ORACLE

Oracle Utilities Outage Management System

Regulators have reacted to a wave of historic, weather-related events with increasingly stringent standards for timely outage management and restoration. With over 60 million meters in production, Oracle Utilities Outage Management System (OMS) is used by many of the world's leading utilities for outage management and restoration in both normal and extreme conditions.

Can you help your customer when it counts the most?

Minimize outage impact via improved understanding of event scenarios, real-time grid monitoring, and more effective use of human resources. Proven under the harshest conditions across the globe, Oracle Utilities Outage Management System provides scalable, best-in-class performance.

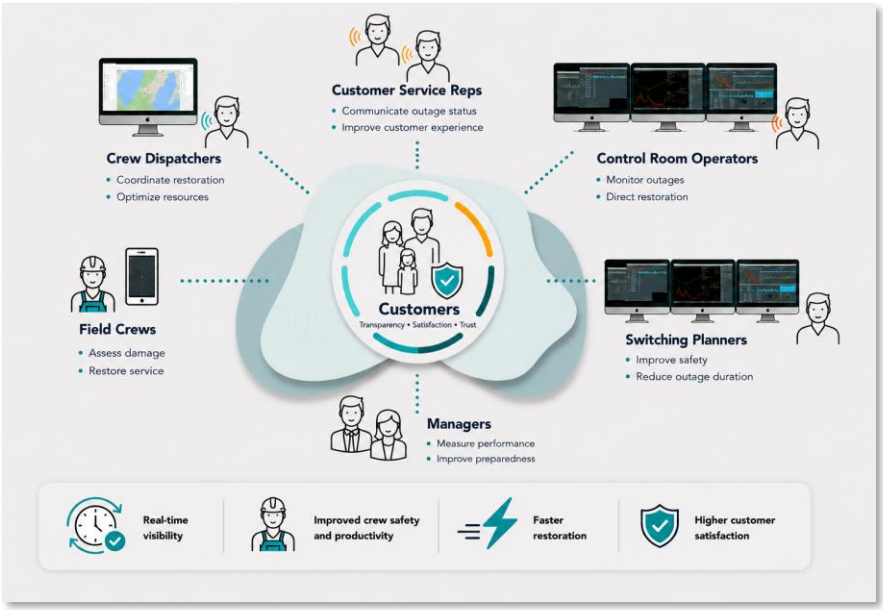

Figure 1. Ensure customer trust through comprehensive response to planned and unplanned outages

Prepare, track, restore, and communicate.

Use Oracle Utilities OMS to improve the end-to-end process for outage events:

- Prepare grid operators and field personnel for real-life scenarios
- Improve control room decisions though data analysis and information flow

Key capabilities:

- Outage prediction
- Dispatch and tracking
- Call grouping analysis
- Work status tracking
- CIS integration and multichannel communication
- Outage analytics
- Switching tool and study mode
- Outage and mobile integration
- Automated and manual model updates using GIS, CAD, and planning system

Key benefits:

- Proven scalability from a leader in outage management
- Improve responsiveness using real-time visibility to status and customers
- Predict event impact on customers and communicate to them via multiple channels
- Best-in-class switching ensures safety and reduces outage duration
- Improve customer service by delivering real-time status updates
- Accurately capture damage
- Easily integrate mobile workers into outage repair process
- Quickly deploy via Express Implementation

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- Identify and track outages, their impact, and restoration time in real time
- Restore power by improving damage assessment and workforce productivity
- Boost crew performance and safety via best-in-class switching
- Communicate actively and accurately to the public through multiple channels

Figure 2. View, operate, dispatch, record and communicate across multiple device types and channels to accelerate outage management and restoration

Improve restoration by accelerating crew productivity

Oracle Utilities Operations Mobile Application (OMA) is a self-install, easy-to-use solution that addresses cost, speed, and information accuracy challenges of grid and outage-related field work. Utilities can use it to provide any field workers — contractors, mutual aid and loaned crews, and employees — with mobile device access to grid workflow, forms, and information tools on a wide range of mobile devices to ensure:

- Real-time status updates flow from crews to customers more quickly
- Reduced idle time of emergency response crews, including mutual aid teams
- Improved reporting to dispatch and back-office systems on non-outage, unplanned events

Related Solutions:

- Oracle Utilities Distribution Management System
- Oracle Utilities Flex Operations
- Oracle Fusion Field Service

Oracle Artificial Intelligence Data Platform

Additional efficiencies can be unlocked with Oracle Fusion Field Service and the AI-powered features that to help plan, schedule, and execute field work with precision and speed. Every job benefits from optimized workflows, real-time adjustments, and seamless coordination across teams.

High-volume data is no problem. We can prove it.

Oracle Utilities OMS has proven field performance with our largest customers during major named storm events. We continue to benchmark that scalability so you can rest assured you'll have the capacity to handle data and operations when it counts.

Ready to weather your next storm with confidence? Contact us to schedule a demo.

Connect with us

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