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Oracle Modern Best Practice

Digital Business Processes for Utilities

Safe harbor statement

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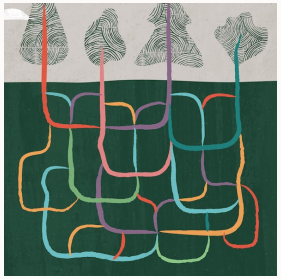
What is Oracle Modern Best Practice?

www.oracle.com/modernbestpractice

Digital business processes that evolve with you



End-to-end across the organization

Radically superior results

Leverages emerging technologies

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Oracle Modern Best Practice books

The original book on Oracle Modern Best Practice is now in it's 3rd edition is available at https://go.oracle.com/LP=88653

A new book with our vision for processes in the future is available at https://go.oracle.com/LP=88688

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Oracle Modern Best Practice

Designed for change – evolves with you

220+

Open, Standard, Free

Finance • Budget to Approval • Asset Acquisition to Retirement • Bank Transaction to Cash Position • Expense Report to Reimbursement • Supplier Invoice to Payment • Customer Invoice to Receipt • Customer Statement to Collection • Daily Close to Financial Forecast • Period Close to Financial Reports • Customer Contract to Revenue

Procurement • Supplier Registration to Supplier Performance • Insight to Smart Sourcing • Contract Creation to Spend Compliance • Requisition to Receipt • Supplier Return to Settlement

Project Management • Opportunity to Project Approval • Resource Analysis to Utilization • Project Methodology to Delivery • Task Detail to Plan Adjustment• Project Costs to Accounting • Billing to Revenue Recognition • Grant Award Funding to Closeout • Capital Project to Asset

Risk Management • Security Design to Separation of Duties • Business Process Risk to Continuous Assurance • Audit Scoping to Financial Reporting Compliance • Risk Identification to Organization Readiness

Marketing • Analytics to Insight • Insight to Campaign ROI • Campaign Execute to Lead • Event Execute to Lead • Disparate Sources to Unified Data • List Import to Prospect

Sales • Social Prospect to Lead • Lead to Opportunity • Opportunity to Quote • Quote to Order • Order to Close Opportunity • Opportunity to Forecast • Sales Play to Key Account Opportunity • Schedule Change to Sales Call • Vendor Lead to Channel Opportunity • Channel Lead to Vendor Opportunity

Sales Performance Management • Sales Strategy to Execution • Coaching Plan to Performance • Incentive Plan to Payment

Service • Customer Contract to Resolution • Social Listing to Resolution • Service Request to Dispatch • Knowledge Gap to Solution • Sensor Alert to Preventive Maintenance • Customer Sentiment to Preventive Maintenance

Commerce • B2C: Multi-Channel to Omni-channel Experience • B2C: Awareness to Interaction • B2C: Interest to Purchase • B2B: Multi-Channel to Omni-channel Experience • B2B: Product Search to Cart • B2B: Cart to Agreement

Logistics • Shipment to Dispatch • Inbound Shipment to Receipt • Freight Invoice to Approval • Lane Forecast to Carrier Contract

Order Management • Multi-channel Order to Promise • Fulfillment Orchestration to Invoice • Order to Drop Shipment

Manufacturing • Forecast to Plan • Production Order to Cost Update • Contract Manufacturing Request to Delivery

Innovation • Social Monitoring to Idea Capture • Idea Capture to Business Case • Requirement Definition to Optimization • Concept Formation to Design • Product Proposal to Go-to-Market Candidate • Portfolio Review to Selection

HR & Talent • Recruit to Onboard • Benefits to Payroll • Time Collection to Payroll • Payroll to Payment • Goal Setting to Performance Improvement • Career Planning to Development • Talent Review to Succession • Absence Planning to Productivity Improvement • Incident Report to Workplace Safety • Employee Insight to Workforce Wellness • Employee Separation to Workforce Analysis

Industry: Retail • Public Entity • Higher Education • Insurance • Banking • Healthcare • Utilities

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Oracle Modern Best Practice for Utilities

Finance

- Asset Acquisition to Retirement
- Budget to Approval
- Expense Report to Reimbursement
- Supplier Invoice to Payment
- Bank Transaction to Cash Position
- Daily Close to Financial Forecast
- Period Close to Financial Report
- Report to Forecast
- Period Close to Tax Provision
- Tax Provision to Statutory Filing

Procurement

- Supplier Registration to Supplier Performance
- Insight to Smart Sourcing
- Contract Creation to Spend Compliance
- Requisition to Receipt
- Supplier Invoice to Payment
- Supplier Return To Settlement

