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Oracle Field Service for Utility Operations

Oracle Field Service (OFS) is the modern field service platform utilities can take advantage of to further improve operations, scale across legacy silos, and empower users at the front end of innovation.

Our foundational technology starts at a higher level, beginning with time-based, self-learning, and predictive capabilities and brings along an all-powerful, all-encompassing set of mobile services including: Artificial Intelligence, Augmented Reality, and Where's My Tech, that can extend your utility processes and optimize the utility experiences your customers have come to expect.

In comparison to traditional delivery timeframes, OFS immediately moves the needle for utilities seeking a better approach. By utilizing a highly scalable, highly flexible, modern cloud infrastructure the vision of happy users, satisfied executives, and inspired IT personnel can become a simple reality.

Utility Operations Face a New Era

No other industry has placed the same level of burden on its operations personnel as the utility industry has. Utilities around the world continue to navigate disruption – from new asset types across a smarter grid to record-breaking weather events. Layer in unpredictable hurdles like keeping crews safe amidst a pandemic and meeting increasingly challenging regulatory and financial demand, and it's clear utility operations personnel are under growing pressure to adapt and perform under increasingly extreme conditions.

Indeed, legacy providers and legacy systems that simply were not designed for today's complexities have left utilities to address these challenges in silos. Data sets become isolated, processes become disconnected, and cost overruns become a certainty with utility operations left even further behind.

A Connected Road Forward, Architected for Utilities

Built upon a deep knowledge of utility data sets, OFS delivers the prebuilt utility processes utilities and field crews need to navigate this new era. From customer data to grid situational awareness, or even asset maintenance histories, OFS automatically delivers the right data to the right personnel at the right time. By bringing additional data to the field crew's fingertips, OFS provides the hidden efficiency factor: **Connectivity**.

Connectivity means empowering your field technicians with all the core utility data they need, when they need it. As most crews will tell you, without this at their fingertips, your efficiency can go from 100 percent to zero percent at the drop of a hat.

Optimize utility workflows

- **Customer service** - new service connections/ disconnections, repairs, laying basic infrastructure, emergencies
- **Emergency response calls** - power outages, gas leaks, water main breaks
- Daily maintenance and asset inspection
- Gas pipeline, T&D network, water and wastewater systems
- Storm damage response and outage restoration
- Assessment and repair
- **Smart asset deployments** - meters, sensors, IP-enablement
- **Mutual aid** - swift onboarding, coordination, tracking and reporting

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Imagine a field crew completing substation maintenance activities. OFS gets the right crew with the right skills to the job, and then gives that crew visibility into all related safety checks from policy systems, parts inventory from asset systems, customer impacts from other operational systems – essentially turbocharging your crew's productivity.

The Impact of Collaboration

In the past, utilities measured productivity by the number of jobs per shift per crew. This standard methodology forced operations personnel to undertake uncomfortable strategies against the headwinds of union rules, scheduling misalignment with highly specialized skills, and unaddressed regulatory mandates.

The new world changes the paradigm to a focus on productivity through real collaboration. By offering modern tools for communication, crews can now share with ease: posting photos of new equipment failures for comment, accessing group knowledge for alternative solutions, and providing real time collaboration channels, OFS empowers you to leverage precious expertise spread across the utility organization.

Capacity Management
Predictive planning to enable resource optimization

Core Manage
Monitor and manage your field operations

Field Collaboration
Connect field and back-office teams

Communication
Proactively inform customers and co-workers

Routing
Routing using unique optimization automation

Mobility
Access to everything needed in the field

Smart Location
View the route and location of field resources

Forecasting
Planning across the operation

Real-time Traffic
Automatically adjust for traffic in real-time

Street Level Routing
Point-to-point drive time calculation

Oracle Field Service Cloud Enterprise helps you manage the complete field service process

Utility Experiences Driven by Modern Personalization

Utilities have a broad range of field operations needs from enterprise asset management to grid and network operations to meter operations management. While these needs also bring with them a broad set of crews, backgrounds, and experiences, OFS skips the traditionally painful change management issues each group often escalates as common complaints. Today, OFS brings a depth of personalization capabilities so both your unionized 20-years-on-the-job worker and your 20-something new hire, and any supplemental contractors you hire along the way, can quickly personalize their screens. The highly configurable user experience will help every group hit the ground running in minutes, not weeks or months.

Key Features:

- Measures every activity for all field staff in real time—including travel time between jobs and the time it takes to complete each job.

