

# Adding value to utility operations (and beyond) with smart work, asset, and field service management

Aging infrastructure, reduced revenue, decreased budgets with increasing need, increased regulation, a retiring work force, and rising customer service demands have amplified the pressure for utilities to improve asset performance and increase system reliability to confidently deliver safe energy and clean drinking water. Mid- and smaller-sized utilities have been hit the hardest with more constrained funding and limited resources.

A radical change in approach is needed to break out and get ahead of the costly daily “break and repair” cycle. Getting ahead, and figuring out how to do more with less, comes down to better decision-making and planning support. Utilities need something that puts them back in control of increased productivity and reduced O&M costs. Manual and siloed systems simply weren’t equipped for the challenges of today’s environment and the need for flexibility.

## **The power to transform O&M cost reduction with Oracle Utilities Work and Asset Cloud (WACS)**

Changing your results means thinking about work management differently. The key to optimizing maintenance efficiencies means doing a better job with capital asset management – proactive decision support is far less costly in the long run than just fixing what’s broken. It simply is not possible to reduce O&M costs and gain long-term sustainable savings without tightly interconnecting the two. We do both. And we want to show you how easy that can be.

## **We don’t see Work and Asset Cloud as just “enterprise asset management” software, but as decision-support software**

A total solution with all the tools needed to improve your operational effectiveness holistically – that’s our approach. In fact, we are the only utility-specific work and asset management solution, fueled with immediately actionable data insights, unified with field service management, platformed with a complete suite of utility solutions.



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**What we are not** is a solution that was made for manufacturing, oil and gas, mining, or travel and transportation that is “adapted” to work “as best as possible” for utilities. Mission-critical functionality for utilities such as support for compatible units and leak detection, shouldn’t be an add-on afterthought. We are utility industry experts. We’ve been building utility-specific solutions for more than 50 years. Our expertise is knowing and supporting utilities, period.

**Work and Asset Cloud empowers utilities to be in control of their productivity and cost-savings potential:**

- **Complete solution:** A single source of truth for work management, capital asset planning, and field service management. No more information silos, inefficiencies, data inaccuracies and inconsistencies, or a system that is outdated, complex and costly to maintain. Work flows, integrated crew scheduling, and dispatch are optimized.
- **Empowers complete control of all assets:** One solution for all asset types: linear, fixed, mobile, and sensor-based devices.
- **Automated work management:** Built-in machine learning with AI that predicts your future needs, adapts (so you don’t have to), and empowers your blueprint to improved productivity and reduced additional overhead needs means: less unnecessary maintenance work, less potential costly failures, and more up time – and it constantly plans for continuous improvement
- **Greater visibility means significant cost control:** Oracle Utility Analytics Visualization capabilities are baked into our cloud solution and extract immediate actionable insights from volumes of asset data, enabling considerable cost savings with preventive, predictive and proactive maintenance, allowing you to get in front of costs before they go from minor fixes to catastrophic failures.
- **Part of a comprehensive utility-specific platform:** A unified platform to manage work means less time spent in the field and on job sites, and more work getting done in far less time, with significant real time bottom line cost improvement. Modular, yet integrated.

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- **Cloud native solution makes it attainable for utilities of any size:**
  - Lower total cost of ownership (we do all the updates, host data and hardware)
  - Utilities of any size and means now have access to the same high-level functionality
  - A holistic work and field service offering enables immediate data and support available to crews from any place, anytime, anywhere
  - Continual functionality updates keep you current and ahead of the curve to tackle business and industry changes
  - Quick and cost-effective deployment frees up your IT staff, and provides more immediate benefit

## Your larger organization can benefit from economies of scale

As a public agency, you have to do more with less. Why not share the wealth, and gain economies of scale along the way? Where there are similar business needs, many of our customers have taken advantage of expanding a shared work and asset management solution across their city, county and council ecosystem, such as into public works, solid waste, parks, or roads divisions. Not only have they consolidated maintenance data for public infrastructure, they've also increased value for their constituents and have built a stronger, safer, more resilient community.

## We want to be your partner

We are an enthusiastic core of utility industry experts, focused in and brought up on enterprise asset management solution expertise. We've found our home at Oracle in the heart of an agile group of utility-specific solutions, within the structure of a well-established organization that will be here to support our customers for decades to come. In fact, many of our customers have already relied on us for their success and support for decades. And we're pretty passionate about leading the digital transformation to help utilities address and conquer these challenges head on.

**You'll get the best of all worlds:** best of breed solution, organizational stability for the long haul, resourced to support, meet, and exceed your continued success – always.

## Our capabilities = significant business value for utilities

- Increase the life of aging infrastructure and return on investment of your assets
- Reduce risk of catastrophic failures
- Improve reliability and decrease down time
- Achieve operational cost control and reduction
- Direct impact on improved customer experience and satisfaction

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