Integrating Oracle DSS and Smart Meters to Cut Customer Service Times

The Customer

The organization is among the leading publicly owned electric utilities, offering affordable and dependable energy to a vast number of customers and residents. Their core objective is to supply clean, cost-effective, and consistent power while ensuring top-tier customer service. The customer's energy sources include wind, solar, and biomass, as part of their commitment to reducing environmental impact. They are renowned as a foremost utility in the region for our green power sales.

The Challenge

- Unintegrated systems causing inefficiencies
- Delays due to non-automated service processes
- Time-consuming and error-prone billing tasks
- Lack of integrated services affecting operations
- Missing data-driven decision-making tools

The Solution

- Implemented Oracle's DSS portal and integrated it with CC&B and smart meters.
- Enabled data presentation from backend to customer portal.
- Integrated bill, payment, and communication systems (SMS/email).
- Enhanced web portal security using the customer's identity system.

The Results

- Enhanced customer experience via the DSS portal.
- Automated processes led to diverse payment options and quicker processing.
- Cut customer service times via automation.
- Boosted communication for both utility and marketing purposes.

Impact Delivered

- 30% faster service times through automation
- 20% drop in collections within 6 months
- Improved overall customer experience

Solution Components

Oracle's CC&B, OUAF, Digital Self Service (DSS) Portal, Smart Meter and SGG solutions, Oracle SOA Suite, Oracle WebLogic, ODI, and OIM