

Oracle Energy and Water

Black belt consulting services

Oracle Energy and Water black belt consulting services provide clients and Oracle implementation teams with vital advice, assessment, and troubleshooting support to achieve high performing applications.

Our black belt consulting team is a group of highly experienced consultants with specialized skill sets and expertise in the functional and technical aspects of Oracle solutions. Their knowledge spans the breadth of Oracle Energy and Water applications and the environments in which they run.

The team operates globally to support implementations, upgrades, and operational solutions at strategic points in the implementation and maintenance lifecycle.

Unique services offered

Our customers gain unique benefits from Oracle Energy and Water black belt consulting services.

Technical performance management

This involves monitoring, assessing, and optimizing the performance of technical systems, processes, or projects of Oracle Energy and Water cloud and on-premises solutions to help customers meet predefined performance goals and objectives. Key elements of technical performance management include

- **Performance metrics:** We establish key performance indicators to measure system performance, such as response times, critical batch timeline, throughput, error rates, and resource utilization.
- **Monitoring:** We implement monitoring tools and systems to collect real-time data on system performance. This may involve software solutions, sensors, or other data collection methods.
- **Analysis and reporting:** We analyze collected data to identify trends, anomalies, and areas to improve on technical stacks for cloud and on-premises solutions, generating performance reports to track progress.
- **Benchmarking:** We compare system performance against industry benchmarks or internal standards to assess solution efficiency.
- **Capacity planning:** We plan future capacity needs for cloud and on-premises solutions based on performance trends to ensure scalability and avoid system bottlenecks, and provide input to product sizing models.
- **Continuous improvement:** We optimize the system based on performance data and make necessary adjustments to maintain or enhance performance levels.
- **Performance testing lead:** We evaluate how a software application, system, or component performs under various conditions, such as workloads, user loads, and network conditions. This support covers discovery and planning, design and development, execution, focused tuning and assessment, and reporting.

Critical issue resolution

We draw from technical and functional expertise to identify, prioritize, and resolve urgent or high-impact problems in technical systems, processes, or projects. Our black belt consultants have wide-ranging expertise to ensure efficient analysis of functional, technical, performance, design, code development, and product alignment issues, among others. They're the final escalation point to resolve issues on Oracle and non-Oracle infrastructure and platforms.

Key elements of critical issue resolution include

- **Issue identification:** Our team establishes a system for identifying and categorizing issues based on their severity and impact. Critical issues are those that require immediate attention.
- **Prioritization:** We prioritize critical issues based on potential harm, business impact, and customer/user impact.
- **Resolution teams:** We form cross-functional teams with the necessary expertise to address critical issues quickly. This may include engineers, developers, IT support, and other relevant stakeholders.
- **Incident response:** We implement an incident response plan to ensure a coordinated and efficient response to critical issues, defining roles and responsibilities and establishing communication protocols.
- **Root cause analysis:** We investigate the root causes of critical issues to prevent recurrence. This may involve post-mortem analyses and documentation.
- **Mitigation and recovery:** We develop and implement strategies to mitigate the immediate impact of critical issues and recover normal operations as quickly as possible.
- **Documentation:** We maintain detailed records of critical issue resolutions, including actions taken, outcomes, and lessons learned.

Solutions made easy

Energy and water are our business. We provide specialized knowledge, expertise, and technical skills to deliver end-to-end solutions, enabling you and your team to get the most from our platform and applications.

Our team is ready and waiting to discuss our services and how we can support your success.

Connect with us

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

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