HR and Talent

- Recruit to Onboard
- Benefit to Payroll
- Payroll to Payment
- Time Collection to Payroll
- Goal Setting to Performance
- Career Planning to Development
- Talent Review to Succession
- Absence Planning to Continuity
- Employee Insight to Work-life Alignment
- Employee Separation to Workforce Analysis

Customer Care and Billing

- Prospect to Customer
- Customer Move Out to Move In
- Customer to Churn
- Utility Consumption to Bill
- Customer Bill to Payment
- Customer Interaction to Resolution
- Utility Consumption to Settlement
- Service Order to Work Completion
- Demand Side Management (DSM) Program Design to Execution
- Distributed Energy Resources (DER) Campaign to Maintain

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Modern Best Practice for Finance

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Asset Acquisition to Retirement

Utilities

Acquire assets
Global recording of all asset acquisitions at all locations via purchases, projects, contracts. Secure interaction via social network on open issues, questions, and approvals

Recognize and register
Automated recognition of assets on purchase. Dashboard driven placement into service, useful life definition and tax valuation

Assign amortization
Automated calculation of depreciation and rules – based assignment to cost center(s) etc.. Automatically track depreciation tax breaks and deferrals

De-recognition and disposal
Manage valuations, disposals, de-recognition and retirements in compliance with legal requirements – maintaining accounting and tax position alignment

Manage asset insights
Active management of fixed assets via secure role-based dashboard allowing centralized monitoring, alerts, reassignment and period close for all locations

Product Mix: ERP Cloud (Financials, Procurement, Project Management)
Popular KPIs: Fixed Asset Turn Over Ratio, % fixed asset loss

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Budget to Approval

Utilities

Set budget strategy
Seed the organizational budget with high level targets such as revenue, margin, and working capital

Allocate targets
Assign targets across department, organization, or cost center using data patterns or other allocation rules

Determine baseline assumptions
Create bottom-up plans, set drivers and account-based assumptions, and analyze variance to allocated targets. Manage tasks via centralized dashboard

Validate assumptions
Utilize built-in time series regression techniques to analyze trends in historical data for validation of plan accuracy. Adjust assumptions if needed

Drive consensus
Securely collaborate across organization on unit budgets and key plan assumptions at each level - using what-if analysis as needed - to ensure alignment with strategic goals

Monitor and consolidate
Automatically route approval requests based on preset rules and get notifications on the unit budget status. Review and roll up submitted budgets to next level

Approve budget
Approve the final organizational budget and communicate to all stakeholders

Product Mix: EPM Cloud (Planning, Enterprise Data Management)
Popular KPIs: time to produce/approve/consolidate budget, % variance

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Expense Report to Reimbursement

Utilities

Define expense policies

Configure corporate expense policies, templates, approval rules and audit processes. Maintain the terms and conditions to be accepted before expense report submission

Process expense reports

Submit expense reports on-the-go with any mobile device. Snap receipts, use voice, reference calendar events to create expense reports. Get answers on status, policies etc. from digital assistant

Process credit card feeds

Secure and automated availability of credit card transactions for expense reporting enabling timely approval of reports and payments

Manage cash advances

Self-service submission of and processing of cash advance requests. Actively monitor and follow-up on overdue cash advance balances with automated notifications

Manage employee travel

Integration with GETTHERE enables direct access to travel booking sites, rules-based reservations, automated itinerary downloads and automated creation of expense reports

Analyze and audit

Leverage audit policies, lists and selection criteria to automate expense report audit processes in accordance with business policy

Product Mix: ERP Cloud (Financials)
Popular KPIs: expense vs. budget, expense as % of revenue, payment cycle time

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Supplier Invoice to Payment

Utilities

Manage supplier invoices
Process electronically or scan invoices with rules-driven routing to automate invoice processing. Use spreadsheets to speed up manual entry

Manage audits, disputes, and approvals
Manage rules-driven approvals across any device or desktop. Resolve disputes and holds via a role-based dashboard and secure social interaction

Manage prepayments and discounts
Optimize payment timing and discounts based on business goals and supplier intelligence from transaction history and real-time events. Manage prepayments across multiple devices

Settle liabilities
Actively monitor and process supplier and statutory liabilities via secure interaction. Process electronic payments, automated pay runs, or off-cycle payments

Review daily activity
Review and analyze the day's financial activity and monthly progress

Schedule payables close
Stay on predetermined close schedule. Review payables register, trial balance, and reconciliation reports. Close payables period

Product Mix: ERP Cloud (Financials)
Popular KPI: no. of payments, invoice payment days, % discount taken

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Bank Transaction to Cash Position

