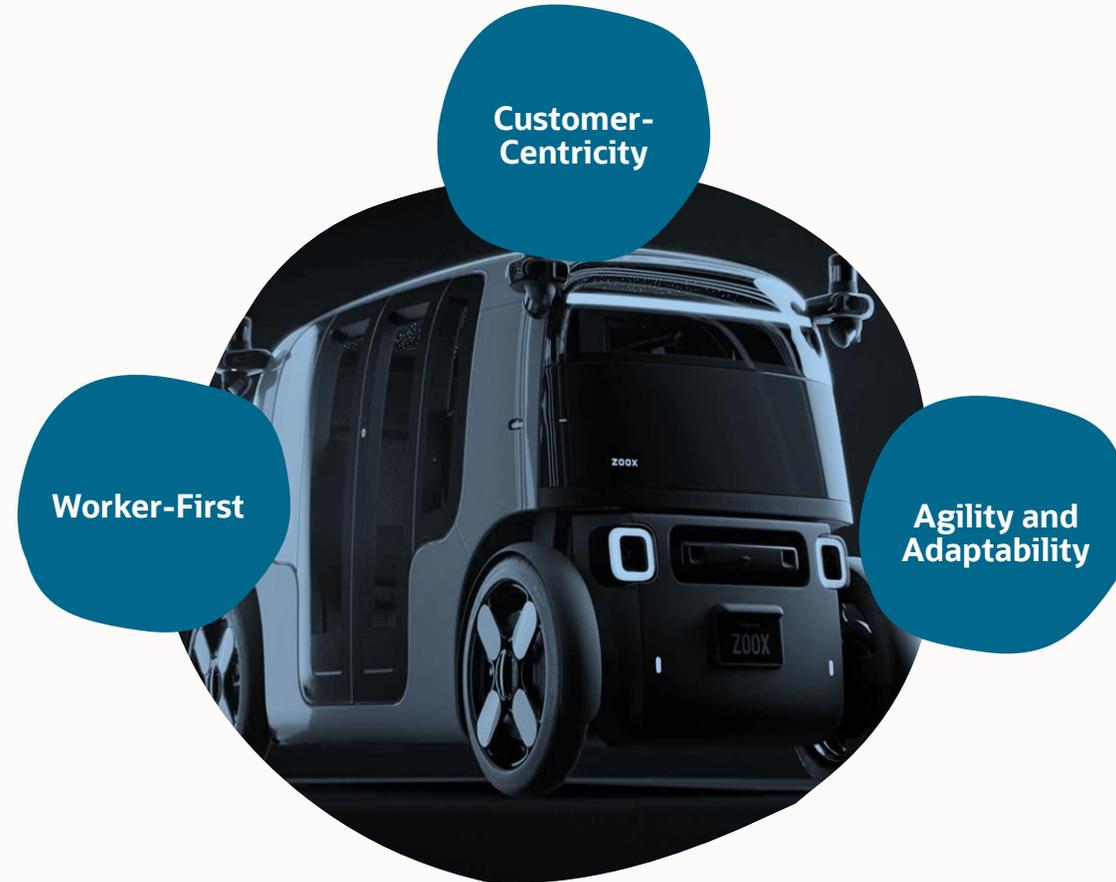
Our Customer-Centricity Vision

Automate, personalize, and predict every type of service

- Go beyond ML, to Machine Insights
- Go beyond the Uber model, to instant service
- Automate every customer interaction

Offer service on the customers terms, no matter what

- Enhanced, automated self-service and remote support
  - Guided installations or repairs, deflecting physical visits
- Offer choice in scheduling or fully automate scheduling

Provide unique experiences

- Present services, products, and promotions based on historic trends and behavior
- Compose service experiences based on customer data

The Worker-First Era

Provide the mobile worker with choice

- Offer any type of work, at any time
    - Via a field service marketplace
    - Via social media channels
    - Promote the work they like, when they like it, via the channel they prefer

Make anyone an expert

- Unleash worker productivity with modern tech
    - AR, Advanced IoT, Real-Time Analytics, and more
- Reduce job friction with adaptable, intelligent workflows

Motivate through gamification

- Enhance the employee experience
- Make it fun to come to work!
- Track goals, self-motivate, and target areas for self-improvement

Maintain Agility and Adaptability

Adaptive learning of field operations

- Automatically provide suggestions for improvement
- AI/ML capabilities will predict failures before they occur

Field data will enhance central records for real-time customer insight

- Real-time data corrections
- Real-time personalization and offers
- Real-time service recommendations
- Increase ROI and time to value
- Greatly enhance forecasting accuracy

Offer greater flexibility, scalability, and performance
- Auto-scale your business – no matter the size
- Quickly adjust operations with a no-code platform
- Innovate with seamless extensibility

Oracle CX: Complete, connected, and open.

