Oracle Industry Day for Business Partners - Utilities

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Safe Harbor Statement

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Utilities Break Out Agenda

1 Global Trends - Martin Dunlea - Global Industry Lead

2 Solutions for Utilities - Julian Green - Solution Consulting, UKI

3 DataRaker - Transforming Complex Data into Business Value - David Fernandez - Business Development DataRaker, EMEA

4 Enabling Technology – Pinakin Patel – UK Technology Presales

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Global Trends

Martin Dunlea
Global Head Industry Lead
Martin.Dunlea@Oracle.com
October 16th, 2014

Global Trends

1 ▸ The Grid of the Future - Disruptive Innovations

2 ▸ Digital Utilities

3 ▸ Digital Transformations

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The Grid of the Future

➢ Resource mix is being turned on its head, including a large and rapid increase of clean renewable generation as technology and renewable power prices plummet

➢ Energy efficiency and demand response is

reducing the need for new generation and transmission – are increasingly large contributors to our energy and grid support needs.

➢ Utility customers on the distribution grid are becoming generators of power, no longer content to simply consume power.

➢ Lower cost unconventional gas resources are choking the life out of baseload conventional power sources like coal and nuclear energy.

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Relentless and Disruptive Innovations *

➤ Falling costs of distributed generation and other distributed energy resources (DER)

➤ Focus on development of new DER Technologies

➤ Increasing customer, regulatory, and political interest in demand side management technologies (DSM)

➤ Government programs to incentivize selected technologies

➤ Declining price of natural gas; slowing economic growth trends; and rising electricity prices.

➤ Solar photovoltaic or PV becoming economically viable

The Edison Electric Institute – " Disruptive Challenges: Financial Implications and Strategic Responses to a Changing Retail Electric Business "

Tweaking the Existing Business Model Is Probably Insufficient

➢ PV panels have fallen in price from $3.80 per watt to .86 per watt in just four years, from 2008 to mid-2012.

➢ PV solar is now grid-competitive in 16% of the US retail market (higher on-peak time-of-use rates reinforce that dynamic).

➢ In Germany private individuals own more than 50% of the solar generation. - with 32 gigawatts of solar – 40% of that on residential rooftops

➢ Australia has gone from 20,000 solar rooftops in 2008 to over 1,000,000 as of March this year - new ways to remain relevant to customers.

➢Renewable energy technologies contributed nearly one fifth of the UK's power mix in the first quarter of the year, as a result of high winds, rainfall, and a surge in new construction in the solar farm industry.
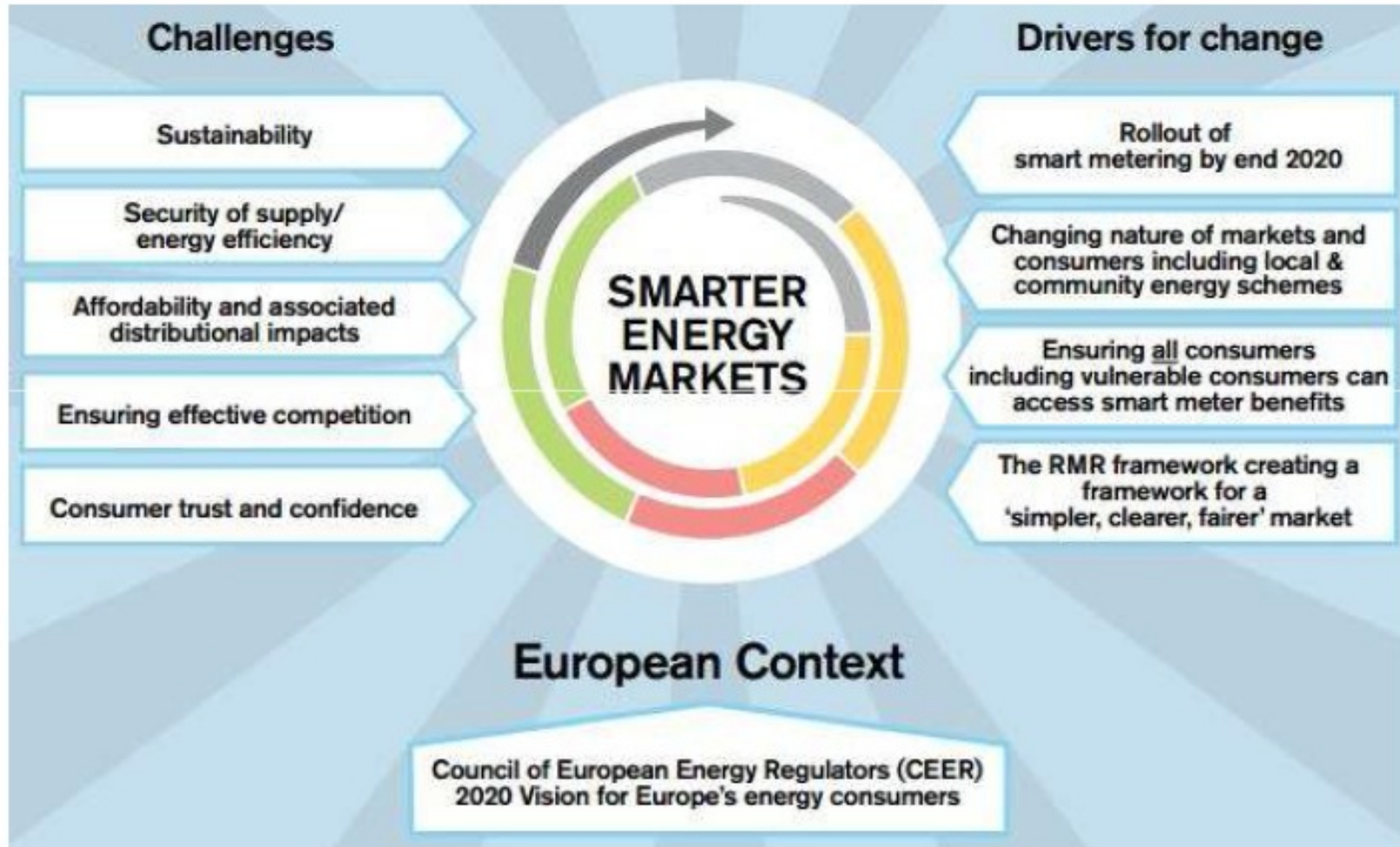
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Political

➢ Investigation into the UK energy market by referring the sector to the Competition and Markets Authority (CMA). The investigation will begin immediately and will likely publish its final decisions by the end of 2015.

➢ UK Electricity Market Reform.

➢ Proposals for implementation of Electricity Market Reform

➢ Electricity Market Reform (EMR): Contracts for Difference regulations

➢ EMR consultation on industry code and licence modifications

➢ EMR: modifications to Balancing and Settlement Code (BSC) subsidiary documents

➢ DECC's Heat Strategy - the use of heat pumps as part of a smart grid. Help reduce peak demand and balance supply & demand

➢ Scottish Referendum / UK General Election / EU Particpation.

Energy Sector Challenges – Market View

Energy Sector Challenges – Customer View

Sources: ICS, Ipsos MORI, Edelman, uSwitch, The Times

THE ...
We have let you down, say energy companies

19% Bills Electricity bill Incorrect (2yr)

Energy boss warns of gas shortages and soaring bills

ofgem

Energy industry **trust lowest globally** in the UK at 32%

Edelman trustbarometer

Trust declining
March 2012: 34%
March 2013: 29%
October 2013: 18%

Ipsos MORI

UKCSI scores by sector

Retail (non-food) 83.1
Retail (food) 81.0
Leisure 80.9
Automotive 80.5
Services 80.2
Tourism 80.0
Insurance 78.9
Banks & building societies 78.1
Telecommunications 73.3
Public services (local) 72.8
Transport 72.5
Public services (national) 71.9
Utilities 69.0

ICS Institute of Customer Service

Jan-14
Jul-13
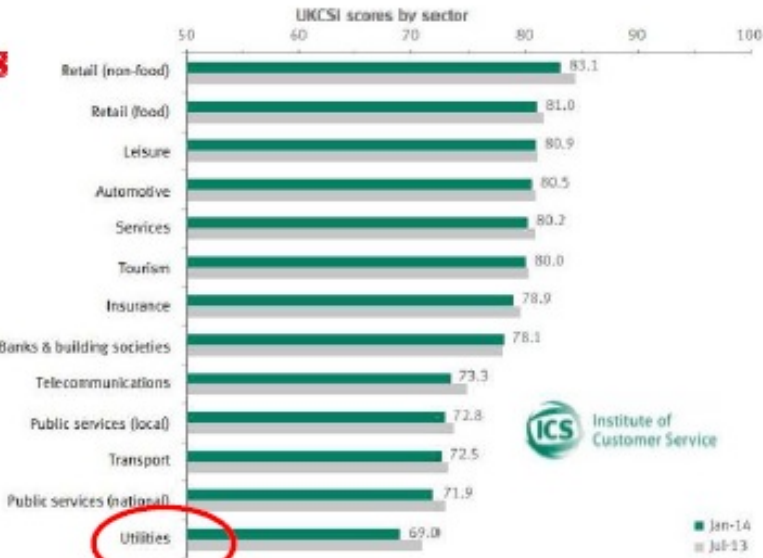
Utilities Focus on Transformational Opportunities

