



Oracle Energy and Water  
Customer Edge  
Conference

# SaaS Transformation Mindset

## Supporting your journey to the Cloud

---

**Manpreet Hundal – Senior Director, Enablement**

**Brian Michel – Director, Product Management**

**Rochelle Cister – Director, Consulting Customer Solutions**

**Calvin Tu – Senior Director, Utilities Cloud Solutions**

March 13, 2023

## Because moving to the cloud is a journey.

It's not just a software upgrade — it's a move to a new operating model.



# The SaaS Journey

1 Your Journey

2 Innovation that Matters

3 Committed to your Success

# YOUR JOURNEY



Understanding your  
strategy with

## Alignment Analysis



Transforming your  
operating model with

## Stakeholder Management



Building skills from  
the start with

## Continuous Enablement

# ALIGNMENT ANALYSIS

Understanding your goals,  
transforming your business  
practices and processes

## BUSINESS DRIVERS

*Understand your business drivers and confirm how your SaaS solution can support your goals.*

## FUNCTIONAL ANALYSIS

*Analysis using the “base to base” approach. Identify ways to maximize solution features to unlock the most business value.*

## TECHNICAL ANALYSIS

*Analysis of your existing architecture, interfaces and integrations and the impact on the solution architecture.*

## RISK & MITIGATION STRATEGY

*Identify implementation risks and determine mitigation steps (e.g. IT roles, application support operations)*

# STAKEHOLDER MANAGEMENT

Understanding how we work  
together and share responsibilities

## CREATE NEW TALENT OPERATING MODEL

Define the cloud-ready operating model, key roles across the new shared infrastructure.

## CREATE A STAKEHOLDER MANAGEMENT PLAN

Identify and implement governance to manage stakeholders.

### DEFINE ROLES

Clearly define each project and user role and the associated responsibilities.

### DEDICATED RESOURCES

Dedicated full-time resources for the duration of the project.

# Understanding Responsibilities

- Responsible
- Informed



# Continuous ENABLEMENT

Enablement starts Day 1

## SOLUTION/TECHNOLOGY TRAINING

Learn about the solution from Day 1 – teams will have access to product trainings through Oracle's Cloud Learning Subscriptions, Cloud Release training, product documentation.

## ROLE SPECIFIC TRAINING

Enablement for role-specific and business process specific training.

## PROFESSIONAL UPSKILLING

Training based on new roles/updated roles. Invest in professional development for updated roles on project.

## ON-GOING TRAINING

Once project is live, continue to have a robust training plan.

# Continuous ENABLEMENT

Enablement to support during all phases of your journey



## Cloud Learning Subscriptions

- Infrastructure Training – OCI
- OEW SaaS Training – i.e. Cloud Foundation Architect
- OEW Product Training

The screenshot shows the Oracle Energy and Water Learning Subscription interface. The top navigation bar includes 'Help Center', 'Customer Cloud Service', 'Search', and a user icon. The main content area is titled 'Getting Started with Oracle Utilities' and displays four cards: 'Oracle Utilities C2M/CCS Certification' (In Progress), 'Oracle Utilities Customer Cloud Service' (In Progress), 'Oracle Utilities Customer Cloud Service Overview' (In Progress), and 'C2M/CCS New Features' (In Progress). The left sidebar contains filters for 'Area', 'Format', and 'Type', with 'Customer Cloud Service' selected under 'Area'.



## Release Documentation & Training

- Product release documentation
- Could release features videos

The screenshot shows the Oracle Utilities Customer Cloud Service Help Center. The top navigation bar includes 'Help Center', 'Customer Cloud Service', 'Search', and a user icon. The main content area is titled 'Oracle Utilities Customer Cloud Service' and provides an overview of the service. The left sidebar includes 'Get Started', 'Cloud Readiness / What's New', 'Maintenance Pack Notes', 'Videos', 'Guides', and 'REST API'. The 'Guides' section is expanded, showing 'User Guides' (with a link to 'What's New') and 'What's New' (with links to 'Maintenance Pack Notes', 'Release Readiness', 'Overview Guide', 'Business User Guide', and 'Administrative User Guide').