Utilities

Review activities
Review automated aggregation of disbursements, payroll, collections, investments and borrowing and view highlighted differences and variances to plan via secure role-based dashboard

Bank validation
Daily interfaces with banks featuring automatic comparison of records, automatic adjustment of fees and minor differences. Align daily balances

Initiate interbank activities
Execute global cash management. Optimize balances across accounts using zero balance schemes, etc. Real-time review of bank positions

Manage end of period positions
Automated month end statement reconciliation. Balance sheet optimization with automatic updates to forecasts and plans

Product Mix: ERP Cloud (Financials)
Popular KPIs: time to reconcile, no. of reconciliations

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Daily Close to Financial Forecast

Utilities

Post subledger activity
Automatically post all approved subledger activity to the general ledger to ensure current account balances

Identify anomalies
Dashboard-driven processing of alerts and notifications anomalous transactions. Use of secure social interaction for further research and review

Convert to corporate standard
Automatically revalue, translate, and convert subsidiary balances to corporate currency and chart of accounts

Review daily activity
Secure real-time review, analysis and interaction on the day's financial activities and progress via any device

Set financial forecasts
Modify and securely share forecasts and financial plans in light of the posted activity from the day

Product Mix: ERP Cloud (Financials), EPM Cloud (Planning)
Popular KPIs: time to reconcile, no. of reconciliations

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Period Close to Financial Reports

Utilities

Close subledgers
Monitor enterprise-wide close status. Interact on and finalize outstanding sub-ledger transactions and exceptions

Pro-forma close ledgers
Prepare and review preliminary financial statements. Prioritize outstanding transactions based on initial results

Reconcile accounts
Reconcile sub-ledgers to general ledger, automatically matching transactions to entries

Close ledgers
Route close tasks to task owners automatically. Collaborate to streamline the close for each entity. Monitor enterprise-wide close status

Consolidate subsidiaries
Transform each subsidiary's results to the corporate chart of accounts. Revalue non-monetary balances and translate to the corporate currency. Eliminate intercompany activity and minority interest

Review and confirm financial and management reports
Review consolidated results –using the same reports as each subsidiary where applicable – and enter final adjustments

Publish and securely share financial statements
Distribute financial statements to all interested parties, leveraging collaboration to incorporate feedback

Update financial forecasts
Modify forecasts and financial plans in light of the results from the just-closed period

Product Mix: ERP Cloud (Financials), EPM Cloud (Account Reconciliation, Financial Consolidation and Close, Narrative Reporting)
Popular KPIs: time to close books, time to publish reports

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Report to Forecast

Utilities

Report current period
Report actuals by line of business on monthly/daily or other frequent close

Update forecast with actual data
Create new forecast scenario to replace current period forecast with actuals

Roll forecast forward
Extend forecast horizon to incorporate actuals to retain forward outlook

Assess variances
Review actuals vs. forecast. Get alerts on newly discovered insights such as patterns and correlations

Analyze trends
Drill into variances and identify trends using operation and 3rd party data. Get suggestions on adjustments based on new insights

Update forecasts
Get updates from line of business via secure social platform. Run sandboxes with what-if scenarios based on trend analysis and latest information

Monitor and consolidate forecast
Use dashboards and alerts to monitor individual forecast progression. Consolidate into integrated forecast for the business

Update financial plan
Based on latest forecast, update financial plan and communicate to lines of business. Report to stakeholders with narrative context

Product Mix: ERP Cloud (Financials), EPM Cloud (Planning)
Popular KPIs: % variance, time to analyze variance, time to update forecast

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Period Close to Tax Provision

Utilities

Complete period close
Monitor enterprise-wide close status. Automatically transform subsidiary results to the corporate standard

Calculate tax provision
For each jurisdiction, automatically calculate tax provisions from ledger results based on current tax rates, rules, and applicable return to accrual. Review and approve adjustments via secure collaboration

Finalize provision reporting
Review and approve Statutory and consolidated tax rates. Calculate and adjust tax account roll forward

Post tax provision
Post tax journal entries. Book Return to Accrual for entities with new return filing

Publish to financial reporting
Create and incorporate tax footnotes for financial reporting

Product Mix: ERP Cloud (Financials), EPM Cloud (Tax Reporting)
Popular KPIs: no. and amount of return to provision adjustments, person-hour for tax preparation

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Tax Provision to Statutory Filing

Utilities

Complete period close
Ensure ledgers of the reporting entities are closed and tax provision calculated

Manage supplemental data
Automatically collect required supplemental data from sources including Finance, Supply Chain, and Human Resources. Centralize manual entry