Simplify / Standardize

Innovate

Consolidate / Automate

Transformational Opportunities
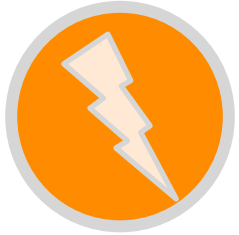
Secure

Transform

Integrate

Forces in Play for Utilities

❖ Affordable Micro Generation & Storage
❖ Energy Efficiency and Control

More Customer Choices

❖ Revenue Erosion
❖ Price Volatility

Business Model Challenge

❖ Smart Metering
❖ Connected Home, Devices, Communities

Harnessing Big Data

17%
of Utilities consider they are prepared for Big Data

Only **20%**
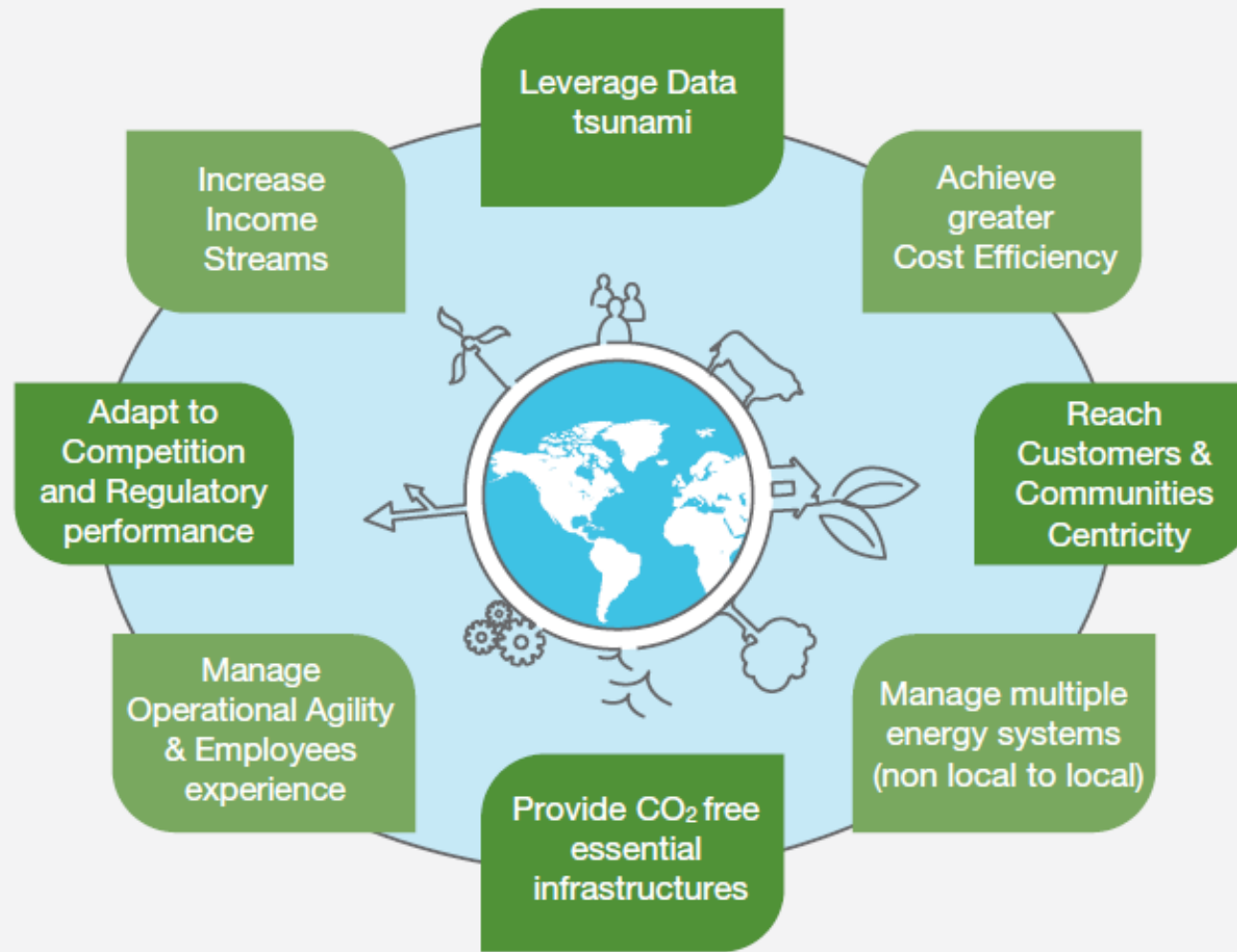are giving themselves a A+ for giving information to people who need it

Source: : Oracle Study 2013 – "Utilities and Big Data: Accelerating the Drive to Value"

Utilities Industry drivers for digital transformation

Source: Digital Utilities Transformation. ©2012 Capgemini.

New Products   New Business Models   New Experiences

Social

Mobile

Cloud

Big Data Analytics

New Technologies | New Possibilities

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Digital Transformations

Customer & Communities Experience Transformation

➢ To become customer and community centric

➢ Reducing the cost of operations

➢ All-Channel-Experience to the customer.

➢ Data customer analytics

Digital Asset Management Transformation

➢ Digital Asset Management

➢ Capture and analyze all data which are necessary to plan, build and operate assets on near real time basis.

➢ The economics around the asset life cycle and provide optimization of economic return on assets.

➢ Enabling the Smart Grid.

Generation & Processing **Utility Company** **T&D** **User / Appliances**

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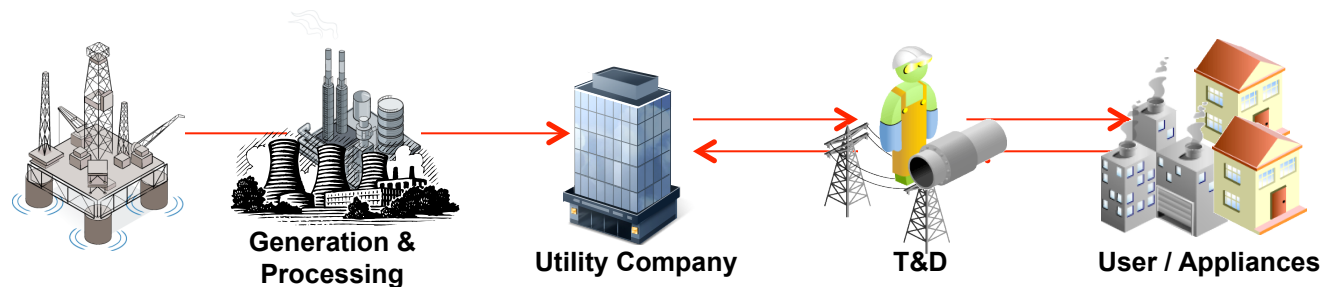
Customer Experience

Connecting Every Interaction Your Customer Has With Your Brand

CUSTOMER

BRAND

| MARKETING | SALES | CPQ | COMMERCE | SERVICE | SOCIAL |

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Capabilities to support your customers' journey

Social
- Social Insights
- Personalized Interaction
- Social Service
- Revenue Growth

Service
- Customer Engagement
- Agent Empowerment
- Agile Customer Service

Commerce
- Dynamic experience
- Scalable
- Business -friendly

Marketing
- Social Marketing
- Modern Marketing Content
- B2B and B2C Lead Generation
- Customer/Prospect Profile

Sales
- Easy and Adaptable Selling
- Customer Insight
- Mobility and Productive Selling
- Collaborative Selling
- Pipeline Building

CPQ
- Sell more with effective cross-sell /upsell.
- Sell faster
- Sell profitably

Social

Marketing

Service

Sales

Commerce

CPQ

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Complete Cloud Process

Analytics are Fundamental to Improving and Sustaining Utility Business Performance

Improve…

Customer Satisfaction
Targeted Interactions

- Segmentation-driven marketing offers
- Proactive alerting
- Personalized communication

Reliability
More Effective Monitoring and Proactive Maintenance

- Asset management
- Transformer load management

Operational Efficiency
Better Planning and Execution

- Employee utilization
- Revenue assurance
- Optimized field work

Safety
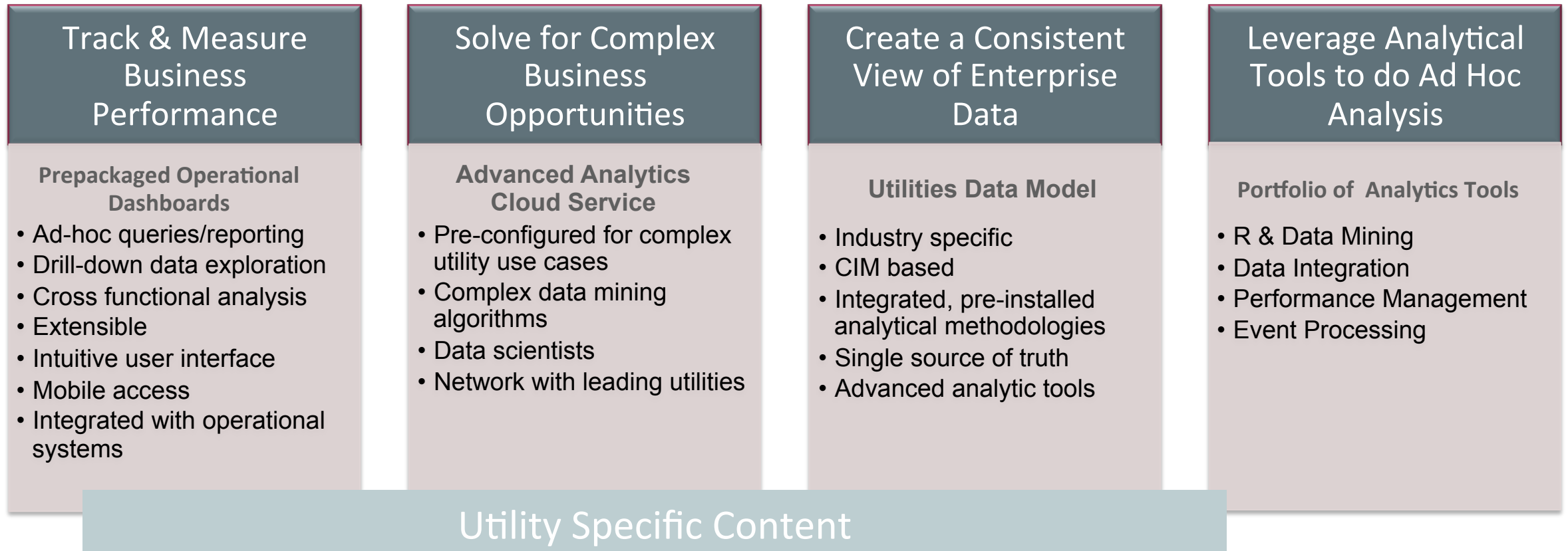Understanding and Mitigating Hidden Risks

- Reducing public safety hazards
- Vegetation management
- Field work management

Transform the Utility into a data driven organization.

