

A large Electric & Water Authority in the Middle East automates processes with SMART METERING and Field Activities Reporting, reducing costs, improving operational efficiency.



The Customer

The customer is a major electric and water authority providing reliable and quality supply of electricity and water for the sustainable development of the Kingdom of Bahrain in the Middle East.

Business Challenge

- Dependency on Head and system for Billing
- Limited field activities and forecasting methodology
- Manual forecasting methodology needs to meet business requirements
- Field activity hierarchy not properly defined
- Understanding the existing Excel-based meter reads
- Send notifications to the outage management system and Customer care system
- Validation and estimation of meter reads are not properly defined

Solution Delivered

- Integration between HES and AMS through Oracle SOA helped streamline processes
- The Leadership team at various levels is empowered with informed decision making
- Provided end-to-end integrations of systems and artifacts to provide an automated metering system.
- AMS automate process provided support for meter data dynamically the within system, eliminating manual outside process system
- Empowered with improved traceability of field activities resulting in end-to-end visibility without manual intervention
- Easy to follow Validation and estimation rules maintainable by Stage/business area simplified processes
- End-user training, documentation on Oracle Advanced Metering Solution, oracle SOA, and OM

Impact Created

- Eliminated manual spreadsheets process and migration to Advanced Metering automated process with AMS and SOA with HES enhanced efficiency, regulatory and group reporting
- Daily Meter reads processed in 60 minutes, vs. 800 minutes in the legacy system
- Ability to obtain more detailed meter data and field activities information to report at a more granular level
- System controlled models for staff costs and driver-based costs, standardizing forecasting processes
- Improved visibility into the field activities of Meters and estimations of gaps in the metering data
- Drastic reduction in maintenance and IT costs

Solution Components

- Oracle Advanced Metering Solution
- Oracle SOA Suite
- Outage management system
- Oracle Business Intelligence for Reporting