# INNOVATION THAT MATTERS



Adopt and leverage  
the latest technology

## Speed of Innovation



A modern, digital  
platform

## Customer Experience



Best performance,  
security & availability

## Oracle Technology

# SPEED OF INNOVATION

## Automation



## Scalability



## State of the Art Technology



## Continuous Upgrades



- ✓ Quickly adapt to industry changes
- ✓ Cloud service that scales with your business
- ✓ Frees up resources to focus on value creation
- ✓ Partner with Oracle to shape future utility platform



Business  
Process  
Automation



Digital/Customer  
Experience



New Business  
Models

# Oracle Technology

Next-generation cloud  
infrastructure

## 40 Global Cloud Regions



**Oracle Support**  
Is here for you



**Security**  
at every layer



**Availability**  
99.9% SLA

# COMMITTED TO YOUR SUCCESS



How we support you

**Customer  
Success  
Journey**



Your trusted advisor

**Customer  
Success  
Managers**



Meet your goals

**Success Plan**

# Customer Success Journey

Customer Success in Action

ONBOARD

IMPLEMENT

ADOPT

SUCCEED



## Engage

Identify business outcomes and KPIs to serve as the ongoing measurements of success



## Plan

Govern the setup and configuration of software and business processes that will serve as your foundation for success



## Align

Align key features, functions and messages for your community to succeed with the applications



## Confirm Value

Track to defined KPI targets and establish framework for the next level of growth



## Optimize

Drive and educate to the iterative maturation of your people, process and utilization of the technology



## Innovate

Enjoy the horizon of new opportunities that surround you at the pinnacle

# Global Customer Success Managers

*Your Trusted Advisor Focused on Maximizing The Value of Your Cloud Investment*



## Business Advisory Skills

- Business Continuity Expertise
- Continuous Improvement Methodologies
- Functional Adoption & Deployment Best Practices
- Consumption Analysis & Tools
- Product Expertise



## Customer Engagement Skills

- Relationship Management
- Business Process and Solution Alignment Expertise
- Change Management Framework & Tools



## Implementation Skills

- Implementation Expertise in Cloud Applications
- SaaS Project Risk Mitigation Strategies
- Delivery Methodology Best Practices
- Service Delivery Expertise

# Success Plan

Together we deliver a clear overview of the mission, goals, objectives and key metrics agreed upon for your success.

## Detailed Breakdown – Success Plan

Goal	Strategy	KPI / Measure	Action	Benefit	Priority	Owner	Target Completion
duce Overhead expenses - Keep technology current	Drive SaaS adoption	<ol style="list-style-type: none"> <li>1. Adopting major release to Prod every 4 months</li> <li>2. Reducing IT/Services Spend to Support each release</li> </ol>	Leverage tools (e.g UTA) to assist with testing; Plan aggressively; foster knowledge across groups	Reduced technology costs, Increased flexibility to implement business goals - \$\$\$ - \$\$\$\$	High	Client+Oracle	MM/YYYY
rove Operational productivity - increase automation, reduce manual activities	Target Meter Reading Processes	<ol style="list-style-type: none"> <li>1. # of manual touches per transaction (&gt; 1)</li> <li>2. # of truck rolls to put eyes on meter (onsight field audits)</li> <li>3. # automated connects/disconnects</li> </ol>	Identify current baseline of costs / level of effort w/meter systems	Leverage the flexibility of SaaS, reduce overall expense/process - \$\$ - \$\$\$	Medium	Client+Oracle	MM/YYYY
crease efficiency of sources	Improve field data capture consistency reliability	<ol style="list-style-type: none"> <li>1. % of 1st time visit resolution rate</li> </ol>	Identify repeat visit jobs and crews, apply new solution and tools	Reduce spend, increase field efficiency and customer experience \$\$\$ - \$\$\$	Medium	Client+Oracle	MM/YYYY
duce Transformer failures, Improve Grid Health	Apply AI/ML on new data sets to increase visibility, accuracy and reduce spend	<ol style="list-style-type: none"> <li>1. % of Distribution Transformers Failed, % of Network Connectivity Errors (e.g Mismaps A/B/C)</li> </ol>	Apply Analytics, predict failures with new data sets	\$\$\$ - \$\$\$	High	Client+Oracle	MM/YYYY

23 Copyright © 2020, Oracle and/or its affiliates.

# Your SaaS Journey

1

Your Journey

Alignment Analysis

Stakeholder Management

Continuous Enablement

2

Innovation that Matters

Speed of Innovation

Customer Experience

Oracle Technology

3

Committed to Your Success

Customer Success Journey

Customer Success Managers

Success Plan

# Q&A