Manage transfer pricing
Review and set transfer prices to maximize tax benefit while complying with regulation. Automatically execute allocation rules

Prepare reporting data
Leverage templates to ensure collected income, taxes, and business activity data meets reporting criteria

Formulate filing documents
Create regulatory compliant return documents such as the master and local files and Country-by-Country Reporting report defined by OECD

Complete statutory filings
Submit tax documents to corresponding agencies. Utilize electronic format such as XBRL

Product Mix: ERP Cloud (Financials), EPM Cloud (Tax Reporting)
Popular KPIs: Effective Tax Rate (ETR), % of on-time tax filing

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Modern Best Practice for Procurement

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Supplier Registration to Supplier Performance

Utilities

Register supplier
Send prospective suppliers secured links to collect company data and provided goods/services in structured format. Streamline approval by automatically routing reviews based on business rules

Manage enablement
Delegate user account administration to supplier. Offer browser-based, self-guided training and help

Ensure profile accuracy
Send reminder for certification renewal (e.g., Small Business, Women owned.) Update data to reflect merger and acquisition. Maintain audit trail

Begin collaboration
Suppliers share information on social tool, participate sourcing events, advise changes on quantities and shipments, and manage invoices and payments, all on a secure portal

Manage supplier qualifications
Send qualification questionnaire to identified suppliers. Review/ clarify/evaluate responses. Automatically add qualifications to supplier profile

Optimize supplier portfolio
Leverage machine learning to assess supplier risk using transaction history, validated business data, and real-time signals including news and press releases. Distribute spending based on financial profile and performance such as on time delivery and quality

Product Mix: ERP Cloud (Procurement)
Popular KPIs: avg. person-hour to qualify a supplier, no. of suppliers per category or critical item

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Insight to Smart Sourcing

Utilities

Identify opportunity
Focus on high impact opportunities by analyzing spending patterns and supplier performance

Initiate sourcing event
Create policy-compliant online negotiation through step-by-step guidance and templates

Develop specifications
Align specs with business needs by collaborating with experts and stakeholders

Manage negotiation
Review supplier recommendations based on machine-learning assessment. Publish RFx and begin participation. Suppliers submit responses via online tools and collaboration

Monitor response
Review and compare submissions. Extend / pause event based on responses

Analyze and award negotiations
Award business based on detailed bid analysis and collaborative review

Finalize contract
Streamline contract creation by applying terms and conditions from negotiation event and exception-based approvals

Ensure utilization
Realize contract savings by applying pricing and terms to covered purchases automatically

Product Mix: ERP Cloud (Procurement)
Popular KPIs: Non-contract purchase rate, price savings amount

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Contract Creation to Spend Compliance

Utilities

Author contract
Create contract through guided authoring or by assembling preapproved standard terms and conditions

Ensure policy compliance
Enforce policy compliance with mandatory validation and approval. Maintain contract quality with templates formatted for consistent printing and electronic transmission

Manage deviations
Capture revisions during authoring and negotiation. Recognize important deviations from standard policies and route approval automatically

Approve/accept contract
Route contract through approval hierarchy based on preset rules. Manage e-signatures

Link deliverables
Gain fulfillment visibility by linking contracts to execution documents such as agreements and POs. Track deliverables via status update or transaction summary

Implement spending rules
Automate order creation from contract suppliers. Monitor leakage via dashboard driven view of contract utilization vs. terms, leakage, and KPI

Product Mix: ERP Cloud (Procurement)
Popular KPIs: Price change amount, contract leakage rate

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Requisition to Receipt

Utilities

Raise requisitions
Create purchase automatically or easily locate intended goods and services from approved catalogs via consumer like UI

Approve requisitions
Route approval automatically based on defined thresholds, approval hierarchies, and purchasing categories

Create purchase orders
Automate purchase order creation for approved supplier based on negotiated pricing and contract terms

Approve purchase orders (optional)
Route approval automatically according to predefined business rules

Dispatch purchase orders
Automatically deliver approved purchase orders via secure electronic channels or supplier portal

Receive goods and services
Record goods received or approve invoices for services rendered to trigger automated matching in Payables

Product Mix: ERP Cloud (Procurement)
Popular KPIs: processing cost per purchase order, procurement cycle time

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Supplier Invoice to Payment

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Supplier Return to Settlement

Utilities

Request RMA
Contact supplier to authorize return. Enter return shipment and record RMA information

Prepare material for shipment
Consolidate and pack material to be returned for credit. Use IoT devices to track material status

Load material
Load the prepared material to the dock for shipment. Enable real-time tracking with IoT devices

Ship material
Ship material to be returned and notify supplier electronically. Communicate shipment location and status via IoT devices

