ORACLE
Energy and Water

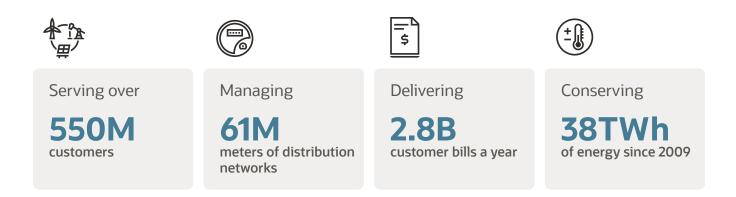# Utility Operations Optimization for Energy

Grid complexity keeps growing and utilities are expected to do more with less. Oracle has focused for decades on industry specific applications to help our customers reduce costs while increasing safety, reliability, and customer satisfaction. Even as we have expanded our product portfolio and developed the most complete technology stack — we continue to deliver the solutions our industry customers need to deliver results. From customer to the control room and even the back office, Oracle has you covered.

One journey — yours

Whether your current challenge is increasing asset life and making the best use of maintenance resources; reducing the impact of storms and their increasing severity; or optimizing your distribution grid and the ever-growing wave of distributed energy resources being added to it, with 46+ years of helping customers manage and protect the world's most important data and the most extensive end-to-end industry automation, Oracle can help you achieve your goals.

We are here to help

We've helped utilities around the world achieve impressive benefits with a technology platform built for the challenges of today and tomorrow.

Serving over	Managing	Delivering	Conserving
550M customers	**61M** meters of distribution networks	**2.8B** customer bills a year	**38TWh** of energy since 2009

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

Grid Management: Monitor and manage every aspect of your system, from distribution to customer-owned grid edge devices. Partner with Oracle to improve reliability and performance across your territory when it matters most.

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.

Customer Engagement, Energy Efficiency and Demand Management: Opower brings AI and behavioral science to the customer experience and turns data into action. More than 175 utilities help customers reduce energy usage with our home energy reports, demand flexibility, proactive alerts, and digital self-service solutions.

Capital Asset Lifecycle Management: Utilities need effective capital asset lifecycle management processes to maintain safe and reliable operations, meet carbon neutrality goals, and maximize return on assets. 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.

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.

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.

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.

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