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Utility Analytics Objective Scenarios

Track & Measure Business Performance	Solve for Complex Business Opportunities	Create a Consistent View of Enterprise Data	Leverage Analytical Tools to do Ad Hoc Analysis
Prepackaged Operational Dashboards	**Advanced Analytics Cloud Service**	**Utilities Data Model**	**Portfolio of Analytics Tools**
• Ad-hoc queries/reporting • Drill-down data exploration • Cross functional analysis • Extensible • Intuitive user interface • Mobile access • Integrated with operational systems	• Pre-configured for complex utility use cases • Complex data mining algorithms • Data scientists • Network with leading utilities	• Industry specific • CIM based • Integrated, pre-installed analytical methodologies • Single source of truth • Advanced analytic tools	• R & Data Mining • Data Integration • Performance Management • Event Processing

Utility Specific Content

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Top Performing Companies Use Analytics to Drive Business Performance

CHANGE YOUR BUSINESS

Imagine what analytics can do for your business

3x
Top performers are **3x** more likely to use analytics than low performers

53%
use analytics to drive **strategy**

50%
use analytics to transform **daily operations**

ORGANIZATIONS WHICH USE ANALYTICS GET

$10.66 FOR EVERY **$1** THEY SPEND ON **ANALYTICS**

However, in utilities …

ONLY
17%
of utilities are completely prepared for the data influx. Up from 9% in 2012

JUST
20%
of utilities give themselves an "A+" for getting information to the people who need it. Up from 8% in 2012

Source: Oracle Study 2013 – "Utilities and Big Data: Accelerating the Drive to Value"

Summary

- Utilities have to rethink their retail and business operation models

- Utilities can use digital technology to become more innovative.

- Utilities are facing new challenges including Big Data , affordable self generation and energy management technologies

- Achieving operational excellence lies in adopting the right technologies

- Utilities can change the economics around the asset life cycle and provide optimization of economic return on assets

- Utilities need to better understand how to use analytics

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Solutions for Utilities

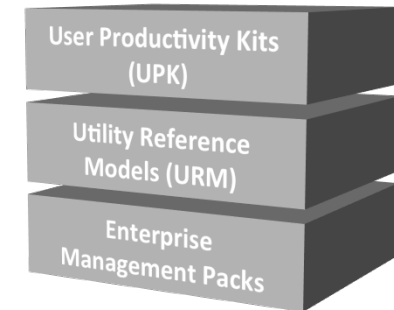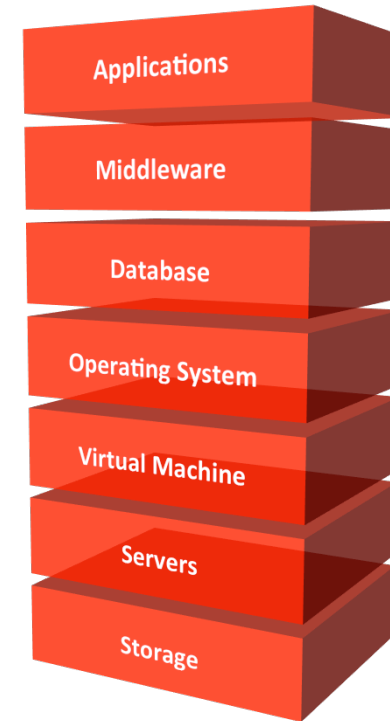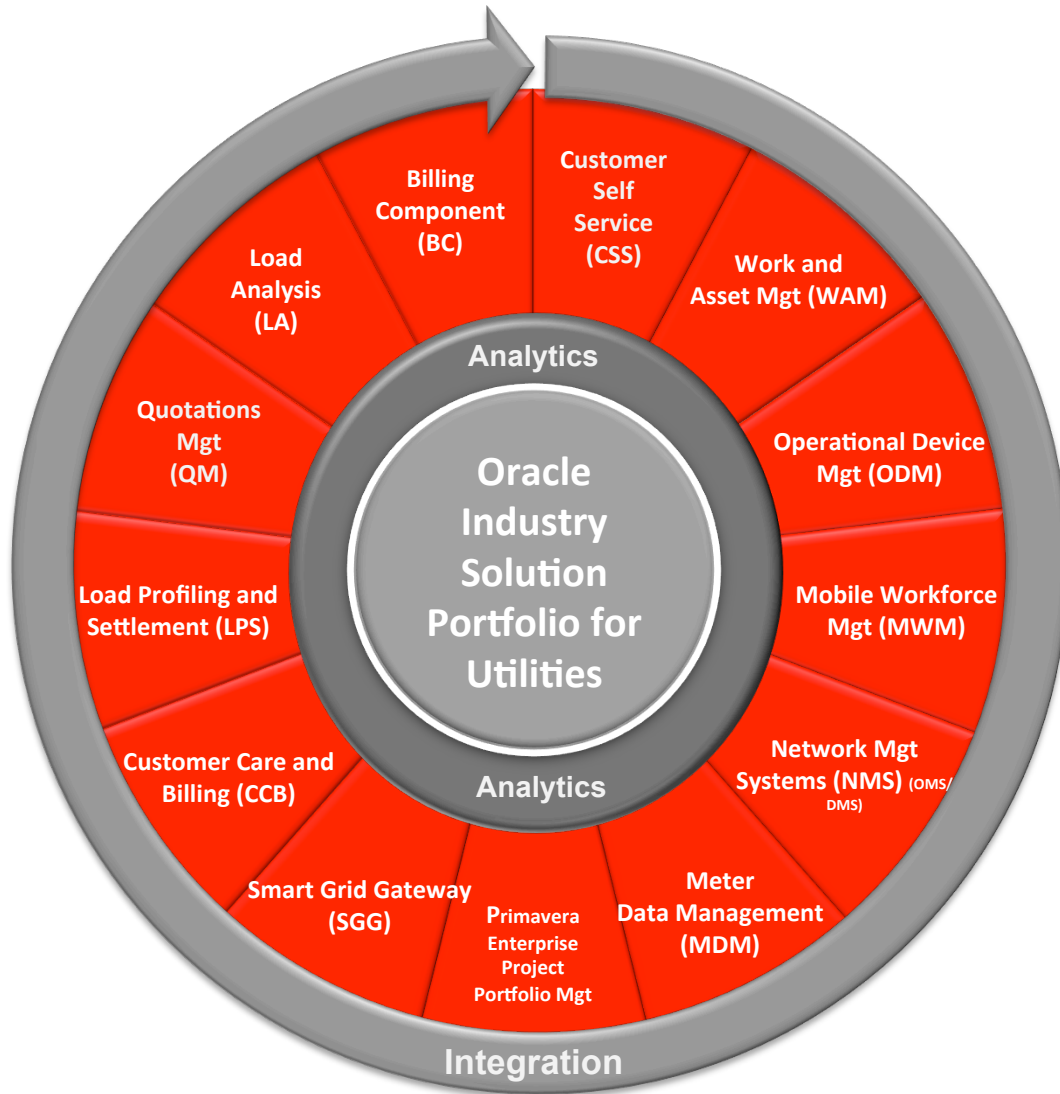**Industry Solutions dedicated to the needs of Utilities**

Julian Green
Solution Consulting
Oracle Utilities Global Business Unit
October 16th, 2014

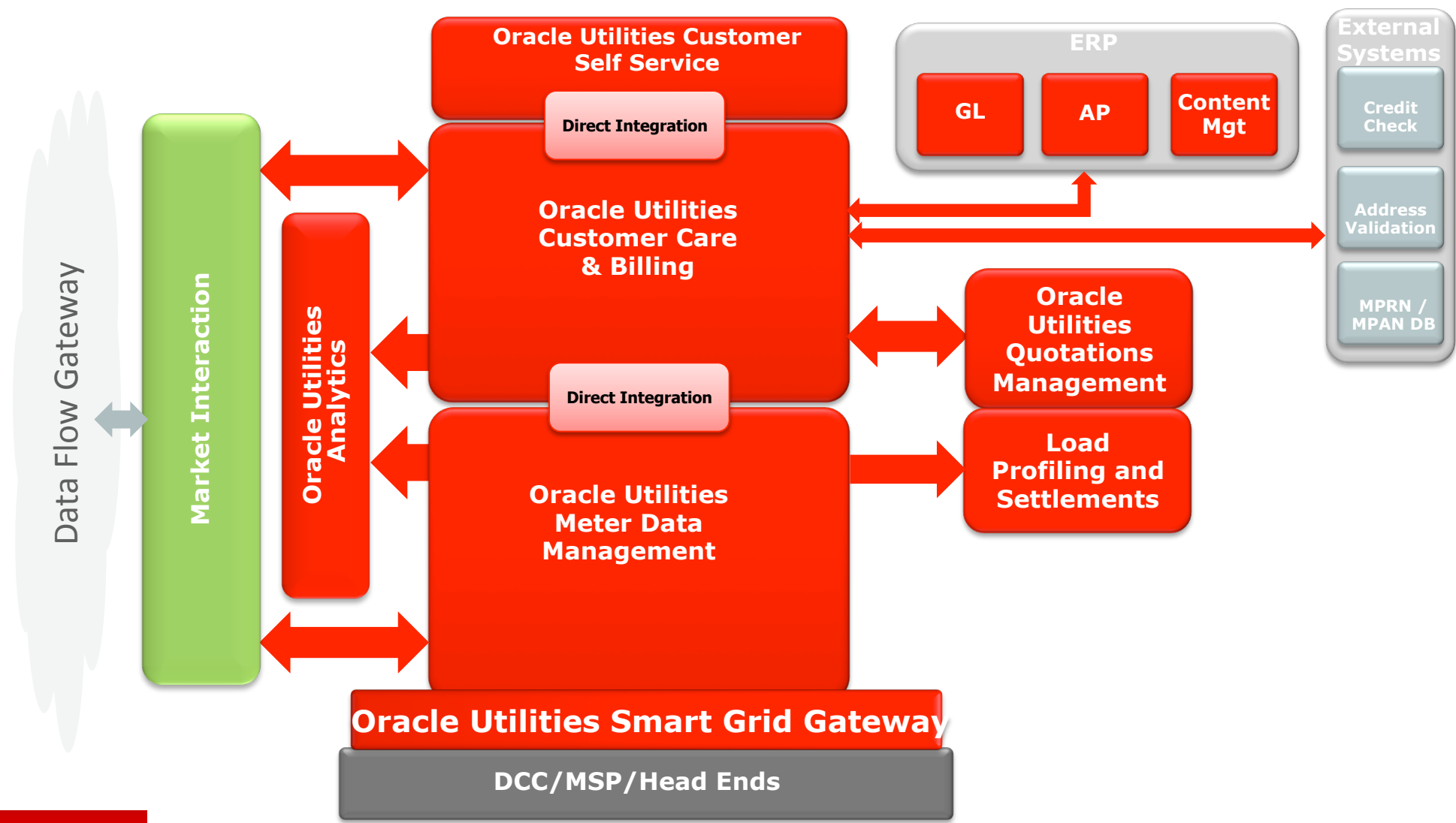# A Selection of Global Utility customers