Streamlined Suites for CX and Industries

Common data model across applications

Intelligent, cross-departmental workflows

Data-driven, unified UX

FINS

RETAIL/CPG

COMMS

PUB SECTOR

HTIM

TRAVEL

UTILITIES

MEDIA

Marketing
Email & Digital Automation

Sales
Sales, Partner Management, Commerce, Subscription & CPQ

Advertising
Activation, Measurement

Single Data Model

Service
Fusion Service, Call Center, Digital Self-Service, Field Service
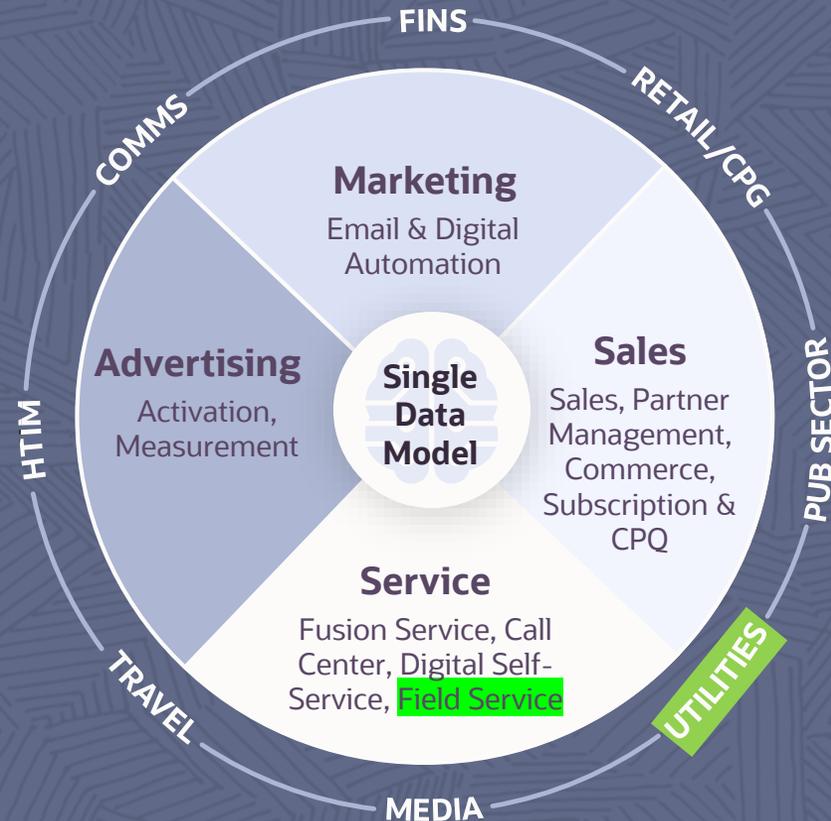
Leverage Oracle Fusion Suite

Enterprise Resource Planning

Supply Chain Management

Human Capital Management

Enterprise Performance Management

Gartner ranks Oracle a Leader in Field Service Management

For the 9th consecutive report we've been recognized as a Leader, which we believe is due to our relentless focus on innovation and delivering for our customers.

Product platform

"OFS is now on OCI, which simplifies integrations with other elements of the Oracle Fusion platform, while maintaining high scalability (internally benchmarked at over 300,000 users and 1,500 activities per day per technician on a single instance)."

Compelling product strategy

"Oracle continues to invest in extending the types of use cases it supports. Oracle packages OFS with Service Logistics (which includes capabilities like return of merchandise authorization [RMA], parts logistics and pro forma invoicing) and IoT (which can generate work order requests in OFS based on detected anomalies)."

CHALLENGERS · LEADERS · NICHE PLAYERS · VISIONARIES

IFS · Oracle · Salesforce · Microsoft · ServiceMax · SAP · ServicePower · OverIT · ServiceNow · Praxedo · Nomadia

ABILITY TO EXECUTE

COMPLETENESS OF VISION

As of July 2022   © Gartner, Inc

Gartner

Field Service Strategy

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Vision is just one piece of it, development is laser-focused on delivering a marketing leading field service management solution TODAY

ORACLE FIELD SERVICE AT A GLANCE

- 57 countries
- 23 languages
- >4 million appointments routed/hour
- 24x7 availability – ZDT
- Developers in Ukraine, India and US
- No code, extensible platform
- Android, iOS mobile apps
- Deep use of AI, ML
- Booking, Planning, Routing, Jeopardy Management, Customer Service
- Total commitment to customer success

