

# Oracle Utilities Work and Asset Management

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Proactive Asset Management - A pathway to  
optimized reliability and world-class business  
performance

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**Oracle Utilities Work and Asset Management** provides a pathway to world-class business performance, eliminating the inefficiency and expense of reactive asset management. Through automation, continual work improvement and data analysis, organizations can measure and transform operations.

### **Does your work and asset management measure up?**

Aging assets are impacting public safety and the cost of operations remains on the rise. Environmental concerns are changing the way you can do business. Expectations for more customer-centric service are increasing while your most skilled workers retire. It's simply tough out there.

When the effective use of assets determines whether you can handle tough market conditions and succeed, you need world-class management of them. That means delivering exceptional work and asset management performance, such as:

- Equipment effectiveness of at least 85%
- Material deficiencies under 2% for assigned work
- Rework of less than 1%
- Proactive work comprising at least 75% of all work hours

### **How do you measure up?**

Oracle Utilities Work and Asset Management (WAM) ensures you can measure and continually improve performance by providing comprehensive and centralized support of all fixed and linear assets and smart devices. Using it, you can deliver an array of mission-critical benefits:

- Improve asset integrity by reducing process and infrastructure weaknesses.
- Harness real-time asset condition monitoring to improve capital planning.
- Drive down maintenance costs by increasing proactive work levels.
- Eliminate unnecessary work on assets and devices.
- Ensure projects are prioritized and managed according to business value.

### **Better business through comprehensive asset lifecycle management**

When it comes to assets, what if you knew exactly what to do, when to do it, and what to expect in return? That's what Oracle Utilities WAM provides.

The solution shows an organization what work needs to be done, and then it enables maintenance work to be requested, planned, prioritized and recorded. With Oracle Utilities WAM, a business can optimize the entire asset lifecycle, from planning through disposal—including all intervening acquisition, construction, maintenance, repair, and inspection activities—and can manage purchasing and inventory.

The solution is also supported by advanced analytics tools to monitor performance and cloud-based services that can take high volumes of complex data and use it to identify asset and infrastructure weaknesses. A backbone of information technology and software can be added to support all aspects of corporate administration, such as supply chain, enterprise resource planning and financials.

**Effective work and asset management ensures mission-critical goals are met**

**Reduce risk across the enterprise.**

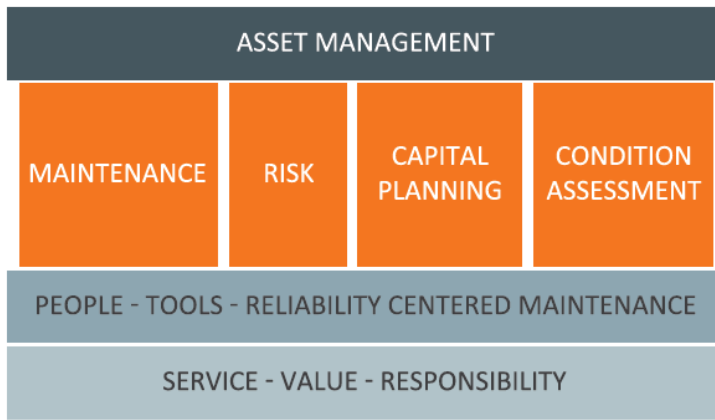
**Decrease the cost of work.**

**Increase asset reliability.**

**Minimize the impact of equipment failure and work on customers.**

**Avoid regulatory scrutiny due to operational error.**

**Maintain workforce skills.**



A Common Model Simplifies, Enhances and Improves the End-to-End Process Lifecycles for Work and Asset Management

### Improve planning and risk management via real-time visibility to asset condition

Determining whether to replace or repair an asset requires an understanding of the conditions of an asset and its importance to the organization. A real-time view into asset data provides that knowledge needed to make more effective infrastructure investment decisions.

By aggregating all asset data, including work history and condition rating, into a single system and updating any condition changes, Oracle Utilities WAM enables understanding of condition and criticality. By delivering that data in real-time, the solution provides a more reliable view of asset health. Businesses can use this data to make more meaningful investment and work decisions on how to best balance compliance, reliability, safety and risk.

As asset conditions change, Oracle Utilities WAM stores and normalizes the asset condition capture on an ongoing basis so that it can be recalled as needed. This results in a more accurate view of asset health at all times, as well as the ability to use that information to achieve process improvement and business goals.