Receive material – supplier (optional)
Receive replacement materials from suppliers to inventory or specified location

Record returns transactions
Settle outstanding balance with supplier. Record returns for supplier performance analysis

Product Mix: ERP Cloud (Procurement)
Popular KPIs: return amount, no of return transactions

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Modern Best Practice for HR and Talent

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Recruit to Onboard

Utilities

Determine workforce need

Leverage workforce modeling and predictive algorithms to identify resource and budget needs. Understand talent supply/demand to mitigate future shortages due to retirements, market expansions or turnover. Create new workforce plans and submit to finance team for approval. Authorize job requisitions

Drive candidate engagement

Manage corporate brand across website/social media for cohesive messaging. Include digital assistant for candidate interactions. Present relevant content to candidates (e.g. articles, events) and recommendations to personalize the experience

Manage sourcing

Find candidates to fill current needs but also those with potential to meet future needs by sourcing from social media, referrals, job boards, agencies, or internal talent profiles and succession pipelines

Intelligent screening

Identify top prospects via multi-tiered automated screening and assessment tools. Review recommended candidate resumes, conduct interviews and perform background checks

Select candidate and generate offer

Decide best-fit candidate, analyze offer insights (e.g. likelihood to accept), and collaboratively manage salary details with the Compensation. Obtain required approvals and electronically deliver offer package

Onboard new hires

Automate the completion of onboarding tasks with new hire portal and dashboards. Manage benefits, knowledge requirements and learning plans

Product Mix: HCM Cloud, EPM Cloud
Popular KPIs: Time to Hire, # of Conversions of Channel X, Rate of Acceptance, % Employees Trained, Retirement Rate

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Benefit to Payroll

Utilities

Define benefits programs
Define plans and eligibility and assess likely cost. Reuse plan elements across organization as needed

Process enrollment
Schedule annual/periodic enrollments for employee population(s). Process life events and on-demand requests

Administer employee benefits
Prepare plans and manage employee self-service enrollments

Notify providers
Submit employee benefit enrollment information to 3rd party benefit providers

Automate post to payroll
Automate processing to payroll for the designated pay run

Product Mix: HCM Cloud
Popular KPIs:, Salary Competitiveness Ratio, Cost/Employee, HR-to-FTE Ratio

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Payroll to Payment

Utilities

Manage and monitor payroll processes
Proactively monitor global payroll status and processes via interactive dashboards

Rules-based validation
Data-driven verification of earnings, hours, local taxes and deductions

Schedule and distribute payments
Generate and distribute employee payments background checks

Finalize payroll reporting
Generate and securely share payroll reports and synchronize with general ledger

Tax and social compliance
Determine tax liabilities, prepare tax filings and deposits

Maintain personal profile
Secure employee access to profile information, pay slips, etc.

Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Process Payroll, Ratio of Salary Competitiveness, % of Cost of Workforce

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Time Collection to Payroll

Utilities

Time collection
Capture time through various online methods or collection devices

Monitor time entries
Monitor time entries, statuses and processes via different calendar views

Perform time calculation
Execute rule-based time processing and calculation such as overtime, shift differentials and other premiums

Approve time
Manage approval of time entered by individuals or groups. Approve everything or only exceptions

Transfer time to various consumers
Transfer time to payroll, projects, or any third-party application as appropriate

Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Resolve Payroll Errors, Rate of Absenteeism, Rate of Approvals, % of Vacation Days Used

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Goal Setting to Performance

Utilities

Align goals and business objectives
Define and align employee goals to business objectives, including relevant succession plan needs. Review goal progress with dashboards

Draft objectives
Review talent profile to cross reference evaluation with any relevant career goals. Employee shares with manager the first draft of objectives for achieving set goals

Improve goal attainment with social
Use embedded secure social collaboration to enhance goal processes and increase likelihood of success

Finalize goals
Agree and finalize objectives based

Employee self-evaluation
Employee conducts self-evaluation to measure performance on goals and competencies. Update talent profile with competency and career goal changes

Request colleague feedback
Employee identifies and asks relevant co-workers and colleagues to provide feedback on individual performance

Evaluate employee performance
Review feedback from others, perform a fit/gap analysis on relevant pre-defined competencies and update evaluation, validating attainment. Provide frequent performance reviews, finalize evaluation and update career plan

Predict worker and team performance
Predict voluntary turnover by analyzing risk of leaving and performance and determine which recommended pre-emptory actions to take

Product Mix: HCM Cloud
Popular KPIs: Rate of Internal Job Hires, % of Workforce Below Performance Standards

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Career Planning to Development