Customer Enablement

Oracle University Courses

Certification

Center of Excellence Optimization Reviews

Best Practices Book

Release Readiness and Webinars

Customer Forums

Roadmap and Feedback Sessions

Oracle Field Service
—
Optimization Best Practices

Helpful tips for solving common
field service challenges with OFS

Version 3.0
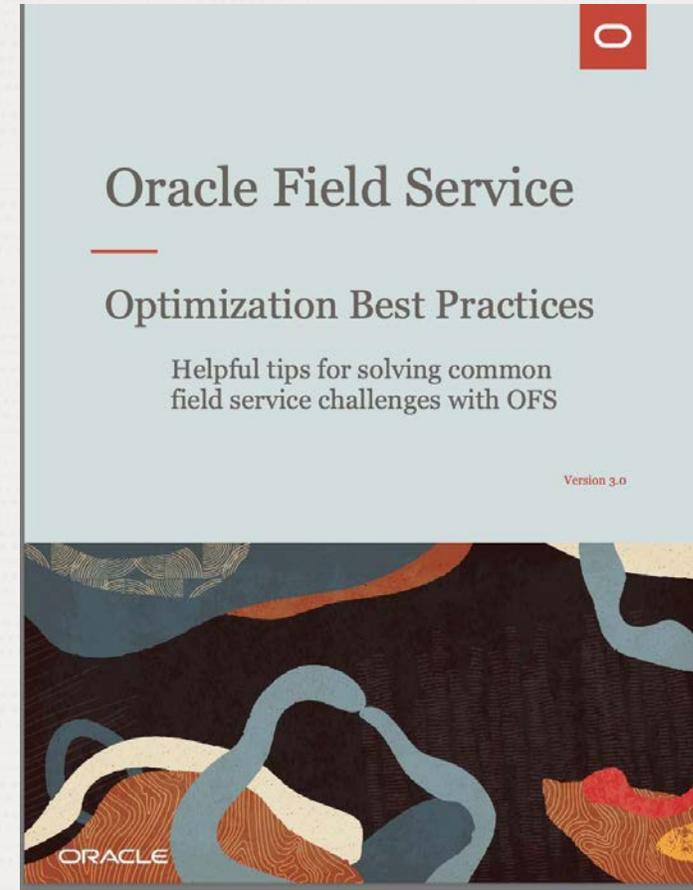
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Availability and Reliability

Target Availability SLA of 99.7%

- Oracle has far exceeded this uptime number in trailing periods
- Service credits will be applied for missing the SLA

Fully Redundant, All-Oracle Stack

- Only Oracle Technology makes up the Cloud Stack
- Disaster Recovery, Frequent Backups, MEP Infrastructure, Servers, VMs

Network Acceleration for Global Users

- Akamai Alta used to accelerate transactions and minimize latency on user experience via network of edge servers

Comprehensive Monitoring Tools

- Security Information and Event Management System (SIEM)
- Oracle Enterprise Management (OEM) and Real User Experience Insight (RUEI)
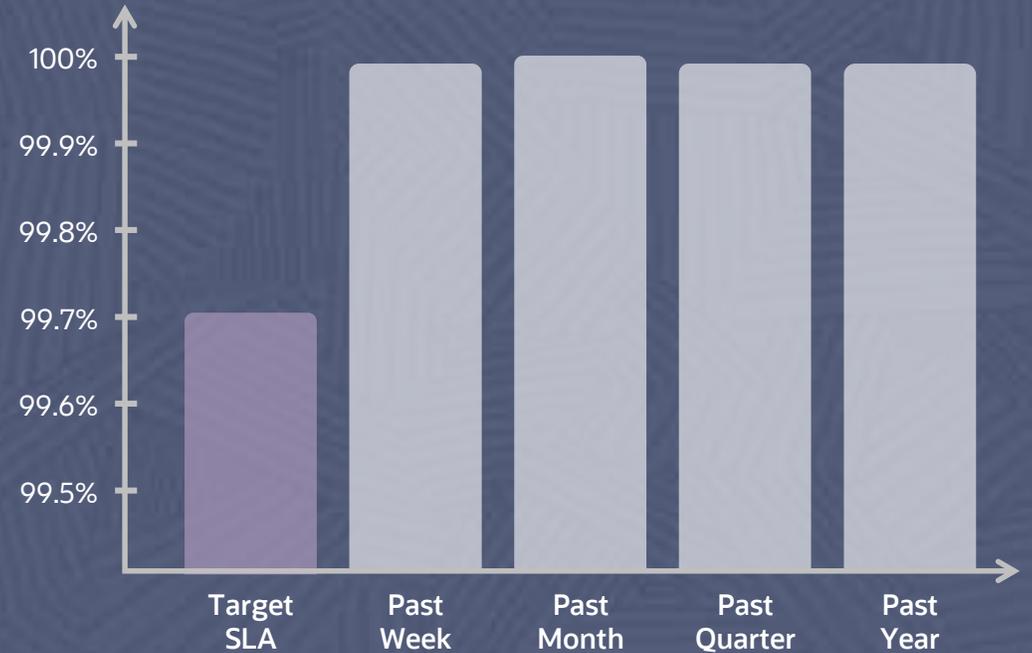
Oracle Field Service (OFS) SLA Metrics (2021-2023)

