

CriticalRiver helps a government entity integrate its digital assets, modernize utility systems and streamline processes to deliver a superior customer experience

A large Government entity that provides safe drinking water and wastewater treatment to the residents of two urban counties was looking for customized integration between various utility systems that would enable them to streamline processes, provide better access to data and deliver a superior customer experience.

Customer Challenges:

- Data integration between condition assessment and asset management systems
- Coordination between Customer Service Operations and Field Crews
- Data integration between GIS and asset management systems
- Uploading manual meter reads from customers
- Procurement coordination between Asset Management and ERP systems
- Data sync between meter installation, device management and asset management systems
- Integration of e-Permitting operations with Asset and Activity Management systems

CriticalRiver Engagement:

CriticalRiver was engaged to integrate Oracle Utilities solutions across the enterprise, overcoming all technology challenges and improving operational efficiency.

Solution Provided:

CriticalRiver helped the company retire several legacy systems, replacing them with the world's most complete set of software solutions for utilities:

- Oracle Utilities Customer 2 Meter (C2M)
- Oracle Utilities Work Asset Management (WAM)
- Oracle Utilities Mobile Workforce Management (MWM)
- Oracle Utilities Operational Device Management (ODM)
- Oracle SOA Suite middleware

Business Benefits/ Results:

- Optimization of Crew scheduling and activities for shorter Service durations resulting in better customer service
- Improved lifecycle planning, from risk assessment of assets to effective preventive maintenance, to improve the longevity of assets
- Fast and accurate asset location for crews to pinpoint maintenance and repair work
- Unified application integration leveraging SOA (Service Oriented Architecture) for cloud, mobile, on-premise and IoT (Internet of Things) integration capability
- Streamlined procurement processes across systems
- Call Center Visibility of Field Crew status and activities to provide more timely and meaningful updates to customers during interactions
- Automated processing of New Service Requests between government permitting systems and the Utility's work management system

Industry: Utilities

Solution Components:

Oracle Utilities Systems

- Customer 2 Meter (C2M)
- Work Asset Management (WAM)
- Mobile Workforce Management (MWM)
- Oracle Data Mining (ODM)

The Customer:

The Customer is a large Government/ Municipal Utility providing safe drinking water and wastewater services for two million residents in a service area over 1,000 square miles.

ORACLE
Utilities

ORACLE Gold
Partner
Cloud Standard