From Legacy CC&B to C2M: Unlocking 360° Utility Operations

The Customer

The municipal utility, with a legacy spanning over a century, stands as a testament to its commitment to serving the community. Established with the primary goal of ensuring that both homes and businesses within a major city have uninterrupted access to water and electricity, it has grown to support millions. The infrastructure and services it provides not only highlight its significance in daily operations but also reflect its dedication to ensuring the safety and well-being of its customers.

The Challenge

• Reliance on an outdated system hampering data management.
• Data format/quality issues blocking customer-to-meter process automation.
• Legacy system inconsistencies necessitating manual interventions.
• Struggles in meeting government financial data/reporting standards.
• Fragmented data analytics hindering operational efficiency.

The Solution

• CriticalRiver set up a data conversion process from legacy CC&B to C2M 2.6
• Used a framework to ensure data quality, validation, consistency, and integrity
• Introduced a data validation tool for efficient error handling
• Created 80 operational reports and 15 dashboards for varied business functions
• Offered business analytics with prescriptive solutions for exceptions

The Results

• Enhanced data quality and reconciliation after legacy data merge
• Met government requirements with unified reporting
• Implemented ad-hoc data validation tools
• Streamlined exception traceability to reduce resolution time
• Easy integration through analytics architecture
• Provided KPI reports for informed business decisions.

Impact Delivered

• 100% improved data quality after migration
• 30% faster processing by eliminating duplication
• 360 visibility boosted operational productivity

Solution Components

Oracle CC&B/ C2M, Oracle SOA, Weblogic, and Oracle BI Publisher