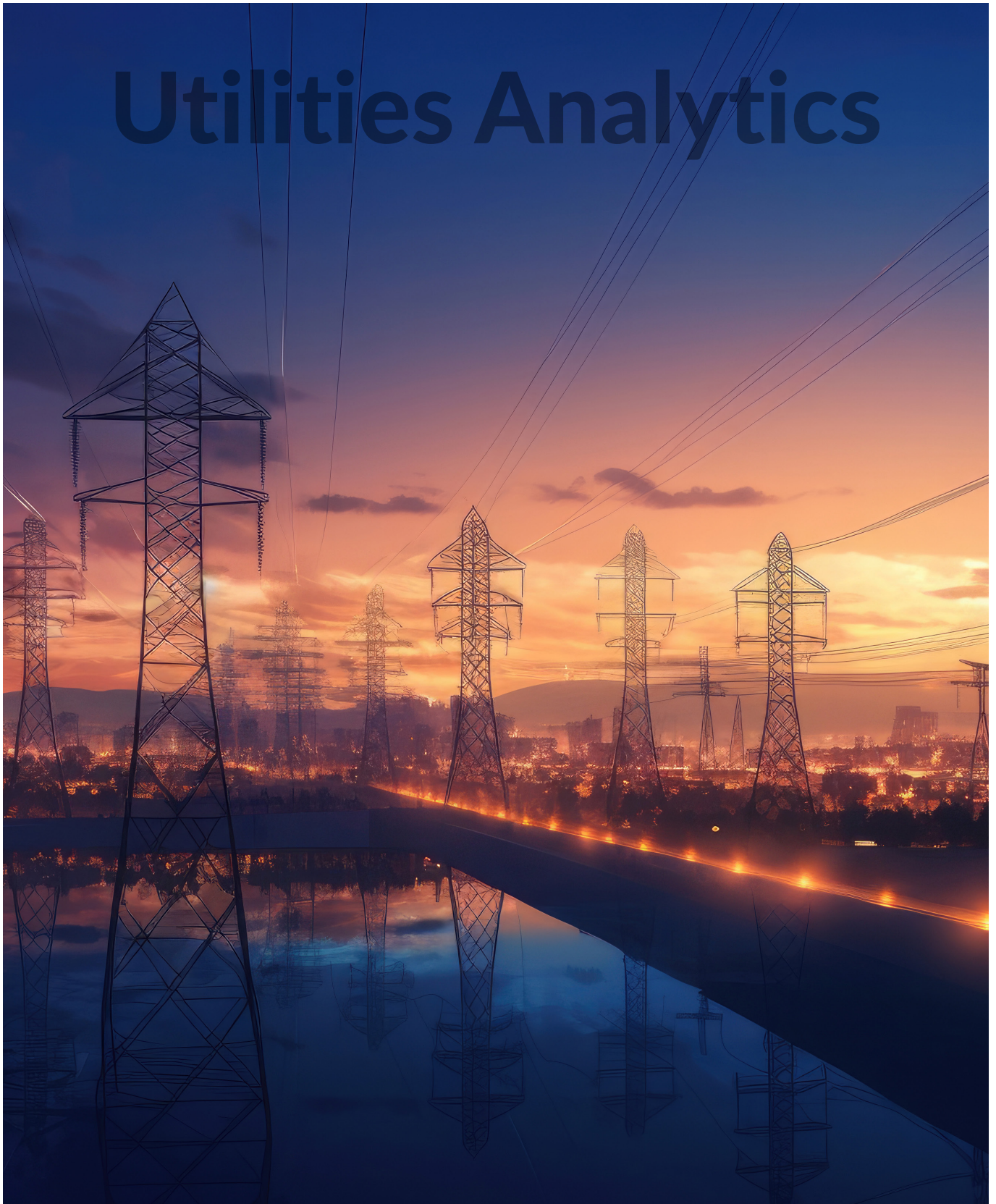




Multi-Platform Analytics & Insights

OUA Tableau Power BI

Utilities Analytics



Utility Problem Statement

Vast Expansion of Data for Interrogation

Digital Transformation, Artificial Intelligence and Machine Learning are driving a new universe of business realities and opportunities for utilities.

- Digital Transformation of Utilities
- Real-time customer orders, inquiries, and transactions
- Real-time monitoring of utility processes
- New investments in monitoring, understanding, and predicting customer behavior and operational events
- Expansion of Artificial Intelligence and Machine Learning in the operational landscape

New Realities: Mining for Business Value

- Customer expectations are increasing dramatically
- Operational excellence is becoming the norm
- Data-driven decision-making
- Discovering value with customer, meter, and field activity services data combined

New Opportunities: Real-Time Decision Support

- Insights into customer preferences and behaviors, enabling new revenue opportunities
- Operational improvements
- Automation
- Reducing SLA with Predictive Analytics



Business Impacts

Increased expectations for customer participation in energy management and spending; uncertainty about investing in new tools and technologies, missed opportunities to delight customers, and unlock new revenue opportunities.