Challenge	Solution	Value
<ul style="list-style-type: none"> <li>Visibility to asset health needed to make maintenance and upgrade decisions</li> <li>Ensuring important work is identified and prioritized</li> </ul>	<ul style="list-style-type: none"> <li>A single system to manage all asset information</li> <li>Real-time asset condition monitoring and weighted scoring</li> <li>Storage and ongoing normalization of asset data</li> </ul>	<ul style="list-style-type: none"> <li>Clear understanding of risk</li> <li>High-value work is done on time and within budget</li> <li>Improved customer satisfaction as asset failure is reduced</li> </ul>

Condition-based maintenance ensures highest risk assets are continually identified and effectively managed

### Incorporate best practices and standards to boost business performance

Industry standards, such as International Standards Organization (ISO) 55000 and its predecessor Publicly Available Specification (PAS) 55, are excellent guidelines to instilling best practices within an organization.

By automating process efficiencies, creating actionable insight from data, and increasing workforce productivity, Oracle Utilities WAM enables businesses to work toward and adhere to best practice work and asset standards. Maintenance history can be captured, asset health weighed and recorded, and expense versus performance data easily aggregated and measured against desired goals.

Whether a business chooses to adopt ISO 55000 or implement a best practice based on its specific operating environment, Oracle Utilities WAM provides a business with a way to objectively measure and continually improve performance.

Challenge	Solution	Value
<ul style="list-style-type: none"> <li>Compliance to standards is required</li> <li>Continual work improvement is necessary</li> <li>Rework needs to be reduced</li> <li>Performance needs to be measured and documented</li> </ul>	<ul style="list-style-type: none"> <li>Asset maintenance history automation</li> <li>Tailored and weighted asset condition inspections</li> <li>Operational accounting configuration</li> </ul>	<ul style="list-style-type: none"> <li>By simply performing a job, work history is recorded</li> <li>Key information is captured to support decisions</li> <li>Cost history is easy to manage and examine</li> </ul>

Oracle Utilities WAM supports standards-based best practices such as ISO 55000

### Ensure smart device performance while also reducing work

When you have thousands and even millions of smart devices, each with unique requirements for maintenance, inspection, updating, and security, just to name a few tasks, it can get overwhelming quickly. Knowing where they are, much less what to do with each one can seem impossible.

Oracle Utilities WAM includes Oracle Utilities Operational Device Management, which ensures cost-effective inventory, asset, and configuration management of microprocessor-based devices. The solution provides you with comprehensive operational knowledge of each device’s location, characteristics, health, firmware updates, configuration management, compatibility, scheduled battery replacements, audit compliance, and associated tasks.

Since it serves as an automated lifecycle management and maintenance shop, proactively adjusting, updating and repairing smart devices as needed, Oracle Utilities Operational Device Management injects speed and accuracy into process and provides tremendous cost savings with each and every truck roll it prevents.

Challenge	Solution	Value
<ul style="list-style-type: none"> <li>Investment needs to be monitored, and optimized</li> <li>Smart device lifecycle complexity requires management</li> <li>Devices are dispersed over a wide and varied geography</li> </ul>	<ul style="list-style-type: none"> <li>Single registry for all devices</li> <li>Configuration management</li> <li>Automated firmware upgrade, inspection, maintenance, and scheduling</li> <li>Device location tracking</li> <li>Meter agnostic support</li> </ul>	<ul style="list-style-type: none"> <li>Track rolls are eliminated</li> <li>Devices are repaired and maintained automatically</li> <li>Warranty adherences is assured</li> <li>Health and history of all devices is known at all times</li> </ul>

Oracle Utilities Operational Device Management monitors and improves the performance of all types of smart devices

### Increase proactive work to reduce asset failure and maintenance cost

Proactive work is key to low-cost, high-value asset management. By reducing the level of proactive work error, asset life is extended and operating expenses are also reduced. Oracle Utilities WAM makes that happen.

Proactive work begins with effective maintenance planning and scheduling. Oracle Utilities WAM automates planning of parts and labor requirements. Scheduling tools then ensure that resource availability is optimized so that the right materials and craft skills are always assigned to the right job.

Automated maintenance job templates and work orders are employed and can include detailed notes, labor estimates, equipment, safety information and materials. The templates can be modified, updated or created to reflect any new knowledge and best practices learned on the job. The result is a cycle of continual work improvement as the job templates act as repository of institutional knowledge on asset management and best practices.