Oracle Solutions for Utilities

End-to-End Process **Solutions**
Engineered to Work Together

Retail Energy Architecture

Key Differentiators
UK Market Proven, Adaptable, Scalable, Standardisation, Maximises ROI

- UK Market Proven
  - Customers
    - EDF Energy
      - Live using similar solution since 2013
      - Targeting I+C and SME
    - Coop Energy
      - Implementing now
      - Targeting SME and Domestic
    - Scottish and Southern Energy
      - Implementing a broad suite of products for all aspects of their business
      - Live with Meter Data Management
    - Centrica
      - Live since 2010 using QM
    - npower
      - - Demand Forecasting – Live since 2012
    - GDFS – Live since 2003 Electric, QM for Gas 2009

- UK Industry Immersion
  - All components of our solution live in UK market with additional customers under deployment
  - Increasing our UK market share
  - Collaborations with Utiligroup, ability to interact with MI solutions well proven, integration is deployed at multiple live sites in the UK
  - Solutions are delivering value in the UK right now
  - Oracle and MI providers are combining our strengths to deliver a low risk solution to our customers using best in class products, services and ongoing support.
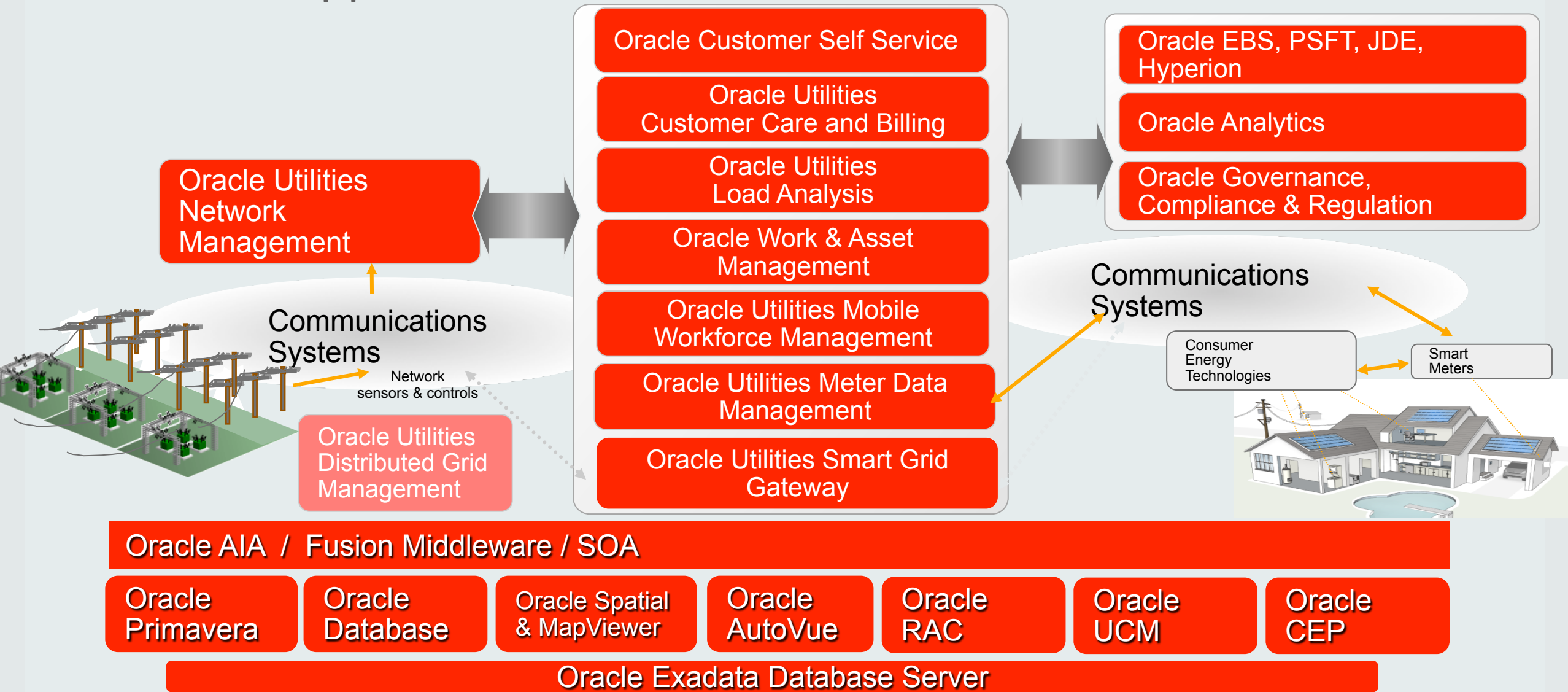
Key Differentiators – Express Implementation

- ## **What is the UK Market Express Implementation:**

  - **Oracle Utilities Consulting Services has developed a UK Market Accelerator for QM, CCB and MDM that provides specific functionality for the complexities of the UK energy market, simplifying and streamlining the implementation process to reduce the implementation timeline and accelerate ROI. The accelerator includes:**

  - **QM, MDM and CCB instance pre-configured for UK market**

  - **Contains data and processes that all UK implementations require:**

    - **QM** - Industry costs, Internal business costs, Industry reference data, Point of sale forecasting

    - **CC&B** - Customer Information management (contracts, premises, rate rules and more), Collections, Calculates charges based on customer contact detail

    - **MDM** - Stores metered usage events, Performs validation, editing and estimation (VEE), Produces bill determinates

Benefits of express implementation include:

- **Pre-configured**
  - Business processes
  - Utility Reference models (pre-configured process flows)
  - Test Scripts
  - User Documentation
  - Key letters & reports

- **A path for growth**
  - Solid base for subsequent project phases and business growth
  - Accelerator components can be used as templates for additional configuration

- **Ideal as a working prototype to drive design activities**
  - Environment available within days of project kickoff
  - Access to working software takes guess work out of design

- **Reduced Cost and Risk and faster time to market**

Oracle Grid Applications

Oracle Utilities Network Management

Communications Systems

Network sensors & controls

Oracle Utilities Distributed Grid Management

Center column:
- Oracle Customer Self Service
- Oracle Utilities Customer Care and Billing
- Oracle Utilities Load Analysis
- Oracle Work & Asset Management
- Oracle Utilities Mobile Workforce Management
- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway

Right column:
- Oracle EBS, PSFT, JDE, Hyperion
- Oracle Analytics
- Oracle Governance, Compliance & Regulation

Communications Systems

Consumer Energy Technologies

Smart Meters

Oracle AIA / Fusion Middleware / SOA

Oracle Primavera	Oracle Database	Oracle Spatial & MapViewer	Oracle AutoVue	Oracle RAC	Oracle UCM	Oracle CEP

Oracle Exadata Database Server

Key Differentiators - Distribution
Market Proven, Adaptable, Scalable, Standardisation, Maximises ROI

- Market Proven
  - Products implemented and delivering business value at customers across the globe
  - MWM, NMS, CCB, MDM & SGG

- Broadest Pre-integrated Solution Portfolio from one vendor

- Information Management Focus to provide decision support and automation

- Scalable and proven to perform in the most challenging situations

- Engineered Systems available

- Broadest Portfolio
  - All components of our solution are delivering real benefit European market with additional customers under deployment

  - Increasing our EMEA market share

  - Collaborations with Integration and Solution Partners, ability to interact easily with market specific MI solutions, integration is deployed at multiple live sites

  - Solutions are delivering value in the UK and other European Markets right now

  - Oracle and Partners are combining our strengths to deliver a low risk solution to our customers using best in class products, services and ongoing support.
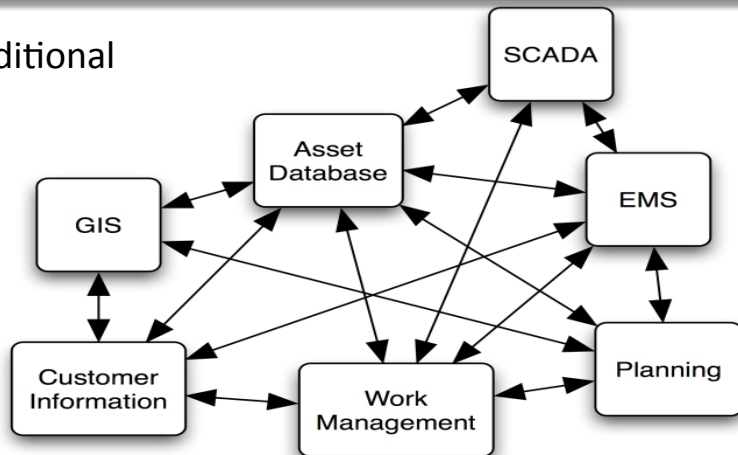
CIM (Common Information Model)
Why Oracle has adopted CIM

Provide a leading integration platform to build out a fully integrated Oracle Utilities suite complying with CIM (and MultiSpeak) standards. Enabling integrations to be built on this platform allowing comprehensive industry domain coverage for utilities.

