

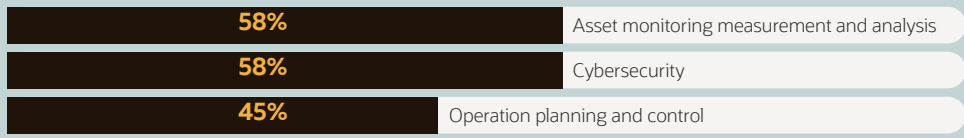
# Utility Operations Optimization for Water



When thinking of utility resilience, you don't need to look any further than utilities working in the Water industry. Utilities providing water services have been living in the age of both scarcity and resilience for decades. They find themselves working with less and less people and tighter budgets. Oracle has focused for decades on industry specific applications to help our customers reduce costs while increasing safety, reliability and customer satisfaction. We've expanded our product portfolio and deepened our understanding of customer challenges, enabling us to offer a comprehensive technology stack and deliver essential solutions for our industry customers.

### The top three objectives for data and/or digital strategy based on 450 US water utilities

Source: Black and Veatch 2024 Water Report



## One journey - yours

The best way for a utility to achieve efficiency in Operation and Maintenance is by getting the most out of asset life and the workforce. This means gaining the ability to establish a proactive, integrated maintenance strategy with a workforce becoming increasingly external, reducing the number of spare parts and stock in inventory, and minimizing the potential costs of over-servicing. Having to do more with less is motivating utilities to review their work and asset management processes.

Oracle solutions uniquely support global water utilities in tackling their major challenges such as drought, leak detection, asset replacement, and non-revenue water, seamlessly across their entire business process.

We've helped utilities worldwide to achieve impressive benefits with a technology platform built for the demands of today and tomorrow.

### Utilities in over 50 countries across the world run Oracle Energy and Water Solutions



Serving over

**550M**  
customers



Delivering

**2.8B**  
customer bills a year



Decreasing

**10-15%**  
in O&M budgets



Reducing

**25-30%**  
in equipment  
downtime





# From the back office to the field, we deliver solutions that solve utilities' biggest challenges

**Field Service:** Run efficient, cost-effective utility field operations that deliver higher customer satisfaction. Use AI-powered routing and scheduling, real-time collaboration tools, and instant access to situational data to run smoother operations, from service appointments to emergency response.

**Customer Service and Billing:** Connect customer care, billing, and advanced metering to deliver efficient service that delights customers and builds trust. Create a single view of meter and device data, easily implement complex rating plans, and offer intuitive self-service through digital channels.

**Customer Experience for Utilities:** Create compelling customer journeys with an integrated customer information system (CIS) solution that includes customer service, marketing, and sales automation. Use AI to complete service requests faster, improve service engagements, and promote and sell new value-added products and services.

**Capital Project Management and Development:** Effectively manage capital projects required to replace and repair infrastructure and execute utilities integrated water management plans.

**Capital Asset Lifecycle Management:** Utilities need effective capital asset lifecycle management processes to maintain safe and reliable operations while emphasizing reliability and water safety and quality. Align your teams to plan and deliver projects of any size with scheduling, project controls, and collaboration.

**Professional Services:** Oracle Consulting Services team of industry experts provides specialized knowledge and technical skills to deliver end-to-end solutions, enabling utilities around the world to get the most out of their platform and applications.

**Human Capital Management:** Keeping the lights on and the water flowing takes a lot of teamwork. Align your people strategy to the changes in your workforce and your business. Deliver employee experiences that keep your people trained, motivated, and productive.

**Work and Asset Management:** Increase maintenance efficiencies, predict and prevent problems, extend asset life, and reduce costs across all your assets. Work and Asset Management supports the full asset lifecycle, speeds up work with user-friendly visualizations, and offers cloud or on-premises deployment options.

**Advanced Metering:** Simplify metering operations with automated data management, field service orchestration, validation, estimation, and editing. Improve billing accuracy, visualize your customers' usage, and prepare for changing market settlements dynamics.

**Analytics and Data:** Built with utility-specific needs in mind, we offer the analytics you need to visualize data clearly across systems and slice and dice to discover fresh insights. With our solutions, the power of data science and AI is at your fingertips, in solutions designed specifically for utility needs.

**Enterprise Performance Management:** Oracle Cloud Enterprise Performance Management (EPM) helps you model and plan across finance, HR, supply chain, and sales, streamline the financial close process, and drive better decisions.

**Enterprise Resource Planning:** Oracle Fusion Cloud ERP gives you the agility to reduce costs, sharpen forecasts, and innovate—while retaining the trust of customers and expediting reporting for your regulators and shareholders.

**Project-Driven Supply Chain:** Project Driven Supply Chain (PDSC) is designed as an end-to-end solution to support the business processes of asset intensive companies while managing supply chain in the context of projects without creating separate organization for each project.

**Cloud Infrastructure:** Oracle Cloud Infrastructure (OCI) delivers the flexibility, scalability, and reliable performance that utilities need for the applications and analytics they depend on to operate essential services securely and efficiently.

## Connect with us and allow us to help you reach your companies water goals

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