

Preparing for Utility Business Transformation

In the future, leading utilities will thrive because of their ability to respond quickly, drive new revenue streams, and offer value-add services in the face of a changing industry.

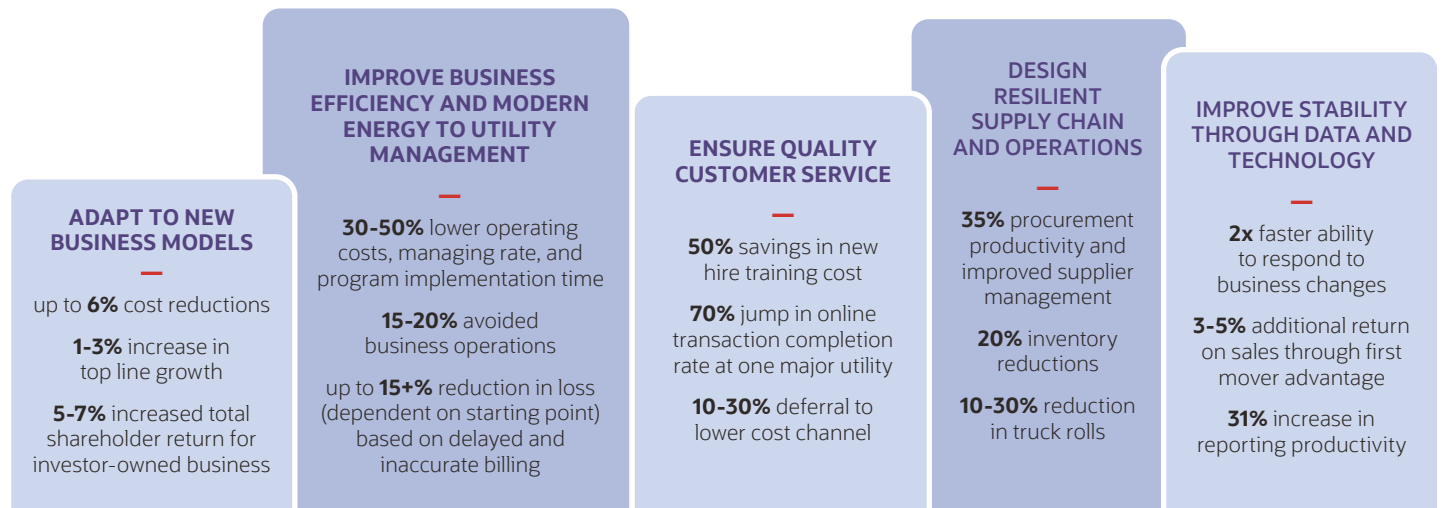


There is an incredible need for whole new levels of automation to solve the challenges in front of us. As a utility leader, you need solutions that work smarter for you, providing you unfettered access to your business data and embedded AI to drive better decisions and more efficient operations.

For decades, we have provided the technology to help utilities around the world transform. We know what it takes to deliver a technology platform that enables utility leaders to respond to change quickly. In other words, we know what it takes to help you thrive in the industry of tomorrow.

Let us help you design your digital future.

We've helped utilities around the world achieve impressive benefits with a technology platform built for transformation. Here are just some of the savings we've forecast with utility customers.



Drive IT Savings





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.

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.

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.

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.

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.

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.

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.

Supply Chain Management: Oracle SCM connects your supply network with an integrated suite of cloud business applications designed and built to outpace change.

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.

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.

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.

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.

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.

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