Traditional

Streamlined

| WAM | NMS | CCB | SGG |

ORACLE FUSION MIDDLEWARE
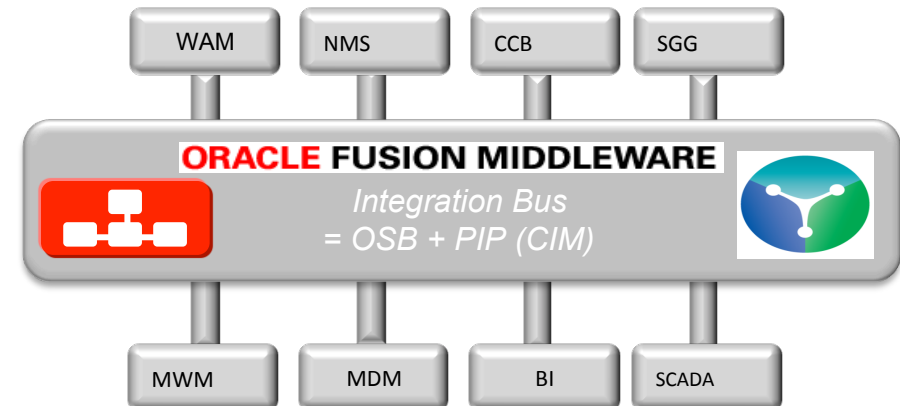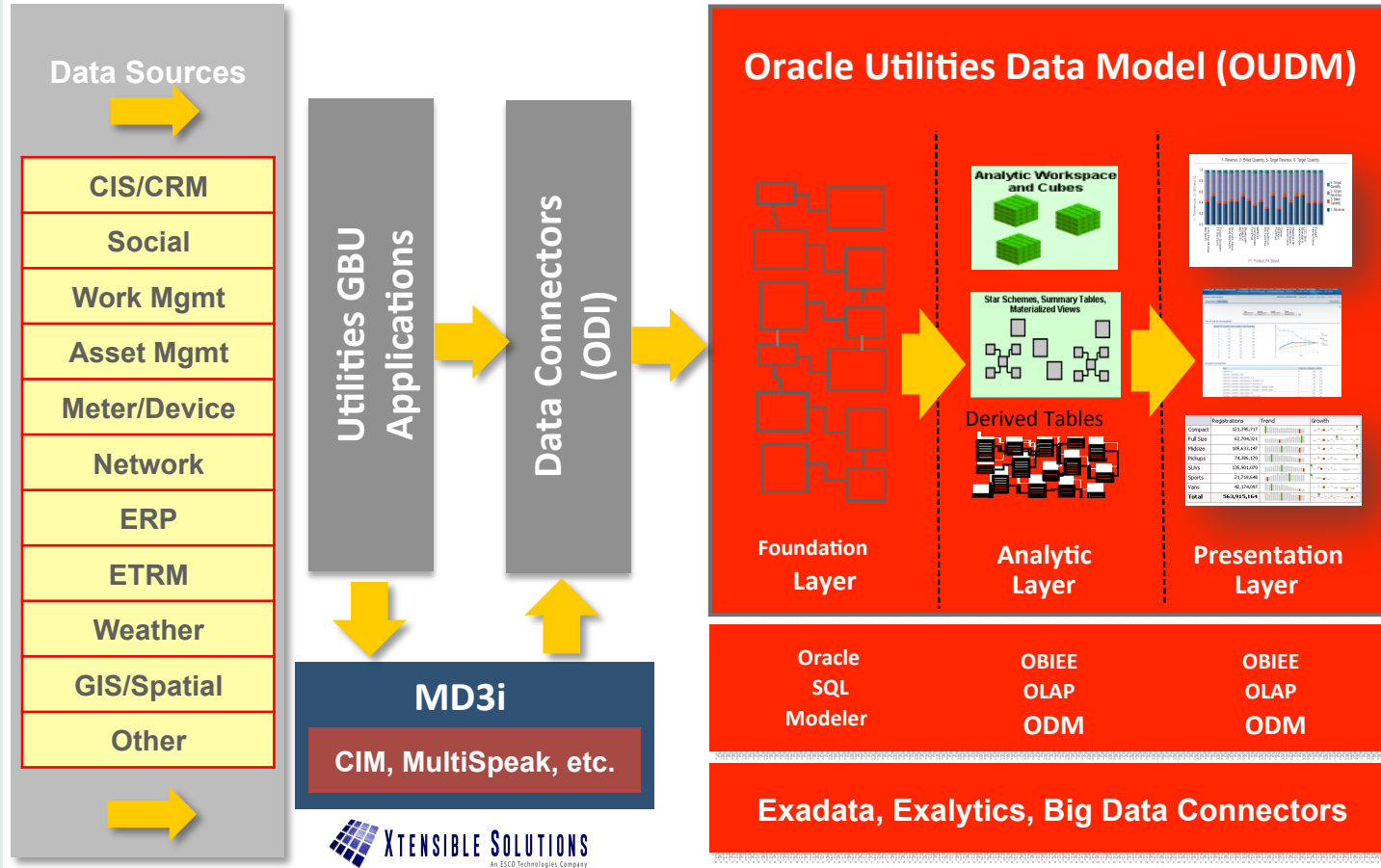*Integration Bus = OSB + PIP (CIM)*

| MWM | MDM | BI | SCADA |

Diagram Source: An Introduction to IEC 61970-301 & 61968-11: Alan McMorran

Oracle Utilities Data Model Technical Architecture

The 1st release of OUDM includes the following key components:

- 3rd Normal Form (3NF) Industry Standard-based Enterprise Wide Data Model
- Foundation Layer with Reference & Base Transactions
  - Over 670 tables with over 4,800 columns; and 1,300 industry measures and 80 KPIs
- Analytical Layer with Aggregates, OLAP Cubes, Pre-built Mining Models
- Presentation Layer with Dashboard & Sample Reports
- Intra ETL Exchange, Extensive BI Metadata
- Easily Extensible & Customizable

Value-Added from Xtensible:

- MD3i Framework for data integration
- Pre-built connectors for selected business applications.
- Additional analytical reports, models, etc.

Key Utility Business Benefits
An Integrated, Standards-based, Enterprise Ready Platform

Delivers Compelling Business Improvements	• Accelerate business value with configurable, pre-built data model and analytics samples • Provide better service and decision making by enabling the cross-domain data and business analysis • Increase operational efficiency with streamlined and enterprise scale Analytics/DW solution
Provides Common, Accurate Data Definition Across All Applications	• Improve quality and information accuracy between applications and establish a single source of truth • Join new, existing or 3rd party customer and operational information on a robust, open industry standards-based platform
Reduces Implementation Risk and Operational Costs	• Reduce need for costly custom BI/DW development with pre-built model and architecture based on best practices • Accelerate user adoption of Analytics/DW strategy and drive holistic analytics use as strategic business differentiator • Simplify model extensions as future analytical needs change

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DataRaker

Transforming Complex Data into Business Value

David Fernandez
DataRaker Business Development, EMEA
Oracle Utilities Global Business Unit
October 16th, 2014

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The World has changed!

1793 – **40** bit/s

2013 – **9 300 000** bit/s
average UK Internet speed

The World has changed!

1850 - **1** Glance to tell the bad guy

UTILITIES NEED BIG DATA ANALYTICS

2013 - **29** petabytes of data a day handled by the NSA

The Road(s) to Heaven of Utilities Big Data Analytics!

Plan A: DIY

- You'll be the Mechanic
- You'll be the Expert
- You don't really know when it will fly, …but you hope it will
- You don't know when it will crash, …but you know it will
- If something goes bad… you'll be the first to know!

Plan B: Buy & Fly

- It's been architected
- It's been tested
- We'll bring some experts and we have prebuilt models
- It's already serving numbers of customers
- Nothing will go wrong
- You can be up and flying in 6-8 weeks

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The Road(s) to Heaven of Utilities Big Data Analytics!

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Oracle Utility DataRaker

Key Characteristics

ORACLE UTILITY ANALYTICS-AS-A-SERVICE

High-Volume Data Insight Engine

Advanced Analytic Services

Cloud-based Data Repository

DataRaker

Flexible Deployment Models

Pre-configured For Complex Utility Use Cases

Rapid Implementation

Customer Innovation Network
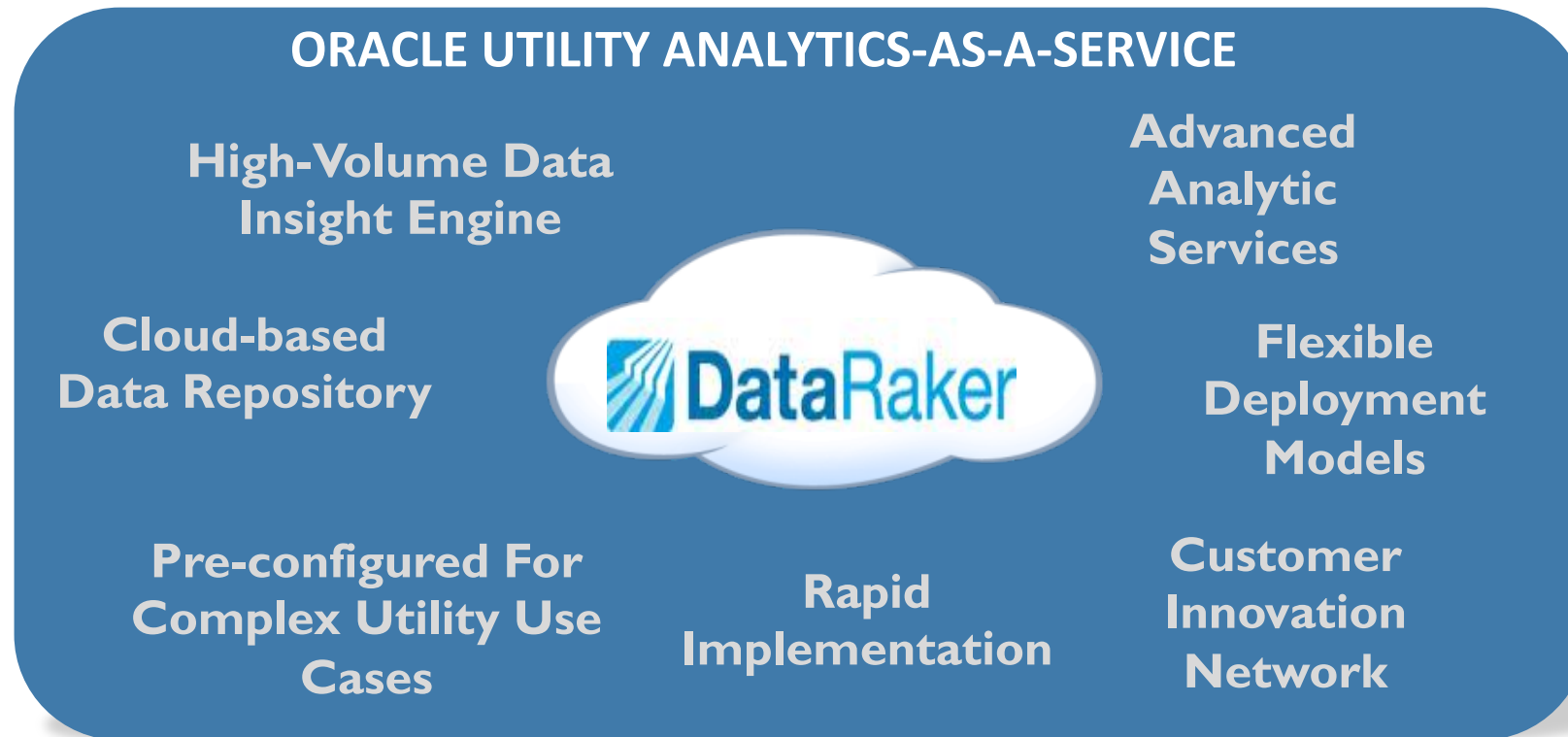
- Analytics-as-a-service for utilities' most complex operational data