Scalability and Performance

20K-50K - Many live customers with active users in range per environment

300K – Field Resources per single environment routinely tested

400-600 RPS - Majority of APIs are processing between 400-600 requests per second

1000 RPS - Critical API are designed to handle 1000 requests per second

4M - Work Orders in Production optimized by the Routing engine

20K - Work Orders Completed per Day by several customers

1500 – Routed Activities per tech per day supported

100-150+ - Activities per tech per day common in Utilities

Integrations are Key

Oracle Integration Cloud

- Out-of-the-Box Connected Solutions

- Extendable for specific workflows

  WACS

  NMS

  Supply Chain Management

  HCM

REST APIs

- 3rd Party On-Premise and Cloud Solutions

- Oracle and non-Oracle Solutions

  ERP, CRM, Network, Supply Chain, Asset Management, Financials, Call Center, Payroll and HR

The Worker-First Era

Complex Workflows and Hybrid Workforce

The Worker-First Era

First Time Resolution

Service Consistency

Speed to Competence

Safety and Compliance

Business Rules and Company Standards

Capture, Preserve and Pass Information

Worker Retention and Satisfaction

Workflow Manager

Knowledge

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Collaboration

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Collaboration

- 1-to-1 chats, conferences & message broadcasts
- Context aware
- Share & transfer activities & inventory
- Search for nearby inventory
- Supports chatbot integrations
- Video chat