As work is done more effectively, backlog disappears and reactive work is minimized. Workers then have more time to identify proactive activities that, if done now, eliminate future work and prevent small maintenance problems from growing into larger, costlier ones.

Challenge	Solution	Value
<ul style="list-style-type: none"> <li>Getting more work done with the same or fewer resources</li> <li>Decreasing operational cost</li> <li>Preventing asset failures before they occur</li> <li>Developing and measuring key performance indicators</li> <li>Reducing rework</li> </ul>	<ul style="list-style-type: none"> <li>Planning and scheduling automation</li> <li>Job templates</li> <li>Inventory Management and control</li> <li>Purchasing management</li> <li>Performance dashboards and schema</li> </ul>	<ul style="list-style-type: none"> <li>Reliability and available capacity increase</li> <li>Just-in-time materials delivery streamlines work</li> <li>Overtime decreases and backlog is eliminated</li> <li>Productivity of the existing workforce improves</li> </ul>

Increasing proactive work levels directly correlates to improved asset longevity and uptime

## Continually align work with value

Due to the sheer volume of data associated with complex work, utilities often lack visibility to the right information, presented the right way, to make correct decisions about how to best ensure the investment in and health of their assets.

Via pre-integration with Oracle Utilities WAM, Primavera P6 Enterprise Project Portfolio Manager delivers enterprise and permission-based visibility and control of all asset work from start to finish. This enables your business to benefit from world-class management of all long- and short-cycle projects— construction, complex overhauls, major and routine maintenance, as well as capital-intensive initiatives—that need strict oversight, safety assurance, and budget control. Encompassing project prioritization, planning, management, and execution, Primavera P6 Enterprise Project Portfolio Manager continually automates the alignment of work with the value it delivers. Via real-time insight and reports, executives are assured that at all times the work being executed is the most valuable activity for the business and that crews have all the necessary resources to complete it on time and within budget.

Challenge	Solution	Value
<ul style="list-style-type: none"> <li>Prioritizing high-value work</li> <li>Making informed capital planning decisions</li> <li>Ensuring projects are completed on-time and within budget</li> </ul>	<ul style="list-style-type: none"> <li>Planning and scheduling automation</li> <li>Job templates</li> <li>Inventory management and control</li> <li>Purchasing management</li> <li>Performance dashboards and schema</li> </ul>	<ul style="list-style-type: none"> <li>Work is optimized and workflow streamlined</li> <li>Infrastructure reliability improves</li> <li>Enterprise collaboration increases</li> <li>Variables, scenarios, and risk are better understood</li> </ul>

## Delivering value faster

Business innovation is too expensive when it's going to cost you years of exhausting work just to get your systems and processes up to a point where they can handle your basic challenges, much less your complex ones. Innovation is too risky when you don't know if what you're doing is going to work.

Oracle is taking aim at barriers to innovation by helping reduce the cost, risk, and complexity of transforming your business. For Oracle Utilities WAM, here are some of the ways we enable you to realize value faster.

### Reducing the cost and time of implementation

Oracle Utilities WAM is designed for easy configuration, not complex customization. This minimizes implementation time and lowers the total cost of ownership. If you need to make changes to the system after it goes live, it's easily accomplished with almost no impact on system availability. You can typically install product upgrades in less than a day.

### Accelerating time-to-productivity of users

Oracle provides out-of-the-box support to improve the speed at which users become productive. These productivity boosters include pre-tested training collateral that covers work and asset operations and test cases and content management to document and store information:

- **Utility Reference Model** documents standard business processes handled by Oracle's work and asset solution.
- **Oracle User Productivity Kit** is a content development and management platform for documentation, training materials and performance support information.

### **Quickly unlocking process and capability improvement**

Continual improvement means you'll discover new ways of managing assets and work — you'll need capabilities that grow with you. However, in a time of tight budgets, you can't afford new enhancements that require a cycle of endless spending.

To assist, Oracle supplies application connectors and pre-integration that enable you to quickly and cost-effectively unlock powerful business process improvement as you need them. These include:

- **Oracle Utilities GIS Integration** for geospatial information systems (GIS), which improve work execution through visual tracking and management of enterprise assets,
- **Oracle Utilities WAM Standard Connector Library** that serves as a starting point to integration to a broad array of business process systems, such as general ledger, human resources, supervisory control and data acquisition (SCADA), purchasing, inventory, and customer management.

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