

**CriticalRiver Helped a small municipal power Utility with Data Migration and Analytics Solution to enable Real-time Decision Support and Improved Operational Efficiencies.**



### The Customer

The customer is a small municipal power Utility serving about 75,000 customers on the West coast.

### The Challenge

- The customer's legacy CIS was cumbersome to manage and unable to support new requirements for accessing and operationalizing data.
- Legacy system data integrity, validation, and consistency issues caused inefficient and manual operational workarounds.
- Data quality issues prevented automation of many customer-to-meter processes.
- System struggled to keep up with financial and regulatory reporting requirements.
- Lack of data analytics and operational insights hindered business efficiency.

### The Solution

- CriticalRiver established a well-orchestrated data conversion process to cleanse and convert data from legacy system to C2M 2.6.
- CriticalRiver designed and developed a structured conversion framework to ensure data .quality, consistency, integrity, and conversion reconciliation as per client requirements.
- CriticalRiver furnished a data validation tool that helped to reduce time and effort in detecting and reconditioning errors.
- CriticalRiver developed 80 operational reports and 15 dashboards across different business functions like finance, customer operations, meter operations, and exceptions to provide integrated and real-time business insights for operational excellence.
- CriticalRiver developed prescriptive solutions for To-Do management based on exception type and condition to support post-go live operational efficiency and reduce the timeline for stabilization.

### Benefits/ Results

- Reduced data quality issues and reconciliation times for conversions to new C2M system.
- Reduced data duplication issues and reduced ETL processing times by 30%.
- Satisfied all regulatory and financial reporting requirements.
- Data validation tool enabled ad-hoc analysis and quality assessments.
- 360-degree analytical view of utility operations helped pinpoint areas for improvement.
- Exception traceability and resolution timelines significantly reduced to help to eliminate production backlogs.
- Analytics architecture supported simplified integrations with other data sources.
- Measurable benefits from key insights and reports on the operational health of the utility.

### Solution Components

Oracle C2M, Oracle SOA, Weblogic, Oracle RAC Cluster, Oracle BI Publisher