

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



The Customer

A large municipal Utility that provides safe drinking water and wastewater treatment for about 500,000 residential and commercial customers on the East coast.

The Challenge

- 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.

The Solution

- CriticalRiver was engaged to integrate Oracle Utilities solutions across the enterprise using Oracle SOA Suite – a comprehensive, hot-pluggable software that enables build-support-manage integrations using a service-oriented architecture.
- CriticalRiver provided custom built integrations between various systems including asset intensive operations between the new Customer-2-Meter application and the legacy Asset Management system.
- CriticalRiver supported the implementation, integration and upgrade of Oracle Utilities Mobile Workforce Management (MWM) solution.
- CriticalRiver supported the development of Utilities analytics, insights, and dashboards using Oracle Utilities Analytics solution.
- CriticalRiver developed the batch processing solution using Automic's UC4 Enterprise Batch Scheduler, and provided batch management, monitoring, and support after go-live.

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.
- Better access to data for faster processing times and decision support.
- Improved asset location for crews to accurately pinpoint maintenance and repair work.
- Established an enterprise service-oriented architecture (SOA) to enable cloud, mobile, On premise, and IoT (Internet of Things) integration capabilities for the digital future.
- Streamlined processes between Asset, Accounting, Procurement, and other enterprise managements systems.
- Expanded Call Center visibility of Field Crew status and activities to provide more timely and meaningful updates to customers during interactions.
- Automation of New Service Requests between government permitting systems and the Utility's work management system.
- Retired several legacy systems, as part of the larger digital transformation initiative.

Solution Components

Oracle CC&B, MWM, Oracle SOA, Weblogic, Oracle RAC Cluster