- Learns the historical performance of every field employee and creates a unique performance pattern profile, or work fingerprint, for each one.

- Continuous learning as employee work patterns change over time.

- Leverages performance pattern profiles to create optimal daily routes and schedules.

- Fully configurable solution that can be adjusted in real-time to meet the ever-changing requirements in the field.

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Powerful Innovation to Empower You

We take pride in being consistent early adopters of emerging technologies, proving them out and bringing you the most promising new capabilities, woven throughout our solutions. OFS brings you leading capabilities to power your performance, including IoT and connected field service, AI and machine learning for knowledge management and predictive guidance, AR/VR visualizations, automated Chatbots, and video collaboration tools, all part of your advanced utility operations toolkit.

Take a mission-critical initiative such as outage management and storm restoration as an example. Time and efficiencies count. OFS has recognized the need to go beyond "traditional" linear, first-in first-out approaches that put an upper limit on your efficiency and reactiveness. OFS embedded machine learning optimizes your ability to restore power quickly and effectively, whether you are managing employees or mutual aid crews or contractors alike. Additionally, emergency outage jobs can be manually assigned allowing human intervention for on-the-spot tuning based on real-time needs.

Routine inspections and maintenance scheduling are also improved. This same machine learning is a significant resource optimization tool when field teams' work is automatically scheduled, no matter how complicated. AI-driven schedule optimization automatically takes into account multiple variables such as technician/crew skills, geolocation, travel time, and shifting priorities – with full visibility amidst fluid and fluctuating variables. Some have likened this type of enablement as the "Uberization" of field service management.

Delivering Proven Outcomes

46% Increase in productivity

50% Reduction in "where is my technician?" calls

75% Reduction in overtime

10-20% Improved customer satisfaction

30% Increase in SLA compliance

20% Reduction in unnecessary visits

10% Reduction in no-shows

40% Reduction in driving distance per visit

Figure 1: Business results across categories from Oracle Field Service customer survey results.

OFS provides 360-degree end-to-end visibility of a utility's complete operation – across all field staff, all equipment, at all sites, all completely automated, with the ability to manually intercede when necessary, all completely configurable to meet your individual needs.

One fully integrated solution to meet all of your needs.

You don't have to take our word for it. We're proud to be recognized as a proven industry leader by Gartner, who has consistently named Oracle Field Service as a Leader in its annual Field Service Management Magic Quadrant research report for the last seven years in a row.

Oracle Field Service offers eleven powerful services in one solution:

Key Benefits:

- Improved reliability
- Drive higher productivity, greater efficiency, and cost savings
- Quick time to value (3 months on average, implementation)
- Lower total cost of ownership
- Cloud native, lower TCO, greater technology innovation and value
- Platformed with the leading utility solution software suite, fully integrated with Oracle Work and Asset Management and Work and Asset Cloud Service
- Enable shorter outage times and better ETR's
- Leverage accurate predictions to keep customers informed thus improving their satisfaction.
- Ensure regulatory compliance (and enforce regulatory compliance behaviors)
- Optimize short and long cycle scheduling
- One solution connects all enterprise utility systems in one view
- More efficient and empowered employees
- Standalone solution or integrated on the same platform with other utility-specific solutions

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1. **Forecasting**: Plan with confidence using accurate predictive tools.

2. **Capacity**: Ensure maximum utilization of available resources.

3. **Routing**: Get the right person to the right place at the right time by leveraging the fastest, most efficient automation engine available.

4. **Core Application**: Manage field operations centrally with a real-time view of the field, improving visibility, on-time arrival, and efficiency.

5. **Mobility**: Enable field employees with everything they need to succeed at their fingertips. Choose from a browser-based mobile app, iOS, or Android app.

6. **Smart Location**: Monitor the real-time location of and compliance with all field resources.

7. **Collaboration**: Contextually connect field employees for instant peer-to-peer communication, knowledge sharing, and work independence.

8. **Customer Communication**: Pro-actively inform customers, teams, and co-workers about the status of appointments with predictive job alerts across channels.

9. **Real-Time Traffic**: Automatically update travel time with real-time traffic and travel conditions.

10. **Street-Level Routing**: Leverage street-level travel data from your map provider to optimize your mobile workforce.

Available Add-on:

11. **Contingent Worker**: Properly identify and manage your contingent workforce with this powerful feature.

Give us a call or drop us a note to discuss your needs and how we may be able to help you optimize your utility field service.

Connect with us

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