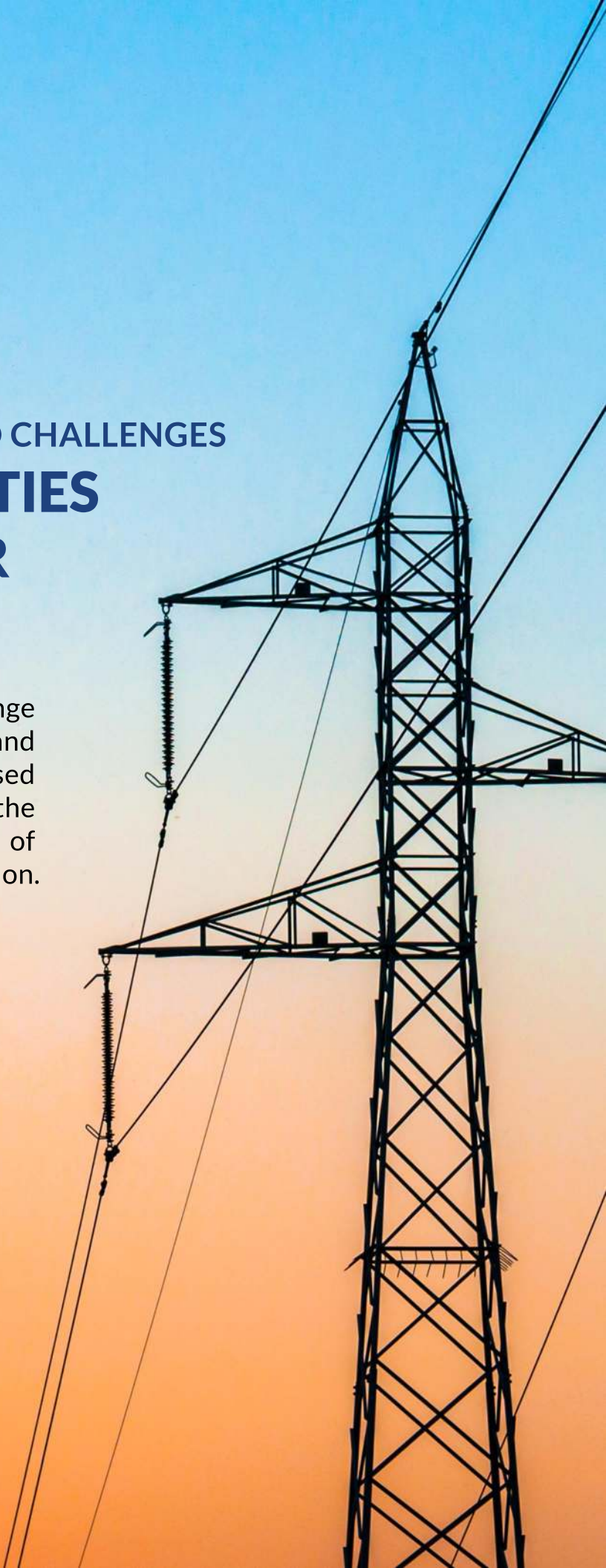




SOLVE DEMANDING, REAL-WORLD CHALLENGES
**USING ORACLE UTILITIES
WITH CRITICALRIVER**

The Utilities business is witnessing rapid change around the world. Faced with a rising demand for affordable, renewable energy and increased pressure on the existing infrastructure, the industry is learning that the traditional way of operating a network is no longer a viable option.

But we have you covered.



OUR ORACLE CORE 4 SERVICES



Advisory and Consulting

- Mergers and Acquisitions
- Solution Consulting
- Health Check and Optimization
- Training and Change Management
- Testing-as-a-Service: Unit, Integration, and Automations



CRIS – CriticalRiver Integration Solution

- Oracle-Produced Integrations
- Integrations between Oracle Fusion and Other Applications
- Multiple Integration Platforms (Oracle SOA, OIC, Mulesoft, Workato, Dell Boomi)



Implementation and Support

- Implementation and Global Rollouts
- Post-Go-Live Managed Services
- Pay-as-you-Go™, and On Demand Support
- Re-Implementation and Re-Engineering



Enterprise Insights

- Integrated Analytics Solution
- Operational Analytics
- Pre-Built Analytics and Dashboards
- Cross-Functional Analytics
- Enterprise Analytics Solutions
- Big Data Analytics, Oracle Analytics Cloud



