

# Oracle Utilities Customer Cloud Service

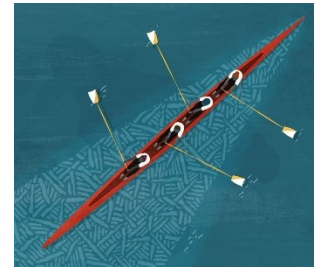
Oracle Utilities Customer Cloud Service (CCS) delivers the capabilities of utility meter-to-cash solutions with the scale, agility, security and simplicity of the Oracle Cloud. CCS brings together market-leading customer care and metering, delivered as a cloud-optimized customer platform with expert cloud services post-go live. With CCS, utilities gain a trusted technology partner to keep their technology current and their customer platform ready for the challenges ahead—freeing utility resources to focus on innovation.

## Be the utility customers love

- Deliver modern, data-enriched experiences across channels.
- Improve call center performance and streamline case management via clear, intuitive user-interface.
- Meter and customer data in one system of record drives deeper insights and service capabilities.
- Engage customers on their terms with preference management.
- Empower customers to self-serve for common activities such as account management, start-stop-transfer, payments and appointment setting, all with real-time updates back to CCS records.

## Streamline Operations and Reduce Costs

- Pre-configured for industry best practices.
- Never upgrade again ... frequent updates, patches, and new features delivered at multiple points per year to stay ahead of industry trends and challenges while also giving control to utilities.
- Accelerated implementation delivers CIS and MDM in months, not years.
- Free your IT team to support innovation rather than system maintenance.
- Robust data Validation, Editing and Estimations built in.
- Oracle Cloud-grade scalability, stability, security built in.
- Leverage Oracle's \$90M annual utility R&D to enhance your operations.
- Library of pre-built configurations and integration interfaces, modern APIs & web services built into the Oracle Utilities platform supports the unique IT footprint of each utility and drives automation across solutions, both from Oracle and other vendors.



## Key Features

- Market-leading CIS and market-leading MDMS in one solution
- Pre-built integration with head-end and AMI systems
- Consolidated interface for data management
- Data capture from multiple sources
- Automated VEE processes
- 360° view of the customer
- Intuitive user-interface
- Robust rating and billing engine
- Multi-channel communication and customer communication preference management
- Customer Program Management for value-add programs and services
- Online account management and service requests
- Integration ready with APIs
- Secure, stable, always up-to-date via Oracle Cloud
- Supports electric, gas, and water utilities of any size and any smart meter program maturity

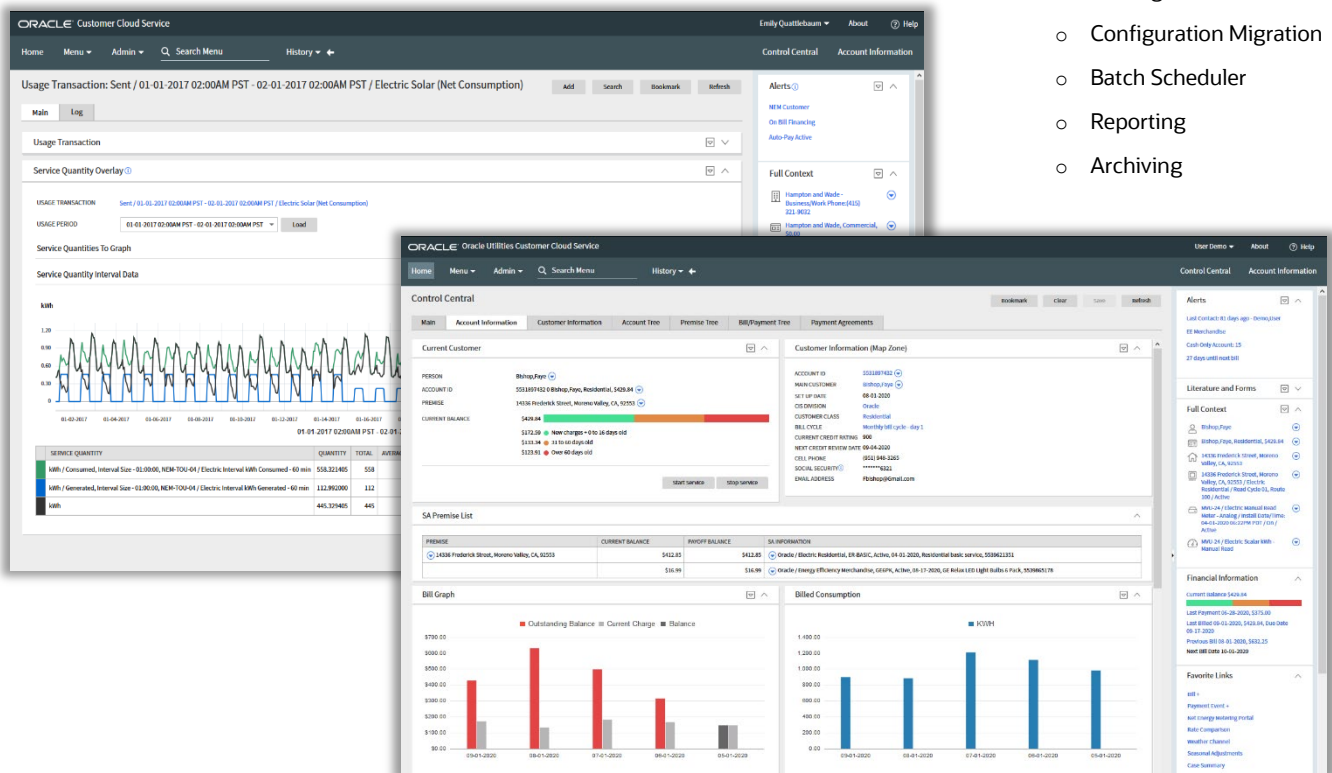
- Customer Ops-to-Field Services automation through modern integration APIs and robust communications capabilities with field service solutions.

## Flexibility to fit your AMI strategy

Oracle Utilities Customer Cloud Service gives utilities the flexibility to upgrade customer-to-meter operations now while also laying a foundation for AMI success later. As smart meter initiatives develop, advanced metering capabilities are ready to stand-up. Utilities not ready to replace a CIS but already deploying AMI can start with Oracle Utilities Meter Solution Cloud Service now and add the full Customer Cloud Service at a later time to get the full benefits of meter-to-cash-to-customer integration.

## Solution Components

- Customer Information System
- Meter Data Management
- Smart Grid Gateway
- Operational Device Management
- Service Order Management
- Analytics Visualization
- Oracle SaaS tools included:
  - Testing Automation
  - Configuration Migration
  - Batch Scheduler
  - Reporting
  - Archiving



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