

ORACLE

Oracle Energy and Water
Customer Edge
Conference

SaaS Transformation Mindset

Supporting your journey to the Cloud

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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



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.

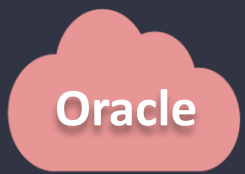
DEDICATED RESOURCES

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

Understanding Responsibilities

- Responsible
- Informed

 Customer



Content
e.g. User provisioning, Password Mgmt, Security roles, Regression testing, Data Load & Extract, etc..

Business Continuity Planning

Sizing

Provisioning

Infrastructure Updates

Security

Compliance

Customer is consulted



Customer only informed of normal security operations



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.

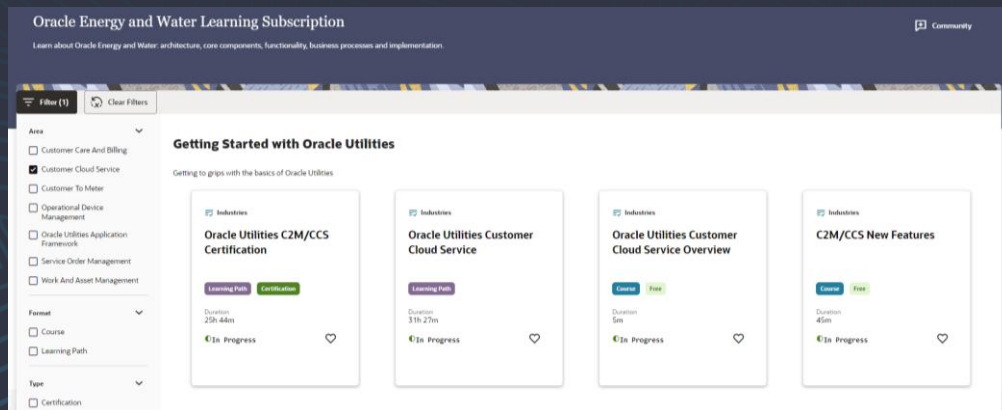
Continuous ENABLEMENT

Enablement to support during all phases of your journey



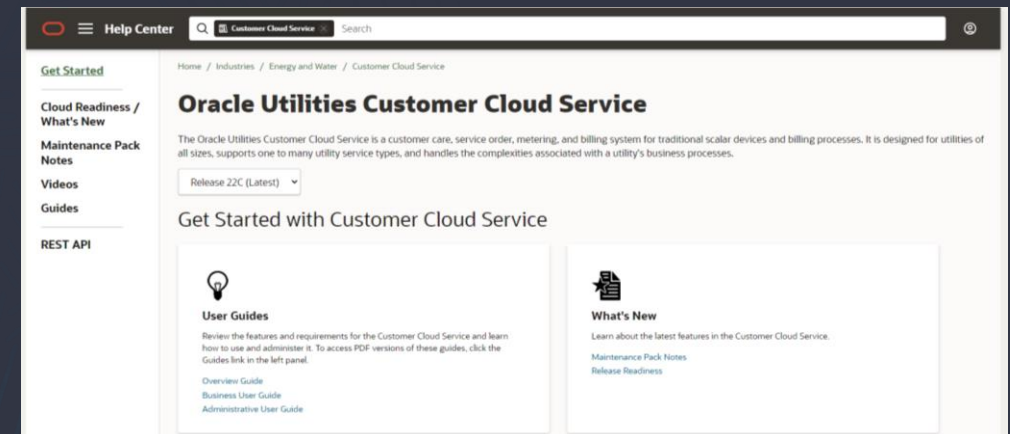
Cloud Learning Subscriptions

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



Release Documentation & Training

- Product release documentation
- Could release features videos



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



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
Reduce Overhead expenses - Keep technology current	Drive SaaS adoption	<ol style="list-style-type: none"> Adopting major release to Prod every 4 months Reducing IT/Services Spend to Support each release 	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
Improve Operational productivity - Increase automation reduce manual activities	Target Meter Reading Processes	<ol style="list-style-type: none"> # of manual touches per transaction (>1) # of truck rolls to put eyes on meter (onsight field audits) # automated connects/disconnects 	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
Increase efficiency of resources	Improve field data capture consistency reliability	<ol style="list-style-type: none"> % of 1st time visit resolution rate 	Identify repeat visit jobs and crews, apply new solution and tools	Reduce spend, increase field efficiency and customer experience \$\$\$ - \$\$\$\$	Medium	Client+Oracle	MM/YYYY
Reduce Transformer failures, Improve Field Health	Apply AI/ML on new data sets to increase visibility, accuracy and reduce spend	<ol style="list-style-type: none"> % of Distribution Transformers Failed, % of Network Connectivity Errors (e.g Mismaps A/B/C) 	Apply Analytics, predict failures with new data sets	\$\$\$ - \$\$\$\$	High	Client+Oracle	MM/YYYY

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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