OUR ORACLE UTILITY PRACTICE SNAPSHOT

ORACLE C2M

- Oracle CSS/C2M/CCB Implementation and Upgrade
- Specialization in OUCSS Integration
- Expertise in Electricity/water/Gas domain
- Custom solution for CIS
- Customer Experience
- SaaS Analytics

ORACLE MDM

- Advanced Metering Infrastructure (AMI),
- Oracle MDM Implementations and Upgrades
- Upgrade Advisory Assessments
- Commands, VEE, and HES integration
- Application Managed Services

AMS / MANAGED SERVICES

- 24 x 7 x 365 SLA-Driven Support
- Functional and Technical Support, Including Co-Existence Models
- On-Demand Project Teams to Support AMS Teams
- AMS Lifecycle and Helpdesk Management
- Patch Automation and Testing
- Performance Tuning

BUSINESS INTELLIGENCE TOOLS AND SERVICES

- OBIEE / OBIA
- Oracle BICS
- Noetix view conversions
- Custom DataMart's and Data Warehousing

INTEGRATIONS

- OBIEE / OBIA
- Oracle BICS
- Noetix view conversions
- Custom DataMart's and Data Warehousing

OUR IMPLEMENTATION METHODOLOGY

DEFINITION

- Project plan
- Review business objectives
- Evaluate the feasibility of meeting objectives
- Emphasize on building an achievable plan
- Build strategies, objectives, and approaches

ANALYSIS

- Project team develops business requirements
- Assess the level of fit between requirements and standard functionality
- Gaps are identified and relevant solutions are developed during solution

DESIGN

- Develop detailed designs
- Create detailed narratives of process solutions
- Build required extensions to standard features for applications
- Scrutinize different solutions to get the most cost-effective alternatives

BUILD

- Coding and testing of all customizations and other customer software
- Coding and testing of enhancements, data conversions, and interfaces
- Develop policy and procedure changes relating to business process modifications
- System testing is performed to validate solutions

TRANSITION

- Deploy the finished solution
- Train users across the organization
- Configuration of the production environment & data conversion
- Transition ends with the production cutover

PRODUCTION

- It marks Go-Live completion & support cycle kick-off
- Information security personnel quicken work to stabilize the system and begin planned maintenance
- Provide ongoing support
- Compare Actual Outcome VS Agreed Objectives



IMPACT WE CAN DELIVER TO YOUR BUSINESS





1. Enhancing Customer Experience and Addressing their Needs

Integrate Oracle Utilities customer care, invoicing, and smart metering to provide a service that is both effective and efficient, thereby winning the satisfaction and trust of customers. Develop a unified perspective of meter and device data, simplify the implementation of intricate rating plans, and make user-friendly, on-demand assistance available via digital channels.

2. Eliminating Back-Office Inefficiencies

Improve collaboration between your front office and back office teams without being concerned about data loss or entry duplication. Take full advantage of pre-integrations with popular programs like Microsoft Office 365, Microsoft Teams, Slack, video conference technology, and many more.

3. Reducing Costs and Maximizing Asset Reliability

Predict issues before they arise, increase asset reliability, increase maintenance efficiency, and cut costs for all the assets to improve Utility customer service. Work and Asset Management provides options for cloud or on-premises implementation, supports the entire asset lifecycle, and expedites work with user-friendly visualizations.

4. Transforming Business Data into Business Intelligence

Take control of your data with powerful yet user-friendly analytics tools created especially for Utilities. Clear data visualization across systems can help you find novel insights. You have access to the power of data science, AI, and machine learning (ML). Oracle Utilities analytics solutions, powered by Oracle's in-memory database, enable real-time analytics for mission-critical activities such as outage management and business intelligence.

5. New Technology Delivered Quickly and Seamlessly to Serve Customers' Unique Needs

Provide consistent customer assistance through the channels that your Utility customers prefer. CriticalRiver in partnership with Oracle's Utility solution, can help you boost customer satisfaction by providing faster contact center resolutions, easy account management tools, and proactive service communications.

6. Stepping Into the Future with CriticalRiver's Oracle Solutions!

A large-scale digital revolution is unfolding across the Utility business. CriticalRiver offers Oracle Utility solutions, whether you require a single application or a suite of integrated applications.



WHY CRITICALRIVER?



1000+
Technology
Professionals



33%
of Our Customers
Fortune 500 Companies



150+
Global Brands
Customers Base



500+
Digital Transformation
Engagements

To learn more about
how CriticalRiver can assist your Utility
going forward, contact our experts.

contact@criticalriver.com

www.criticalriver.com