Introducing a new option to unlock business intelligence and analytics across the Oracle Utilities solution set

Confidence

- Making the right technology investments
- Understanding the data and what to do with it
- Innovating to meet customer demands
- Business processes will support new offers, alerts, interactions, and Transactions
- Ability to define and meet new SLA's
- Employee morale

Customer Expectations

- Real-time Participation in Consumption and spending decisions
- High Automation of Mundane Interactions
- Availability of Comparative Data and ease of understanding it



- Opportunities emerging, but how to recognize them?
- IT spending is increasing, but the search for a clear, unifying strategy continues
- People, processes, and tools disrupted by continuous change



CriticalRiver Solution

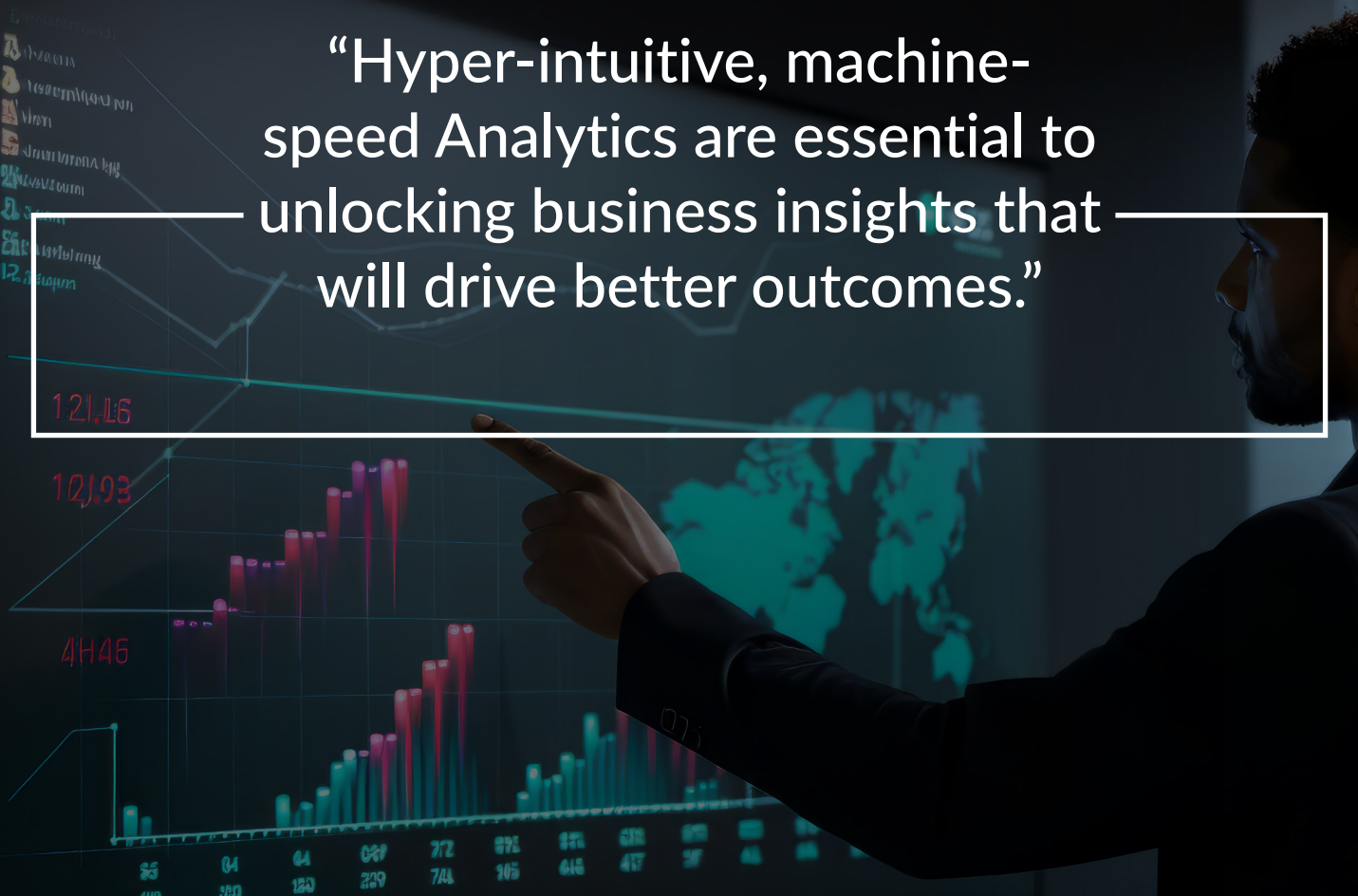
Solution Overview

32 essential algorithms to interrogate Oracle Utilities' application data, alerts, and exceptions to deliver critical business insights in real-time.

