ORACLE
Energy and Water

Oracle Energy and Water
Integrated managed services

Our integrated managed services include a full spectrum of post-implementation lifecycle management services for each of our applications.

Our services span stabilization, daily maintenance and upkeep, application performance optimization, tuning, and enhancement via long-term strategic planning and version upgrades, so you can focus on the development and growth of your core utility business.

Service desk

Incident and problem management including service restoration after an incident

- Event triage
- Incident management
- Problem management
- Service request management

Operations service

Daily operations maintenance of software and the platforms on which it operates

- Batch management
- Monitoring
  - Interface
  - Application
  - Middleware and application server
  - Database
  - Operating system and environment
- Oracle Enterprise Manager (OEM)
  - Administration
  - Maintenance
- Technical health check
- Virtual machine management
- Technical stack performance management
- Oracle Cloud Infrastructure (OCI) management
- OCI console installation
- Disaster recovery services
- Environment operations
- Environment management
- Release management

Service management

Overall management of engagement, service reporting, service stability, and compliance

- Service management and oversight
- Key performance indicator (KPI) management
- Service planning
- Communications and reporting
- Process management
- Service level agreement (SLA) management

Application service

Processes and support management and maintenance of application functionality

- Configuration, extension, modification, localization, interfaces (CEMLI)
- Configuration maintenance and management
- Enhancement design and implementation
- Patch management
  - Application and framework
  - Technical stack
- Deployment management
- Release preparation
- Regression test
  - Build
  - Execution
  - Pack maintenance

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

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