

Oracle Utilities Service Order Management

Oracle Utilities Service Order Management (SOM) delivers the first of its kind solution for service order automation designed specifically for utility process optimization in the age of smart meter technology. With Oracle Utilities SOM, utilities leverage a centralized, predictive model to improve operational efficiency and drive down costs, and execute a perfectly orchestrated, streamlined smart meter program.

CIS + MDM. One solution. One installation. No integration.

Oracle Utilities C2M delivers the robust, flexible capabilities to meet utilities' most complex needs and the agility to adapt as the industry continues to transform.

The Intelligent Digital Utility

Service order processes in a smart meter world are extremely complex. Antiquated processes result in data duplication, complex integrations, and lost revenue in redundant or unnecessary field work. Maximizing the effectiveness of modern utility systems requires a smart, flexible, and scalable system for service order management.

Predictive Integration

Optimize performance with intelligent orchestration.

- Prepare for future market and technology with scalable structure
- Drive efficiency with a central intelligence hub that predicts required service order work across systems
- Automate task identification and prioritization for service orders

Streamlined Operations

Improve workforce efficiency and deliver service excellence with enhanced service order management.

- Leverage accelerator workflows start and finish work faster
- Minimize truck rolls and improve customer satisfaction with highly efficient service order completion



Key Features

- Smarter head-end and AMI integration structure
- Embedded service order task flows
- Predictive, business process-based data integration
- Automated task identification and orchestration
- Multi-directional communication across utility platform systems
- Centralized view of service orders in progress through the management dashboard
- Scalable orchestration engine

Key Benefits

- Streamline meter service processes and eliminate manual work
- Synchronize CIS, MDMS, and mobile workforce systems for peak performance
- Gain visibility of in-flight service orders across the entire organization
- Reduce truck roll and field work redundancies
- Maximize return from smart meter program investments
- Optimize service work based on device or asset type
- Simplify implementation of application and processes

- Improve team coordination through automated task orchestration
- Centralize oversight of service order tasks for improved visibility across the organization
- Keep systems and personnel updated with accurate order status

Maximized Return

Protect your technology investments by driving them to peak performance.

- Keep customer information and mobile workforce management systems working their best and delivering the most impressive results, together
- Get the most out of your investment in technology by leveraging automated controls and services, eliminating manual processes and inefficient workarounds

Streamlining Operations from the Very Beginning

By redefining how utility platforms handle service order requests and data, Oracle Utilities SOM gets utilities up and running quickly, and continues to push process optimization even as the utility platform evolves.

Faster Implementation

- Delivers key business processes in accelerator workflows to jump start implementation
- Meets each organization’s unique requirements through the highly configurable workflows
- Leverages smarter head-end and AMI integrations
- Reduces time and cost required for implementation

Flexible Growth

- Work seamlessly with the integrated Oracle Utilities platform
- Built to simplify complex system integrations across vendors
- Enables adoption of evolving technologies, processes, and products with scalable, flexible structure

Related Products

Oracle Utilities SOM is part of a powerful Oracle Utilities suite including:

- Oracle Utilities Smart Grid Gateway
- Oracle Utilities Mobile Workforce Management
- Oracle Utilities Customer Care and Billing
- Oracle Utilities Meter Data Management
- Oracle Utilities Analytics

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