

Unplanned Outage Management



Oracle Utilities Outage Management System Oracle Utilities Operations Mobile Application

Regulators have reacted to a wave of historic, weather-related events by tightening the screws on expectations for outage management. More rigorous mandates for responsiveness have been imposed on utilities, particularly for more accurate restoration estimation, frequency of communication to customers and shortened outage duration. Oracle Utilities Outage Management System, a module of Oracle Utilities Network Management System, delivers world-class performance your customer can rely upon.

Can you help your customers when it counts the most?

Minimize outage impact via improved understanding of event scenarios, real-time grid monitoring, and more effective use of human resources. Oracle Utilities Outage Management System (OMS) provides scalable, best-in-class performance proven under the harshest conditions across the globe.

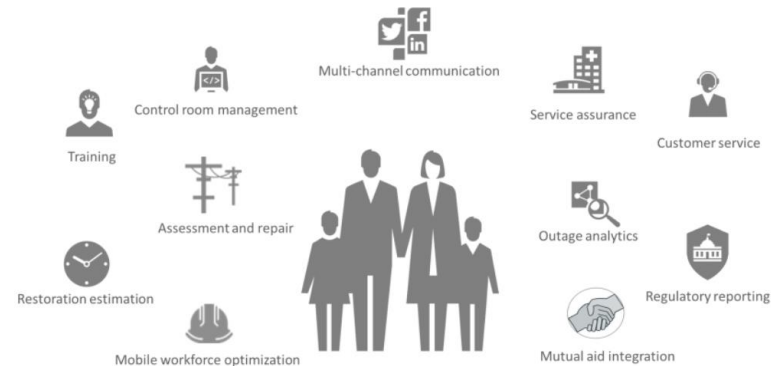


Fig 1 : Ensure customer trust through comprehensive response to unplanned outages

KEY BENEFITS

- Proven scalability from a leader in outage management
- Improve responsiveness using real-time visibility to status and customers
- Predict event impact on customers and communicate to them via multiple channels
- Best-in-class switching ensures safety and reduces outage duration
- Improve customer service by delivering real-time status updates
- Accurately capture damage
- Easily integrate mobile workers into outage repair process
- Quickly deploy via Express Implementation

KEY FEATURES

- Outage profiling and prediction
- Dispatch and tracking
- Call grouping analysis
- Work status and timestamp tracking
- CIS integration and multi-channel communication
- Outage analytics
- Switching tool and study mode
- Outage and mobile integration
- Automated and manual model updates using GIS, CAD, and planning system

Prepare, track, restore and communicate.

Utilities can use Oracle Utilities OMS to improve the end-to-end process for unplanned outage events:

- Prepare grid operators & field personnel for real-life scenarios
- Improve control room decisions through data analysis and information flow
- Identify and track outages, their impact, and restoration time in real-time
- Restore power by improving damage assessment and workforce productivity
- Boost crew performance and safety via best-in-class switching
- Communicate actively and accurately to the public through multiple channels

RELATED SOLUTIONS

- Oracle Utilities Customer Self Service
- Oracle Utilities Distribution Management
- Oracle Utilities Outage Analytics
- Oracle DataRaker



Fig 2 : Communicate across multiple channels to more effectively serve customers

Improve restoration by accelerating crew productivity

Oracle Utilities Operations Mobile Application is a self-install, easy-to-use solution that addresses cost, speed, and information accuracy challenges of grid and outage-related field work. Utilities can use it to provide any field workers—contractors, mutual aid and loaned crews, and employees—with mobile device access to grid workflow, forms, and information tools on a wide range of mobile devices to ensure:

- Real-time status updates flow from crews to customers more quickly
- Elimination of Idle time of emergency response crews, including mutual aid teams
- Improved reporting to dispatch and back-office systems on non-outage, unplanned events

High-volume data is no problem. We can prove it.

Oracle Utilities OMS has proven field performance with our largest customers during major storm events like Superstorm Sandy.

And we continue to benchmark that scalability so you can rest assured you'll have the capacity to handle data when it counts.

Take a look at our latest results:

- Supporting 5.6 million customers with 7300feeders
- Integrating 500 current operators and more than 300 call-takers
- Handling 118,000calls an hour input rate
- Coordinating 3700crew updates an hour
- Managing 2700 device operations an hour

Connect with us

Call +1.800.ORACLE1 or visit oracle.com/utilities. Outside North America, find your local office at: oracle.com/contact.

 blogs.oracle.com/utilities

 linkedin.com/company/oracle-utilities

 twitter.com/oracleutilities

Copyright © 2021, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0120.