CRITICALRIVER

SOLVE DEMANDING, REAL-WORLD CHALLENGES

USING ORACLE UTILITIES WITH CRITICALRIVER

The Utilities business is witnessing a rapid change around the world. Faced with a rising demand for affordable, renewable energy and increased pressure on the existing infrastructure, the industry is learning that the traditional way of operating a network is no longer a viable option.

But we have you covered.

ORACLE®

Playbook Timeline

Why CriticalRiver?

Enhancing Customer Experience and Addressing Their Needs

1

2 **Eliminating Back-Office Inefficiencies**

Reduce Costs and Maximize Asset Reliability

3

4 **Transform Business Data into Business Intelligence**

New Technology Delivered Quickly and Seamlessly to Serve Customers' Unique Needs

5

6 **Stepping Into the Future with CriticalRiver's Oracle Solutions!**

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Why CriticalRiver?

1000+
Technology Professionals

33%
of Our Customers
Fortune 500 Companies

150+
Global Brands Customers Base

500+
Digital Transformation Engagements

>80% Speed-to-Market &<TCO by 30% with Pre-built Solutions Accelerators

Team has more than 100 years of combined digital transformation experience

Advisory, implementation, and managed services

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1. Enhancing Customer Experience and Addressing Their Needs

Integrate Oracle Utilities customer care, invoicing, and smart metering to provide a service that is both effective and efficient, thereby winning the satisfaction and trust of customers. Develop a unified perspective of meter and device data, simplify the implementation of intricate rating plans, and make user-friendly, on-demand assistance available via digital channels.

2. Eliminating Back-Office Inefficiencies

Improve collaboration between your front office and back office teams without being concerned about data loss or entry duplication. Take full advantage of pre-integrations with popular programs like Microsoft Office 365, Microsoft Teams, Slack, video conference technology, and many more.

3. Reducing Costs and Maximizing Asset Reliability

Predict issues before they arise, increase asset reliability, increase maintenance efficiency, and cut costs for all the assets to improve Utility customer service. Work and Asset Management provides options for cloud or on-premises implementation, supports the entire asset lifecycle, and expedites work with user-friendly visualizations.

4. Transforming Business Data Into Business Intelligence

Take control of your data with powerful yet user-friendly analytics tools created especially for Utilities. Clear data visualization across systems can help you find novel insights. You have access to the power of data science, AI, and machine learning (ML). Oracle Utilities analytics solutions, powered by Oracle's in-memory database, enable real-time analytics for mission-critical activities such as outage management and business intelligence.

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5. New Technology Delivered Quickly and Seamlessly to Serve Customers' Unique Needs

Provide consistent customer assistance in the channels that your utility customers prefer. CriticalRiver in partnership with Oracle's Utility solution, can help you boost customer satisfaction by providing faster contact center resolutions, easy account management tools, and proactive service communications.

6. Stepping Into the Future with CriticalRiver's Oracle Solutions!

A large-scale digital revolution is unfolding across the Utility business. CriticalRiver offers Oracle Utility solutions, whether you require a single application or a suite of integrated apps.

To learn more about how CriticalRiver can assist your Utility going forward, contact our experts.

contact@criticalriver.com
www.criticalriver.com

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