ORACLE

Unlock Actionable Insights with Customer and Device Analytics on Oracle Data Intelligence

Solution Overview

Oracle's Customer and Device Analytics solutions are now available for all Oracle CIS and Metering customers, providing immediate visibility into meter-to-cash processes through rich, interactive analytics and visualizations. Built on Oracle Analytics Cloud, these pre-configured dashboards enable utilities to monitor operations, improve financial performance, and drive operational efficiency—faster and with less effort.

Curated Analytics for Essential Business Functions

Out-of-the-box BI reports and dashboards cover the full spectrum of utility operations, including:

- **Billing & Revenue** – Track trends, revenue by rate class, and billing cycles
- **Financial Controls** – Ensure financial accuracy with in-depth transaction insights
- **Payments & Adjustments** – Identify trends and manage exceptions efficiently
- **Customer Interactions** – Analyze engagement to enhance customer experience
- **Credit & Collections** – Reduce risk and improve collections strategies
- **Meter Analytics & AMI Reporting** – Assess smart meter activity and performance
- **Field Work Activities & Service Orders** – Improve SLAs by identifying problem orders
- **Device Commands & Events** – Understand AMI command peaks to mitigate bandwidth issues

These dashboards are fully customizable and provide a flexible foundation for creating new, business-specific views tailored to your operational or regulatory needs.

Built-in Intelligence, Ready for Use

A key benefit of Oracle's analytics solution is its library of **prebuilt subject areas, KPIs, and visualizations**—all purpose-built for the utility industry. These subject areas draw from Oracle Utilities Customer to Meter and Metering systems, enabling fast access to strategic insights across customer, billing, financial, and device data.

- **Customer subject areas** allow users to explore billed usage, financial transactions, and customer engagement.
- **Meter subject areas** deliver deep visibility into device commands, AMI performance, and operational activities.

Together, they provide a comprehensive, real-time view of operations across the full meter-to-cash lifecycle— empowering users to make smarter, faster, and more collaborative decisions.

Answering Key Business Questions

With these curated dashboards and subject areas, utilities can quickly answer questions such as:

Financial Transactions:

- How does billed revenue trend by customer class, general ledger division, or rate?
- What are the monthly and yearly revenue patterns?

Billing Data:

- How many bills are pending vs. completed over a given period?
- What are the trends in bill completions and amounts?
- How many pending bills have unresolved exceptions?

Device Commands & Smart Meter Analytics:

- Is the AMI network over-saturated at specific times?
- How many disconnects are happening—and when?
- Are disconnects occurring during extreme weather events?
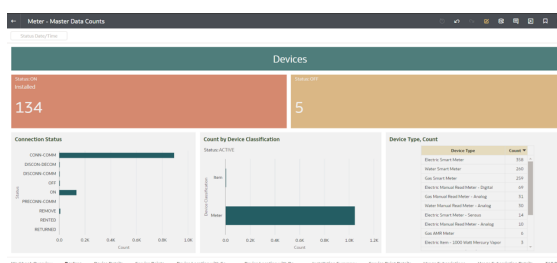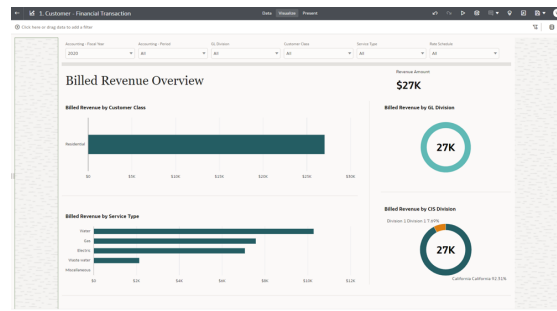
Why It Matters: Self-Service Analytics with Built-in Flexibility

Oracle's **prebuilt data model** eliminates the need for time-consuming data prep, making it easy to combine, analyze, and visualize information across the utility enterprise. With **self-service analytics**, both business users and data analysts can quickly create custom dashboards and reports without relying on IT.

Utilities can:

- Instantly extend or customize reports to match unique business needs
- Blend data across billing, financials, devices, and customer engagement
- Rapidly uncover insights—without deep technical expertise

While no single solution meets every utility's reporting needs, Oracle's flexible analytics framework ensures that any business requirement can be met—quickly, easily, and at scale.

Get Started

Let **Customer and Device Analytics** on the Oracle Data Intelligence platform help your utility turn data into action—reducing costs, improving operations, and enhancing the customer experience.

Contact your Oracle representative to learn more or visit https://engage.oracle.com/energyandwaterdataintelligence.