- Current snapshot of a utility's operational health
- Finding a correlation between operational activities, business KPIs, and causation
- Get to the root causes quickly to improve operational and business efficiency
- Customer Service, Operations, and Financial-Focused Dashboards
- Great visualizations are available on multiple front-end presentation layers



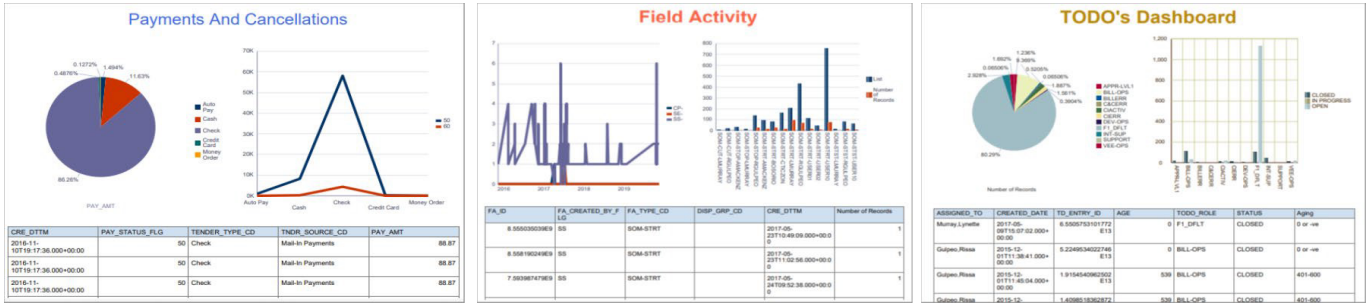
“Hyper-intuitive, machine-speed Analytics are essential to unlocking business insights that will drive better outcomes.”



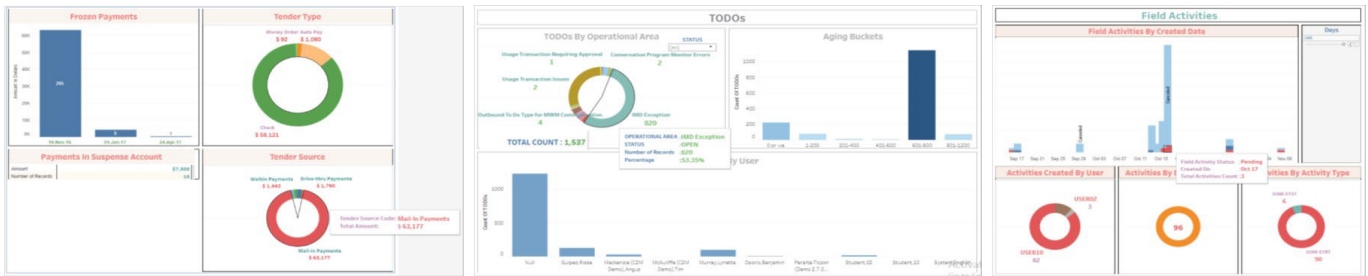
Business Benefits

“Advanced Interrogation of Solution Components and Data that Delivers Critical Business intelligence and insights with flexible front-end presentation options.”

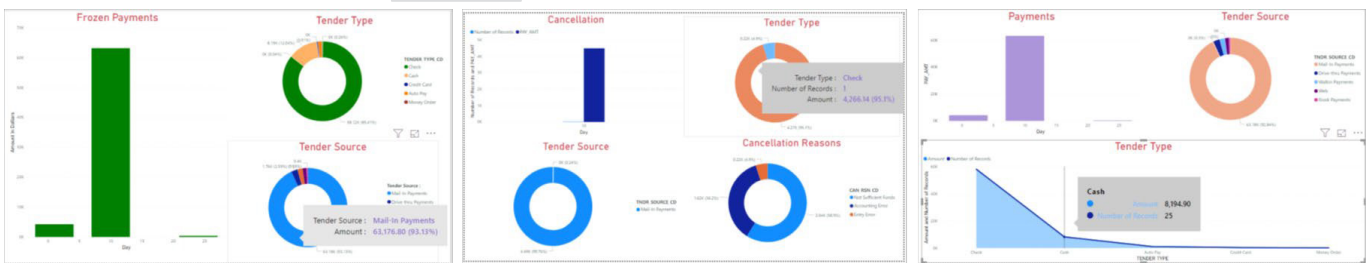
ORACLE UTILITIES Presented on Oracle BI Publisher



ORACLE UTILITIES Presented on **tableau**



ORACLE UTILITIES Presented on **Power BI**



CriticalRiver Analytics - Focus Areas

REVENUE : Inflow patterns of payments and sources of Payments, Tender Types of Payments, Late Payments, Adjustments

BILLING: Expected vs. Generated Bills, 0 consumptions, delayed bills, rebates, and Adjustments

PAYMENTS & CANCELLATIONS : Causations, tender types leading to cancellations

METERS: Actuals vs. estimated reads, delayed meter reads, installs

REVENUE PROTECTION : Accounts receivables, non-payment disconnects/reconnects, write-offs, Pay plans, collection processes

CUSTOMER CONTACTS: Service type, contact type, complaints type distributions

TO-DO Management : Operational Areas, Backlogs, SLA distribution

FIELD ACTIVITIES: Field activities by Operational Area, Service Type, and SLAs



Accelerating Enterprise Modernization



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Bethesda



Dubai



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