Utilities

Establish career preferences
Review/identify aspirational roles that are of interest to the employee, which are suggested by managers, HR, or the HR system via comparison of attributes to job requirements

Define talent profile
Match skills, competencies, and content types such as degrees, licenses, board memberships and certifications. Identify gaps for desired role and recommended learning paths

Define career goals
Create personalized goals-incorporating automated recommendations for blended learning programs, automated suggestions, and on-the-job training

Social learning
Use secure social tools engagement to foster enterprise-wide collaboration, engagement via internal competitions and real-time knowledge transfer

Recognize career planning
Leverage career planning in talent reviews and personal career progression. Monitor and update regularly to incorporate new skills and experiences such as professional designations and committee participation

Product Mix: HCM Cloud
Popular KPIs: % Employees Trained, Pre/Post Training %

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Talent Review to Succession

Utilities

Review talent
Assess talent capabilities through insight intelligence-driven, collaborative, and interactive online discussion based on the talent profile, recruiting activities, goal/performance factors, career plans and other sources

Rank and assess talent
Evaluate/calibrate talent using advanced visualization (e.g. interactive 9-Box) and analytics to assess factors such as growth potential, risk/ impact of loss, and performance.

Review current and future talent needs
Based on corporate approved workforce plans identifying short and long-term talent needs (e.g. retirements, market expansions or high turnover ratios) create talent pools (e.g. to track emerging leaders or budding artificial intelligence experts) or succession plans to track potential gap/fit candidates.

Organize talent
Strategically place employees into talent pools and succession slates based on ranking/ assessment data , engagement indicators, and reputation metrics.

Analyze talent pools
Automate development needs identification of talent pool members Discover recommended development needs of talent pool members and automated learning paths to address skill gaps. Track progress of implemented talent development plans.

Assess succession plans
Analyze succession plans for individuals and the organization to track bench strength and succession slate readiness

Product Mix: HCM Cloud
Popular KPIs: Internal Promotions vs. External Hires, Average Age of Retirement, Turnover Rate For Highest Performers

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Absence Planning to Continuity

Utilities

Define absence and leave plans
Ensure compliance to regulations and corporate policies using insight-driven definitions of absence and leave plans, types and categories

Create absence rules and controls
Configure different absence and entitlement criteria, eligibility rules, and accrual definitions

Enable employee self-service
Optimize employee absence entry through self-service dialogs and enter absence types, accessible across any mobile device

Track absence balances
Calculate balances during the year to provide accurate information on leave balances for both employees and management

Monitor absence trends and analysis
Analyze absence trends to provide organizational continuity guidance

Product Mix: HCM Cloud
Popular KPIs: Rate of Absenteeism,

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Employee Insight to Work-Life Alignment

Utilities

Obtain baseline and set personal goals
Leverage key insights to identify and set goals in alignment with personal and career aspirations, and identify activities that facilitate reaching them

Track wellness progress
Track, measure, and evaluate trends and patterns of wellness activities using dynamic tools, including wearables and smart phone apps, to determine level of goal success

Measure reputation
Optimize social presence and reach by measuring level of influence, impact, generosity and activity via input from internal and external sources including Twitter, Facebook, Oracle Social Network, etc.

Select volunteer programs
Engage in company volunteer projects that are of interest and foster targeted career development successes

Participate in social contests
Improve motivation and connect with coworkers by engaging in work-related competitions, while sharing overall progress of personal goals and volunteer work

Receive kudos, rewards, and recognition
Receive acknowledgment of goal attainment and progress that promote work-life alignment

Product Mix: HCM Cloud
Popular KPIs: Percentage of Vacation Days Used, Employee Satisfaction Index,

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Employee Separation to Workforce Analysis

Utilities

Process employee separation
Complete employee separation process, incorporating country-specific regulations

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Perform exit interview
Gain insight as to why the employee decided to leave if applicable and discuss off-boarding matters using a checklist

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Finalize compensation pay out
Automate processing and prorate pay due upon termination

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Post to payroll
Automatically post final pay to payroll, with verification and adjustments for scheduled or off-cycle payroll runs

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Analyze workforce trends
Predict future workforce movement and prevent attrition by analyzing turnover factors using a variety of data such as region, job, department, and geography, and from exit interviews

Product Mix: HCM Cloud
Popular KPIs: Average Tenure, Retirement Rate, Attrition Rate, Diversity Rate, Number of Contractors, Voluntary Termination Rate,

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ORACLE

Modern Best Practice for Customer Care and Billing

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Oracle Modern Best Practice

Prospect to Customer

Utilities

Nurture prospects /Leads
Monitor social media and other channels for buying cues. Engage prospects by positioning the right messages, products, and services via targeted campaigns

Assess service eligibility
Determine what services the prospect is entitled at the new location

Up-sell and cross-sell (optional)
Determine if the prospect is eligible for other energy and non-energy offerings

Quote and order
Apply pricing and discounting strategies per up-to-date price lists, promotions, pricing policy, bundled offerings etc.