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AI-Driven Decisions

AI-Driven Decisions

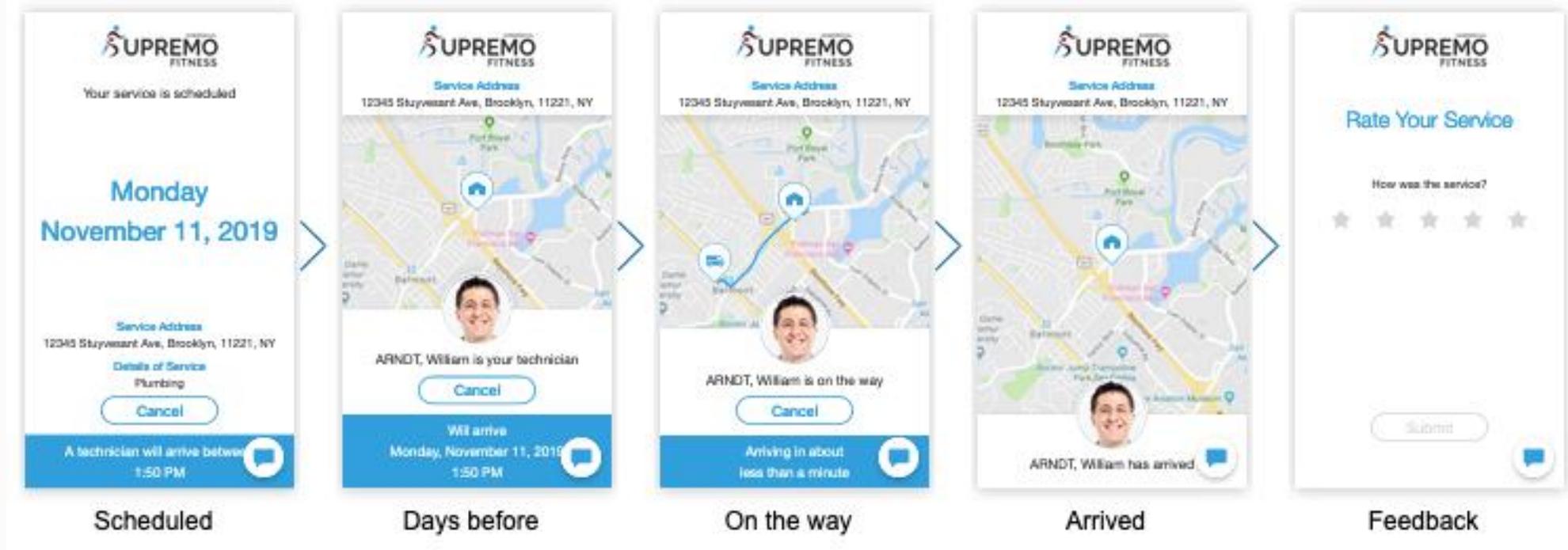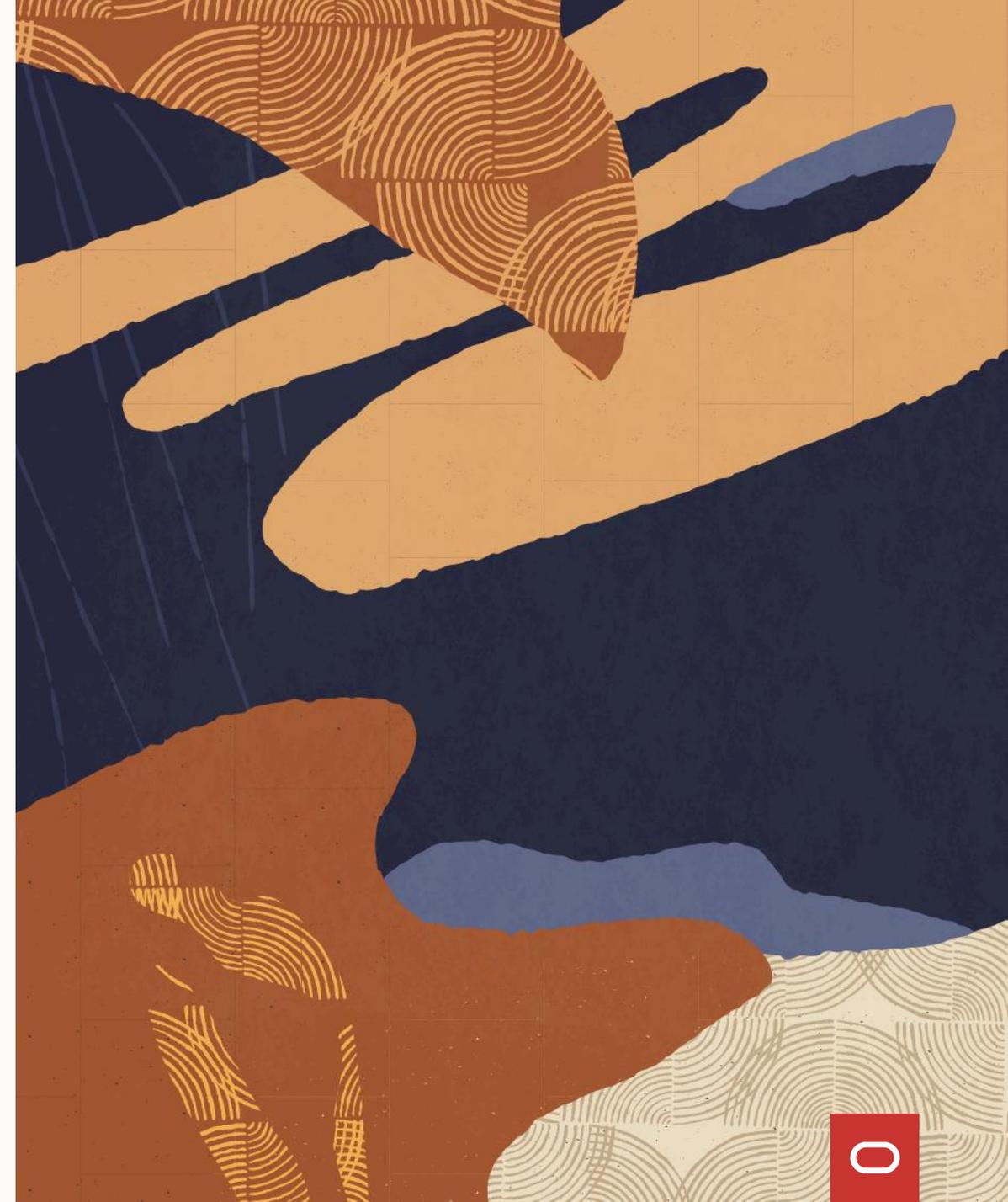Copyright © 2023, Oracle and/or its affiliates

Customer-Centricity

On-Demand Personalized Services

Customer Centricity

Thank you!

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Questions?