- Customers realize high ROI value from:
  - ✓ Pre-packaged industry-specific applications
  - ✓ SaaS implementation that does not impact existing systems
  - ✓ The shared knowledge of the DataRaker Customer Network
  - ✓ Flexible deployment approaches

- Analytics enhances the effectiveness and accuracy of existing on-premise applications

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Value & Experience built with Utilities

20 Million+ Supply point under Service

Utility Smart Analytics Services

How does it work? Practical Approach. Real Results.

10110010
01011001
11001011

Premise Data

Customer Attributes

Weather Data

Network Connectivity

Devices Measurements & Events

Asset Data

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DataRaker

Smart Metering Advanced Analytics

Actionable Insight

Metering

Billing & Revenue

Grids

Customers

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Oracle Utility Smart Analytics Services

Insight for **Competitive Retailers**

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DataRaker

Smart Metering Advanced Analytics

Actionable Insight

Marketing & Sales

Customer Services Up-selling – Increased Revenues
Customer Insight, Segmentation – Targeted Offers
Rate Design & Marketing – Compelling Products

Billing & Revenue

Revenue Leakages – Non technical Losses Reduction
Rate Plan Analysis – Revenue Assurance and Enhancement
Contract Performance – Better Customer Value

Customer Service

High/low Bills and Complaints – Better Customer Services
Meter-to-Cash exception Clearing – Reduce Back office Work
Customer Attention Support – Informed Conversations

Energy Efficiency / Advisory

Efficiency Programs – Building Win-win relationships
Load Disaggregation – Customer Insight for Retention
Facilities/Customer Benchmarking – Trusted Partner

Meter Operations

Detect Meter Failures – Reduced Break-to-fix time
Improve Deployment Performance – Early Issues Detection and Prevention
Improve Data Collection – Troubleshoot and Analyze Root causes

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Oracle Utility Smart Analytics Services

Insight for Distribution Companies

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DataRaker

Smart Metering Advanced Analytics

Actionable Insight

Network Operation

Understand & Optimize Voltage Profiles – Lower Technical Losses
Non-Tech Loss Localization – Reduce Network Losses
Troubleshoot Customer Connectivity – Improve Phase Balancing

Asset Maintenance

Identify Stressed Assets / Asset-at-Risk – Reduce Outage and Asset Failure
Root cause Analysis – Reduce Maintenance Costs / Improve
Qualify Asset Exceptions – Lower back office processing

Quality of Supply

Outage Extension Monitoring – Better event impact and customer service
Quality of Supply deterioration monitoring – Anticipate Outages
Root causes Analysis – Trap PV / EV Impact, Illegal Connections

Network Planning

Anticipate / Predict Overload – Better Investment Planning
Device Lifecycle Management – Reliable Asset Health Representation
Long term Network Load Planning – Right Smart Grid Investments

Micro-Generation Impact

Confirming MG Load Connection – Impact Evaluation
Understanding Injections – Predicting LV Network Overcapacity
Managing Demand / Generation – Drive / prescribe Charging patterns

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Advanced Analytics Services

Services deliverables for our customers

DataRaker's Analytics Platform
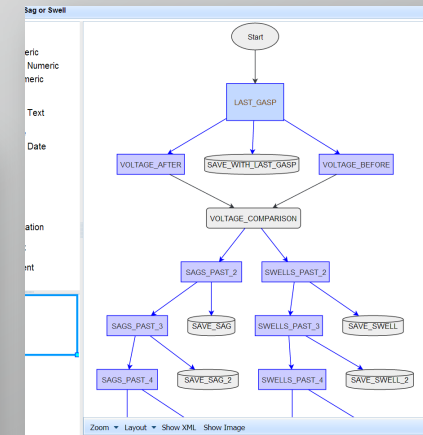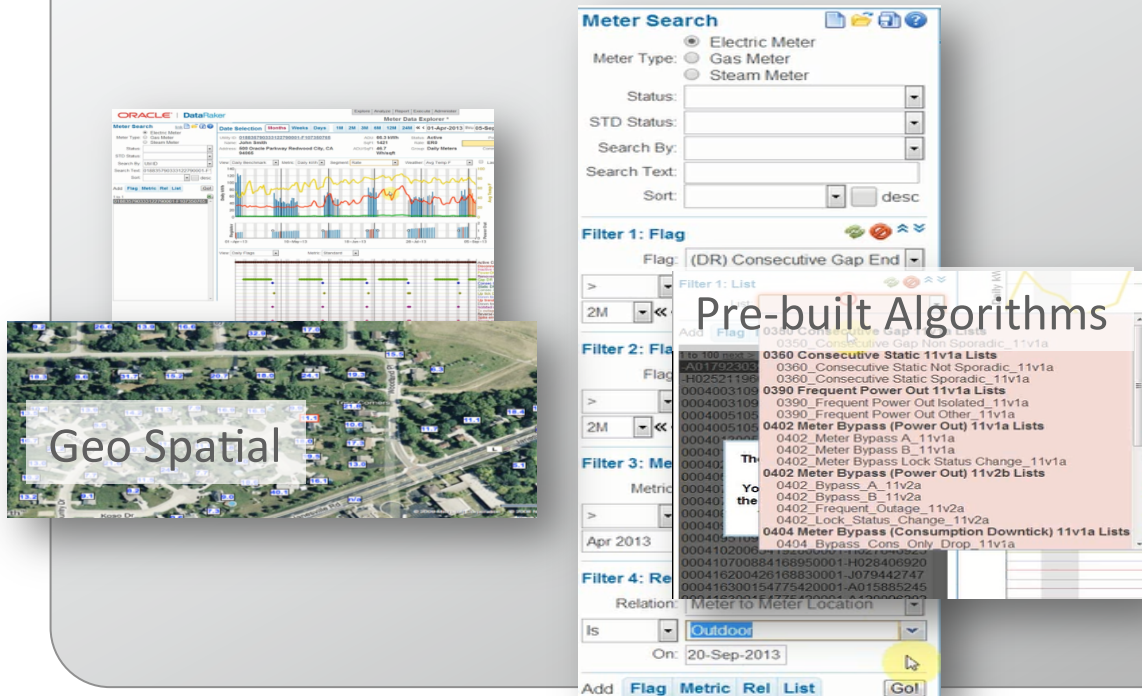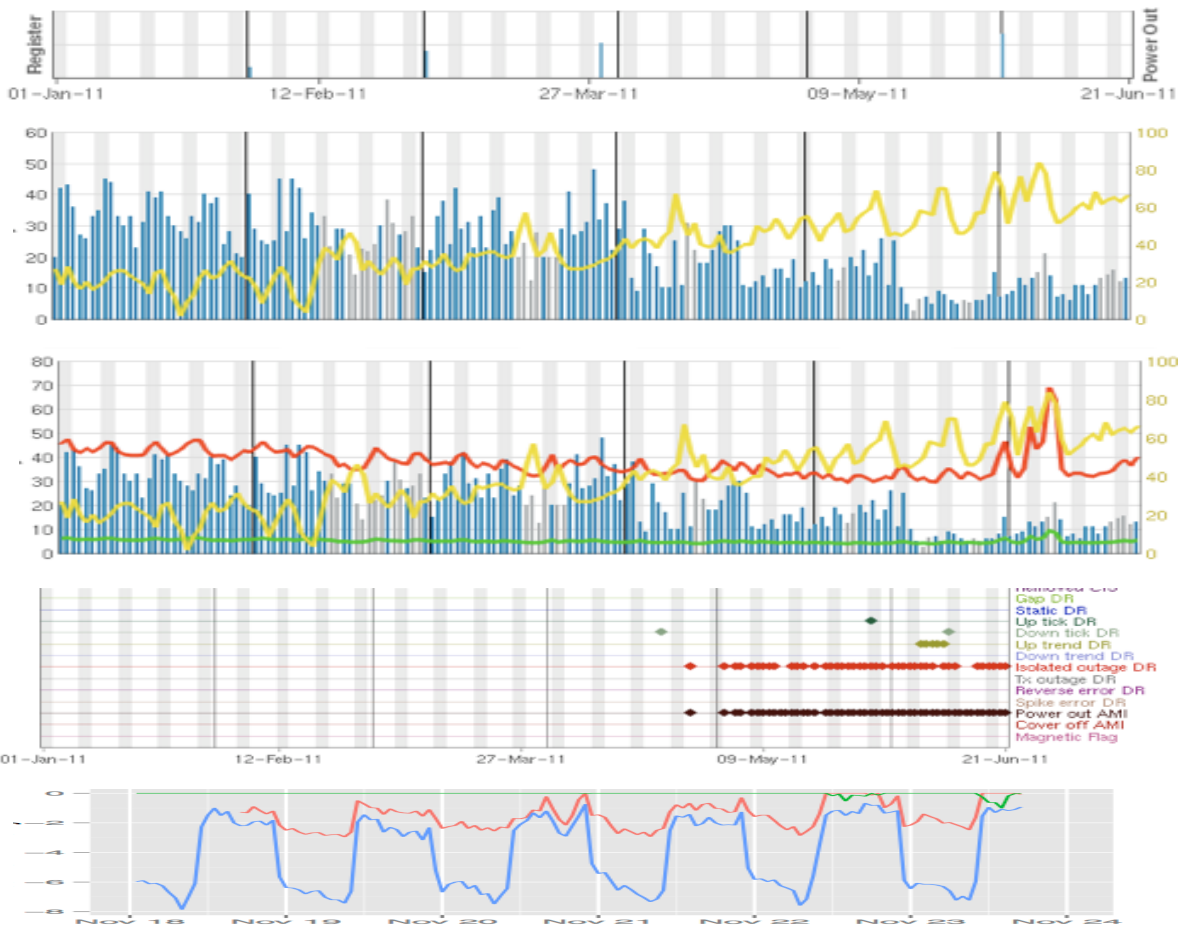
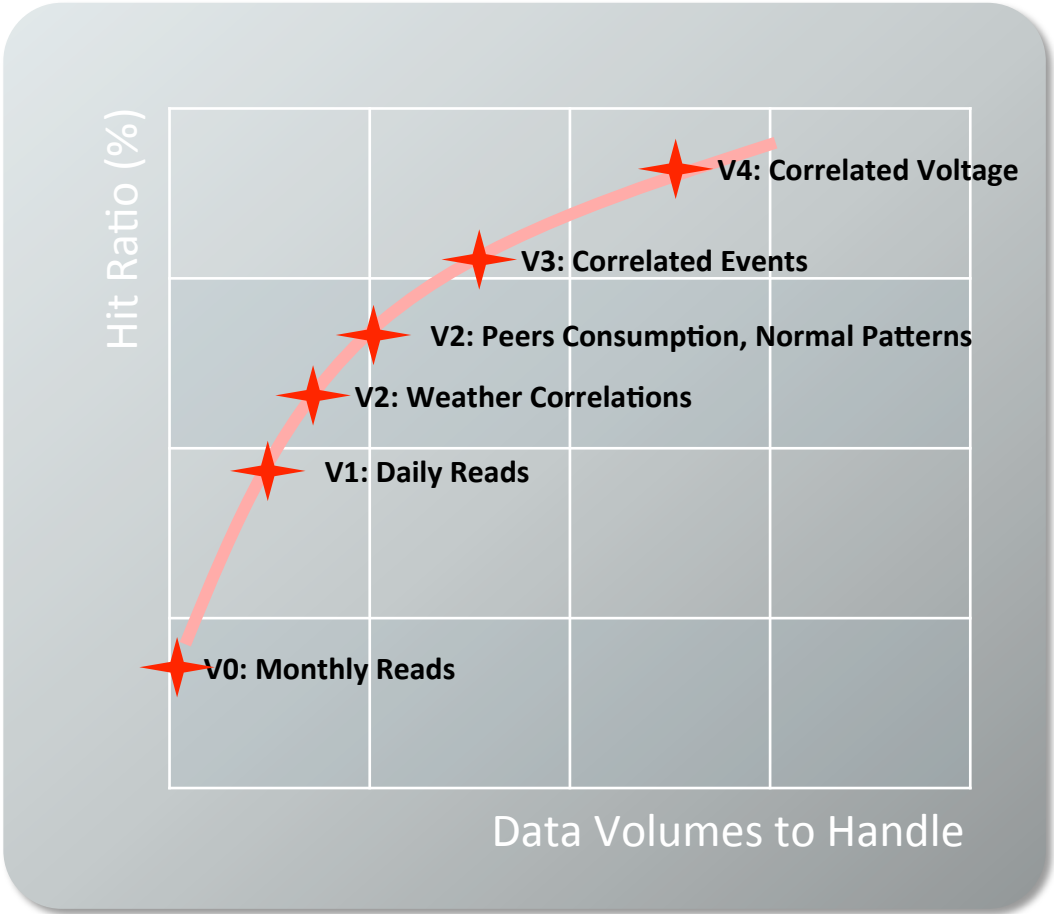Data Visualization **+** Ad-hoc Querying/Profiling **+** Algorithms Tools

