

# Oracle Fusion Field Service for Utility Operations

Oracle Fusion Field Service (OFFS) 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.

## Industry leading solution

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, OFFS 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.

Legacy providers and legacy systems that 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.

**“14% of all truck rolls are unnecessary, meaning that 1 in 7 on-site visits could be avoided with better tools and processes.”** - Aquant, *The 2025 Field Service Benchmark Report*

## A Connected Road Forward, Architected for Utilities

Built upon a deep knowledge of utility data sets, OFFS 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, OFFS automatically delivers the right data to the right personnel at the right time. By bringing additional data to the field crew's fingertips, OFFS 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.

Imagine a field crew completing substation maintenance activities. OFFS 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.

## **Optimize Key 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

## **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, OFFS empowers you to leverage precious expertise spread across the utility organization.

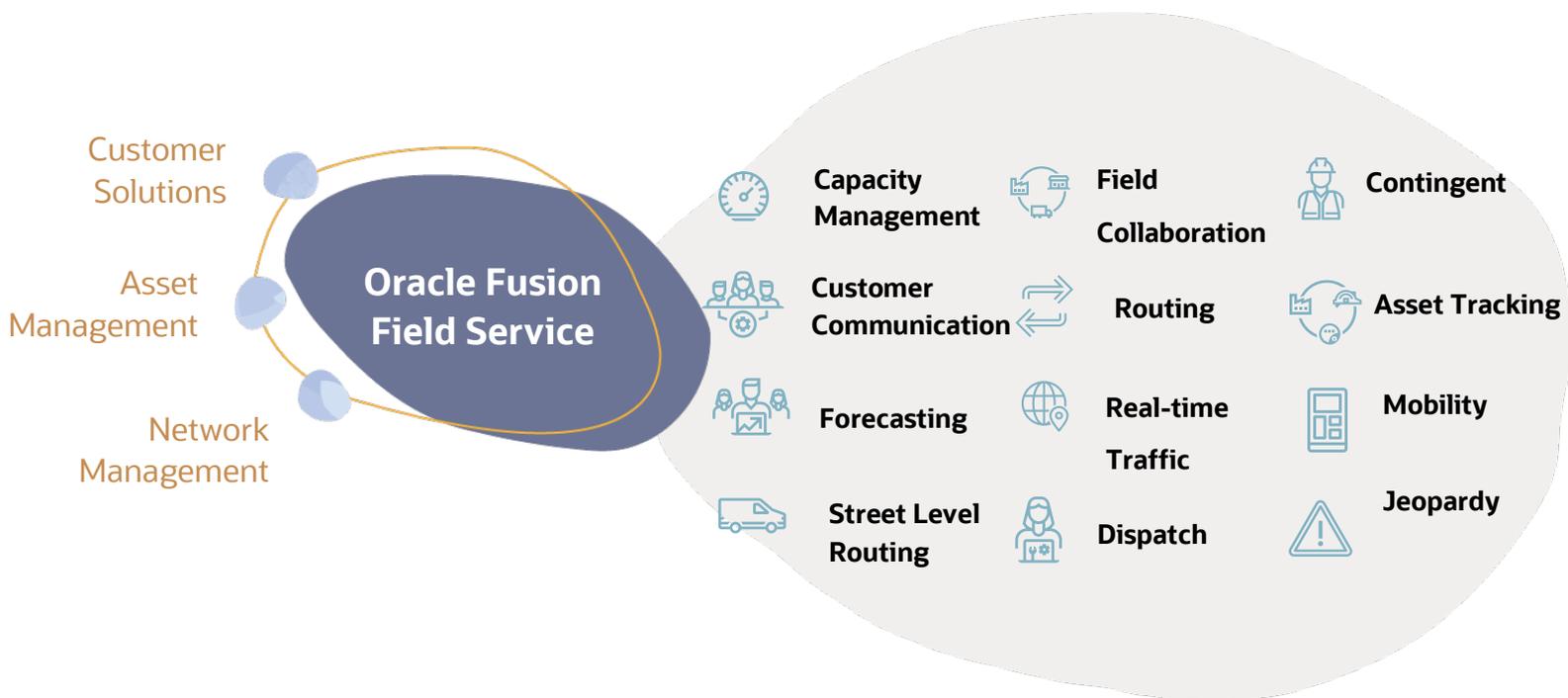


Figure 1: Oracle Fusion Field Service helps you manage the complete field service process

## 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, OFFS skips the traditionally painful change management issues each group often escalates as common complaints. Today, OFFS 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.

**“33% of all service interactions are simple, informational queries that could be self-solved with smarter tools, saving valuable time and resources.”** - Aquant, The 2025 Field Service Benchmark Report

## 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. OFFS 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. OFFS has recognized the need to go beyond “traditional” linear, first-in first-out approaches that put an upper limit on your efficiency and reactivity. OFFS 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.

### 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
- Standalone solutions or platformed with the leading utility solution software suite, fully integrated with Oracle 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

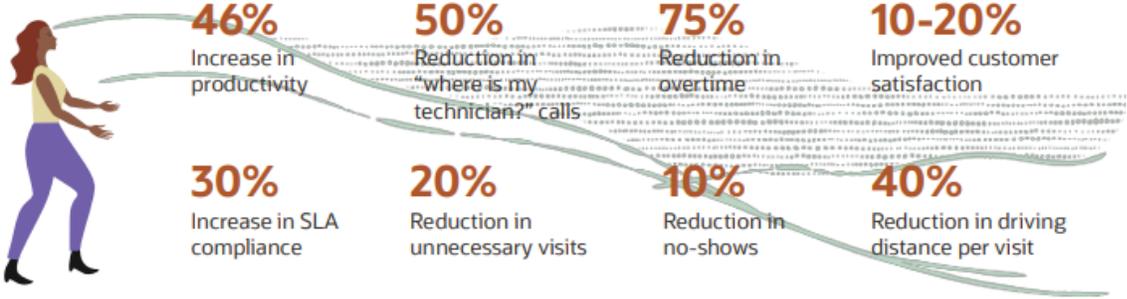


Figure 2: Business results across categories from Oracle Fusion Field Service customer survey results.

OFFS 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.

## Oracle Fusion Field Service offers eleven powerful services in one solution:

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

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

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

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

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

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

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

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

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

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

**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.

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