A Large Electric and Water Authority in the Middle East Automates Processes with Smart Metering and Field Activities Reporting

The Customer

The customer is a major electricity and water authority providing a reliable and quality supply of both services for the sustainable development of the Kingdom of Bahrain in the Middle East.

The Challenge

- Dependency on the headend system for billing.
- Limited field activities and forecasting methodology.
- Manual forecasting methodology needs to meet business requirements.
- Field activity hierarchy is not properly defined.
- Understanding the existing Excel-based meter reads.
- Send notifications to the outage management system and customer care system.
- Validation and estimation of meter reads are not properly defined.

The Solution

- Integration between HES and AMS through Oracle SOA helped streamline processes.
- The leadership team at various levels is empowered with informed decision-making.
- Provided end-to-end integration of systems and artifacts to provide an automated metering system.
- AMS automate process provided support for meter data dynamically the within system, eliminating manual outside process system.
- Empowered with improved traceability of field activities, resulting in end-to-end visibility without manual intervention.
- Easy to follow validation and estimation rules maintainable by stage/business area simplified processes.
- End-user training, documentation on Oracle Advanced Metering Solution, Oracle SOA, and OM.

The Results

- Eliminated manual spreadsheets process and migration to Advanced Metering automated process with AMS and SOA with HES enhanced efficiency, regulatory and group reporting.
- Ability to obtain more detailed meter data and field activity information to report at a more granular level.
- System-controlled models for staff costs and driver-based costs, standardizing forecasting processes.

Impact Delivered

- 87% faster meter reads (60 min vs. 800 min)
- Reduced maintenance and IT costs
- Better visibility into meter field activities

Solution Components

Oracle Advanced Metering Solution, Oracle SOA Suite, Outage management system, Oracle Business Intelligence for Reporting