

Outage Management



Oracle Utilities Outage Management System Oracle Utilities Operations Mobile Application

Regulators have reacted to a wave of historic, weather-related events with increasingly stringent standards for timely outage management and restoration. With over 50 million meters in production, Oracle Utilities Outage Management System (OMS) is used by many of the world's leading utilities for outage management and restoration in both normal and extreme conditions.

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.

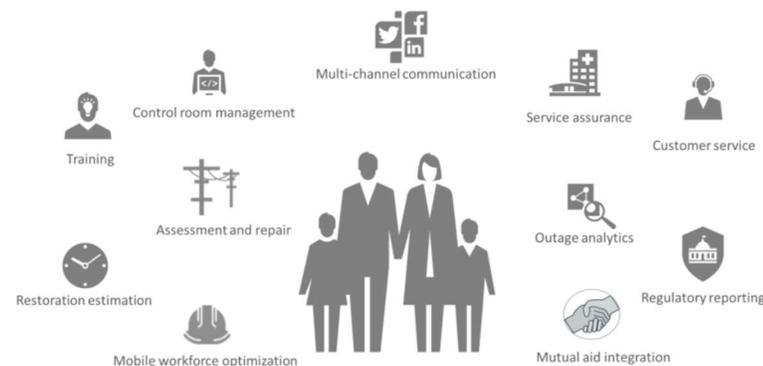


Fig 1 : Ensure customer trust through comprehensive response to planned and unplanned outages

Prepare, track, restore and communicate.

Use Oracle Utilities OMS to improve the end-to-end process for 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

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 prediction
- Dispatch and tracking
- Call grouping analysis
- Work status 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

- 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 Distribution Management System
- Oracle Utilities Analytics
- Oracle Utility Analytics Insight
- Oracle Utilities Digital Self Service
- Oracle Field Service



Fig 2 : View, operate, dispatch, record and communicate across multiple device types and channels to accelerate outage management and restoration

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
- Reduced idle time of emergency response crews, including mutual aid teams
- Improved reporting to dispatch and back-office systems on non-outage, unplanned events

Additional efficiencies can be unlocked with Oracle Field Service and the AI-powered features that earned it recognition as a leading solution in Gartner's 2020 Magic Quadrant for Field Service Management.

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, Hurricane Michael and Tropical Storm Isaias. And we continue to benchmark that scalability so you can rest assured you'll have the capacity to handle data when it counts.

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