DataRaker's Experts

+ Utilities Data Scientists

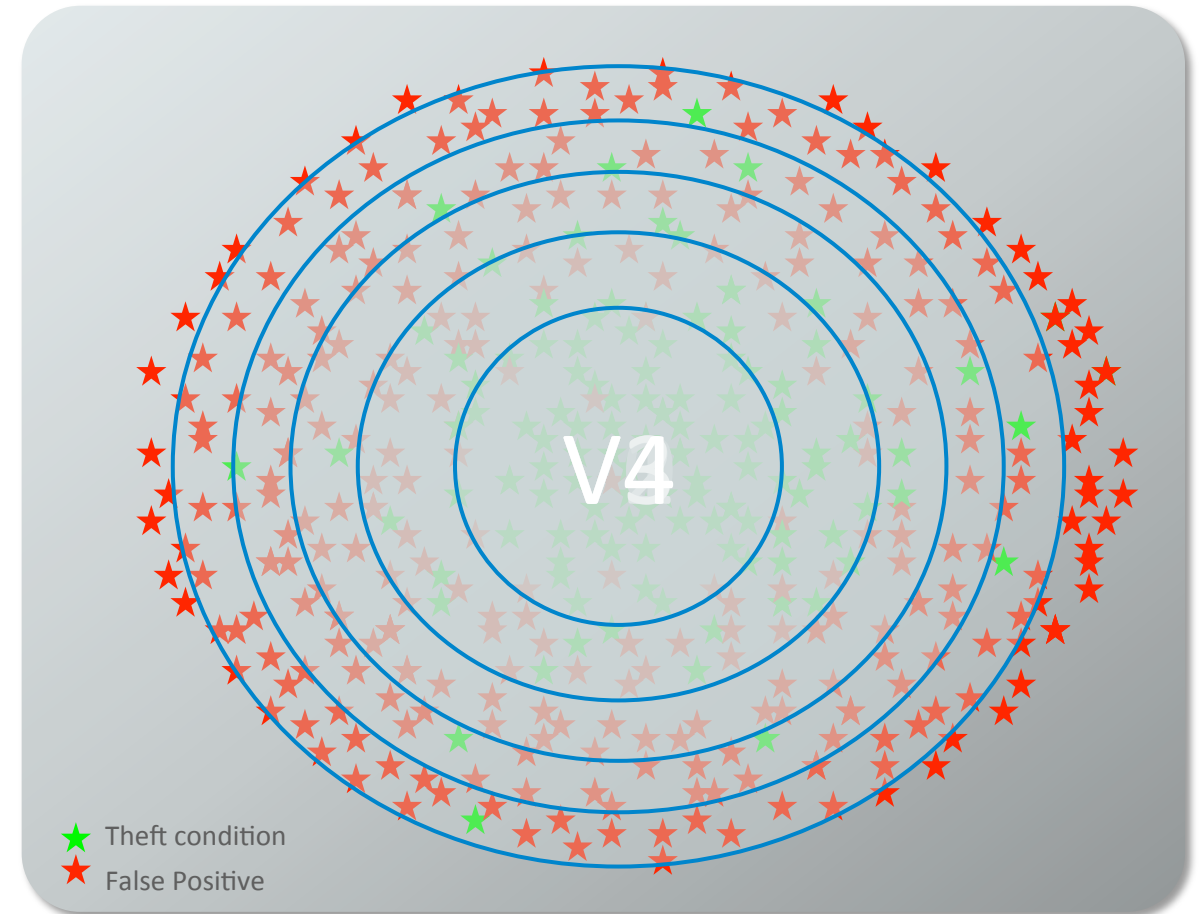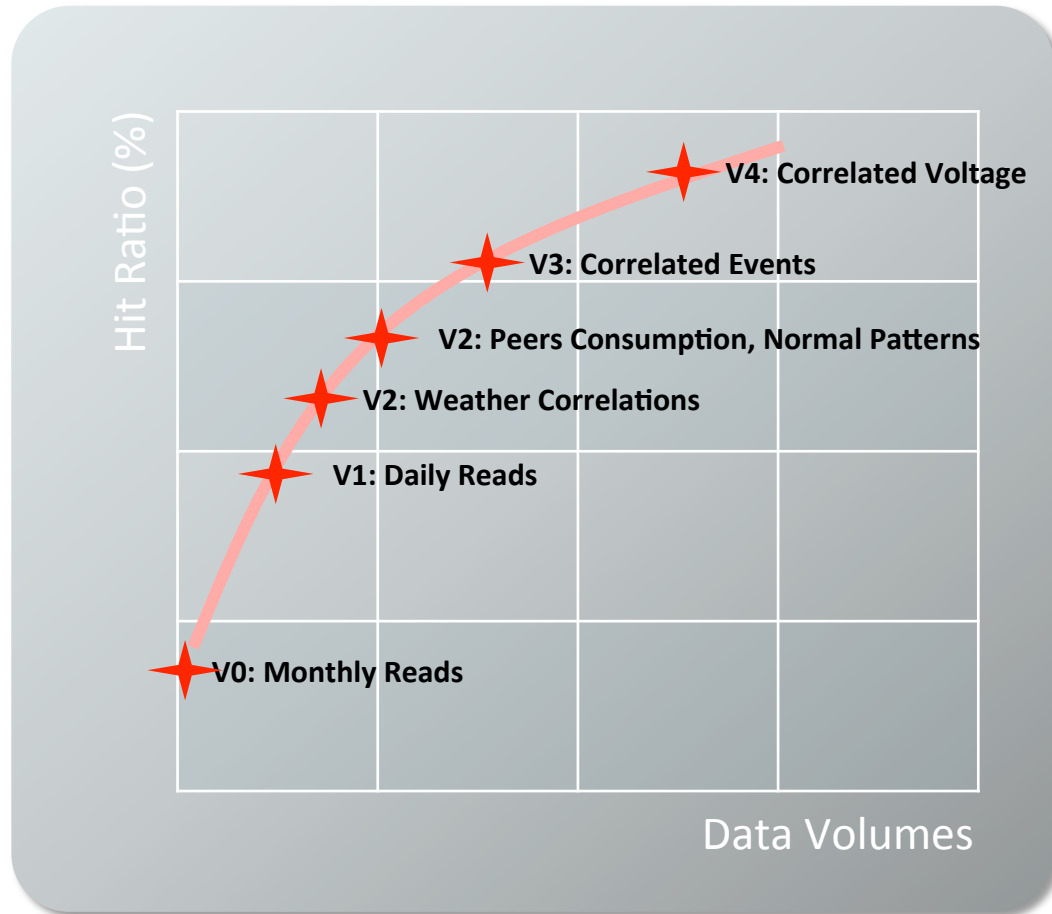
Geo Spatial