Register with market (optional)
Notify any applicable governance/reporting body(e.g., AEMO, NCTUE) of the new customer and service details as required

Notify customer
Notify customers of successful enrollment and advise service details

Product Mix: Oracle Utilities (Customer Cloud), CX (Marketing, Commerce), Infrastructure Integration (Data Integration)
Popular KPIs: Lead to Customer Ratio, Traffic and Conversion Rates by channel

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Oracle Modern Best Practice

Customer Move Out to Move In

Utilities

Target likely customers (optional)
Using first, second, and third-party data to pro-actively target customers likely to move. Execute campaigns

Receive move out and move in request
The customer notifies their intent via preferred channel

Determine service eligibility
Determine what energy services the customer is entitled to at the new address

Cross sell
Determine if the customer is eligible for other energy and non-energy products and services, such as solar, batteries and/or duel fuel

Notify market (optional)
Notify any applicable governance/reporting body (e.g., AEMO, NCTUE) of the new customer & service details as required

Perform meter reads
Perform necessary field works and/or communicate with the meter directly to receive end and start reads for the respective addresses

Welcome customer
Notify customers of successful enrollment and advise service details

Evaluate customer move signals (optional)
Further refine and evaluate models that provide move signals

Product Mix: Oracle Utilities (Customer Cloud), CX (Marketing, Commerce, Service), Infrastructure Integration (Data Integration)
Popular KPIs: Traffic and Conversion Rates by Channel, Duration from Order to Completion

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Oracle Modern Best Practice

Customer to Churn

Utilities

Identify customer churn signals (optional)
Use leading indicators, such as digital body language, to identify customers more likely to churn

Execute retention strategies
Understand the retention value of the customer and launch campaigns using email, web, direct mail, social media, & other assets

Request for service stop
On receipt of stop service request, automatically escalate based on business rules. Provide automated next best actions to prevent customer churn. Collect details on reasons for stop

Provide counteroffer (optional)
Understand the underlying reasons for the churn request and counter with a targeted offer

End financial relationship
Automatically execute necessary field requests, such as final read, and process final bill. Ensure all details are current, including bill routing address

Evaluate customer churn trends
Go beyond reporting. Understand why your customer has churned. Analyze leading indicators that predict churn, evaluate retention strategy effectiveness

Product Mix: Oracle Utilities (Customer Cloud), CX (Marketing)
Popular KPIs: % Customer Churn Improvement, Revenue Churn Rate, % Counter-offer Accepted

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Oracle Modern Best Practice

Utility Consumption to Bill

Utilities

Measure consumption
Measure consumption in a timely and accurate manner

Receive consumption data
Leverage pre-built integration with various head-end and AMI vendors. Capture additional data as device capabilities expand

Validate, edit, and estimate
Automate data validation and corrections to improve billing consistency and data accuracy

Aggregate data for billing
Support complex billing structures and innovative services

Manage usage exceptions
Address billing issues before cycle end to minimize back bills and to maximize revenue

Generate bill
Generate bill and notify customer via preferred format and delivery method (mail, email, SMS)

Provide insights
Unlock data across the utility value chain and derive insight from multiple sources, including meters, grid devices, external sources, and more

Product Mix: Oracle Utilities (Customer Cloud), Oracle Analytics Cloud
Popular KPIs: % of Inaccurate Bills, Cost per Generated Bill

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Oracle Modern Best Practice

Customer Bill to Payment

Utilities

Initiate regular collections
Automatically trigger direct debit and payment smoothing plans. Pro-actively monitor debt

Apply targeted collection strategies
Flag delinquencies based on factors such as amount due, aging, % outstanding, and credit score. Assign course of actions such as friendly reminder, staged dunning, and phone calls to suit business needs

Manage collection activities
Gain complete visibility to transactions, payments, correspondences, disputes and adjustments via role-based dashboards. Manage disputes and 3rd party debt collections

Stop service
Stop service via auto meter turn-off or automatically dispatched field order for scalar meters

Manage payments
Receive payments via multiple channels, including 3rd party Debt Collection Agencies, using multiple techniques to induce payment including payment plans, etc. Automatically write-off non-collectables. Apply early payment discounts

Monitor outstanding receivables
Leverage advanced analytics to monitor key metrics such as DSO, Promises, Collection Effectivity, over multiple dimensions and hierarchies such as time, location, and customer

