

Oracle Utilities Customer Cloud Service

Modern agility. Cloud simplicity.

Forget about the Customer Information System (CIS) constraints of the past. A modern, agile Cloud CIS is here. Oracle Utilities Customer Cloud Service is the first truly SaaS, end-to-end utility customer platform, built with industry-leading DNA, optimized for the cloud.

Market-leading customer platform, reborn in the cloud.

Oracle Utilities Customer Cloud Service (CCS) combines the power of utility meter-to-cash solutions with the scale, agility, and simplicity of the Oracle Cloud. Built on the foundation of the market-leading Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management, CCS delivers a cloud-optimized customer platform with expert cloud services post-go live. With CCS, utilities gain a trusted technology partner to keep their technology current and their customer platform ready for the challenges ahead – freeing up utility leaders' valuable time and resources to focus on business innovation.

Break down the tech barriers keeping you from your dream customer system.

Not merely hosted, full SaaS benefits tackle your biggest IT challenges

- » Tier one customer platform, standardized on industry best practices to remove the cost and risk challenges of traditional CIS
- » Library of pre-built configurations and integration interfaces
- » Accelerated implementation package delivers CIS in months, not years
- » Implementation costs reduced up to 30%, total cost of ownership slashed by up to 40% compared to traditional CIS
- » Comprehensive cloud operations and security provided by Oracle Cloud experts

Elevate customer experience.

Award-winning meter to customer systems, optimized in the cloud

- » Rich, data-driven customer insights – from back office, to front office, to online portal
- » Seamless, omni-channel engagement
- » Pre-built integrations to Oracle CX suite for modular extension to fit any CX strategy

Prepare for continued industry transformation.

Architected for flexibility and modularity

- » Scalable platform supports core business reliability, seamless expansion to support new business innovation
- » Consistent upgrades deliver new features to stay ahead of industry trends and challenges



SOLUTION COMPONENTS

- End-to-end meter to cash solution
- Rich, market-leading CIS and MDM framework, optimized for cloud deployment
- Accelerated implementation package
- Expert cloud operation services post-go live
- World-class Oracle Cloud platform

KEY FEATURES

- 360° view of the customer
- Intuitive user-interface
- Robust rating and billing engine
- Complete, embedded customer relationship management
- Library of prebuilt, standard interfaces for integration support
- Standard advanced metering capabilities for scalar devices, optional extensions for full Advanced Meter Solution for smart meter programs
- Pre-built integration with head-end and AMI systems
- Automated VEE processes
- Oracle Cloud's security, scale, and performance

LET'S TALK

For more information about Oracle Utilities, visit oracle.com/goto/utilities or call +1.800.ORACLE1 to speak with an Oracle representative.