



# Utilities

## Demo Assets Available (1)

USE CASE	DETAILS	PRODUCTS
Electricity Provider Executive and Operational Dashboards	This demo shows all key KPIs for Executive level: <b>SAIDI</b> - System Availability Interruption Duration Index. <b>CAIDI</b> - Customer Average Interruption Duration Index <b>SAIFI</b> - System Average Interruption Frequency Index <b>ASAI</b> -Average System Availability Index <b>CEMI</b> - Customer Experiencing Multiple Interruptions Faults Resolution time Backlog in terms of new connections to the electricity network Number of customers connected to a specific transformer or feeder	Oracle Database + Options Oracle Analytics Server
Water Utilities Complaints	Complain Management Dashboards: Complaints by Region/City Complaints Received/Attended Tracking of complaints by Status	Oracle Database + Options Oracle Analytics Server

## Demo Assets Available (2)

USE CASE	DETAILS	PRODUCTS
Deliver Better Customer Experience - Dispute Use Case	One of the main challenges in the customer service line of business is to track and resolve efficiently issues or problems raised by the customers to keep on delivering the best experience. This asset tries to solve this challenge using Oracle Technology Products.	Oracle Database + Options APEX, BPM

# Thank You

---

To request a demo or 1-1 meeting kindly email [mamadou.sangare@oracle.com](mailto:mamadou.sangare@oracle.com) or the Oracle Southern Africa Marketing team [melcina.nkuna@oracle.com](mailto:melcina.nkuna@oracle.com)