Product Mix: Oracle Utilities (Customer Cloud, Analytics)
Popular KPIs: % Late Payment, DSO, Cost per Collection

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Oracle Modern Best Practice

Customer Interaction to Resolution

Utilities

Manage interaction
Record customer contact via email, phone, web, chat, or social media

Identify solution
Research answers from internal knowledge repository and external sources

Escalate (optional)
Prioritize incident and assign to expert agent

Deliver resolution
Apply/provide solutions. Close incident and collect customer feedback

Update knowledge
Automatic incorporation of new information into knowledge repository

Monitor interactions
Gain insights and track against SLAs

Product Mix: Oracle Utilities (Customer Cloud), CX (Service)
Popular KPIs: No. of Escalations, No. of Incidents Created, Cost per Incident

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Oracle Modern Best Practice

Utility Consumption to Settlement

Utilities

Receive consumption data
Load consumption data of all types: consumptive interval, subtractive interval, consumptive scalar, subtractive scalar, and un-metered. Leverage pre-built integration with various head-end and AMI vendors

Aggregate data
Automatically aggregate data by the specific settlement unit, using an intuitive aggregation rules engine

Complete usage data
Missing interval data is estimated, and scalar data is profiled according to standard industry profiles

Determine settlement
Calculate settlement variables, such as Unaccounted for Energy (UFE) and capacity. Support all settlement examples including load, capacity, shadow and ancillary services settlements. Improve accuracy by managing calculation exceptions in iteration

Send results to market
Inform market participants of settlement results via market interactions and undertake the physical settlement process

Manage settlement disputes
Handle disputes with other market participants over settlement results and perform recalculation of settlement shadow calculations based on latest outcome

Product Mix: Oracle Utilities (Customer Cloud), Infrastructure Integration (Data Integration)
Popular KPIs: % of Inaccurate Bills, Cost per Generated Bill

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Oracle Modern Best Practice

Service Order to Work Completion

Utilities

Generate work
Automatically and manually generate work, based on predictive insights, data analysis, reactive sensors and customer driven requests

Assign and schedule
Automatically identify best crews based on business rules and criteria such as cost, travel time and skills. Split orders, if needed

Monitor performance
Monitor work order status and receive notifications via role-based dashboards

Fulfill work
Complete field work and automatically update system of records

Trigger follow-ups
Generate follow-up actions such as key party notifications, charges and subsequent work orders

Product Mix: Oracle Utilities (Customer Cloud), CX (Service)
Popular KPIs: Mean Time to Completion, Mean Time to Repair, Technician Idle time, Rescheduling Ratio

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Oracle Modern Best Practice

Demand Side Management (DSM) Program Design to Execution

Utilities

Forecast expected load
Research and understand current demand. Estimate future load

Conduct market research
Understand consumption patterns across customer types, appliance types, times and geographies. Gain insights into consumer cost and behavioral demand modifiers

Define load shape objectives
Based on research and Utility's needs, define a desired end state load shape (e.g. peak clipping, valley filling, load shifting, etc.)

Design DSM program
Design a DSM (Demand Side Management) program that best meets load curve modification objectives. Rapidly deploy new products, tariffs and other DSM techniques to ensure uptake of program

Execute program
Initiate campaign, leveraging all channels to reach targeted cohort

Monitor and evaluate
Verify and measure energy and cost savings. Fine-tune the DSM program based on feedback

Product Mix: Oracle Utilities (Customer Cloud), CX (Marketing)
Popular KPIs: Peak to Average Ratio, Energy Shift Ratio, Peak reduction capacity

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Oracle Modern Best Practice

Distributed Entergy Resources (DER) Campaign to Maintain Utilities

Innovate DER offerings
Develop DER (Distributed Energy Resources) offerings, such as net energy billing, bundled discounts, different financial arrangements (e.g. lease, purchase, or community), energy savings reports, etc.

Identify target customers
Understand current and future consumption patterns and target customers and prospects most likely to benefit from DER

Execute campaign
Automatically target customers by positioning the right message, products, and services. Leverage customer preferred channels

Fulfill DER request
Automatically generate and schedule required work to install DER

Maintain asset
Using remote devices to pre-emptively monitor the health of the asset. Automatically issue field maintenance when required

Maintain customer
Continue to gain insight on the customer and their DER usage, to enrich the customer's personalized insights but also to provide upsell and cross opportunity

Product Mix: Oracle Utilities (Customer Cloud, Work and Asset), CX (Marketing, Service)
Popular KPIs: Actual vs. Expected Energy Production, Return on Capital Deployed,

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