Pre-built Algorithms

Needles in Haystacks and Reliable Predictions

Revenue Protection Example

Needles in Haystacks and Reliable Predictions

Revenue Protection Example

Left chart — Hit Ratio (%) vs Data Volumes:
- V4: Correlated Voltage
- V3: Correlated Events
- V2: Peers Consumption, Normal Patterns
- V2: Weather Correlations
- V1: Daily Reads
- V0: Monthly Reads

Right chart — V4:
- ★ Theft condition
- ★ False Positive

Typical Value Returned 5x Investment

Annual Value Per Meter With Proven Client Deployments

Value Delivered to Client

| Billing	Meter Operations	Safety	AMI Deployment	Revenue Protection
75% fewer truck rolls to fix the same number of broken meters	Change management facilitation: Continuous improvement becomes the new normal	Reduced gas safety hazards in the community	Increased customer satisfaction from deployment transparency	Thousands of energy theft situations, leading to recovery of millions of dollars in lost revenue
More accurate identification of billing exceptions	Operational efficiency	Reduced unbilled and unused commodity resources	Catch issues that can only be caught during equipment transition	Increased investigation efficiency and fewer false leads
Faster response time for customer issues, avoided large back bills	Accurate monitoring of meter device performance		Operational effiency of meter review and monitoring	Catch more theft scenarios than if only relying on event flags and customer reports
Enhanced proactive monitoring of billing performance	Accurate tracking of meter inventory		Monitoring vendor performance more efficiently	Improved theft evidence and revenue recovery
Reduced break-to-fix time from 90 days to 30 days, and cut re-bills by as much as 50%	Monitoring vendor performance more efficiently			

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Utilities Analytics: Customer Adoption
Value Based on Existing Client Phased Deployments

Annual Value of Analytics*

$8.8M

$2.5M
+EE & DR

$3.4M
+Grid Ops

$2.9M
**Rev Pro
Meter Ops**
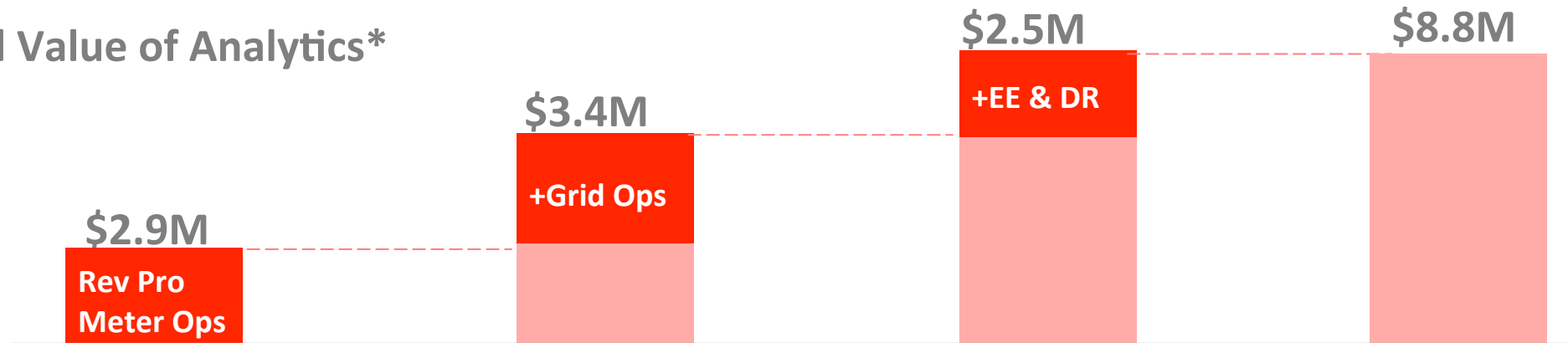
Phase 1 Benefits
- Base suite of revenue protection tests driving value through avoided loss
- Operational efficiency in issues detections for all applications

Phase 2 Benefits
- Deeper savings in rev pro from integrated field feedback
- Continued operational efficiency in analytics replacing manual review
- Beginning to recognize distribution operations analytic benefits

Phase 3 Benefits
- Sustained value from ongoing deployed analytic applications
- Aggregated customer good will from analytics driven enhanced service

* Based on 1M meter count

Opportunities for Partners to deliver Services around DataRaker
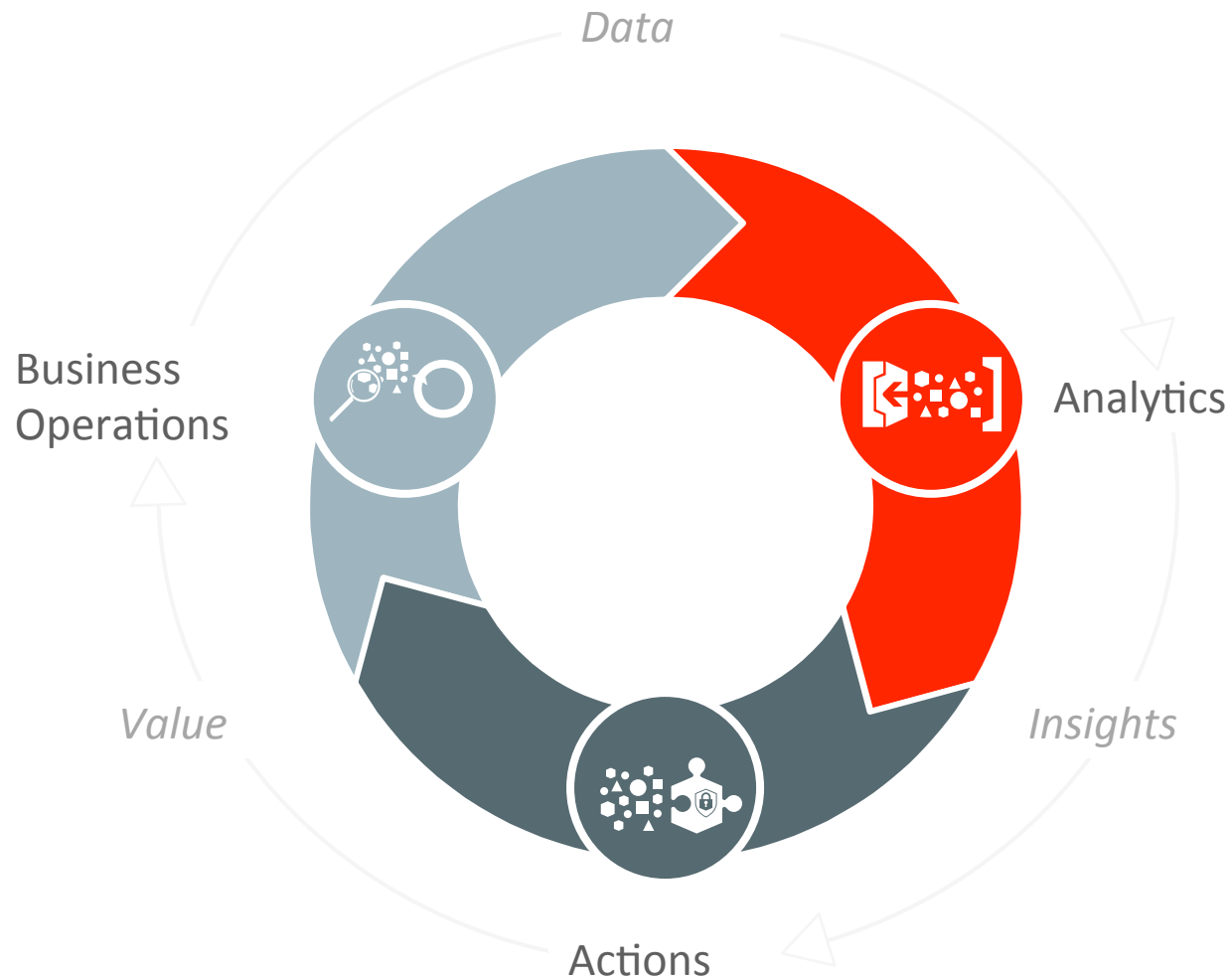
Data

Business
Operations

Analytics

Value

Insights

Actions

Enabling Technology

Pinakin Patel
UK Technology Pre-Sales

Enterprise Computing Trends

GLOBALIZATION

9 Billion
Internet Devices in 2012

50 Billion
by 2020

DATA EXPLOSION

90%
Created within Last Two Years

50X Growth
by 2020

RISE OF MOBILITY

6 Billion
Mobile Subscribers

87%
of World's Population

Mobile Data Growing **78%** CAGR

CLOUD

90%
of new software delivery for public cloud

Public IT cloud services will grow to **$107B** in 2017

MODERNIZE TO SURVIVE

Lots of **20 year-old** Legacy Applications

ORACLE®

Strategic Investment, uniquely co-engineered

Simplify I.T, with more than $34B in R&D since 2004

Complete Stack

- Best-of-Breed

- Vertical Integration

- Industry Applications

- Cloud

Applications

Middleware

Database

Operating System

Virtual Machine

Servers

Storage

Complete Choice

- On-Premise

- Private Cloud

- Public Cloud

- Hybrid Cloud

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Enabling Technology for Business

Applications
Middleware
Database
Operating System
Virtual Machine
Servers
Storage

Foundation for…

Enabling Business Transformation

Delivering Service Levels for Digital Business

Changing Economics of IT

At the core of this foundation is DATA

Oracle Database - continuous evolution to meet the needs of each new Computing Era

	Client - Server	**Internet**	**Big Data & Cloud**
Market Share	1993 #1 36%	2003 #1 33%	2013 #1 44%
	Stored Procedures Partitioning Unstructured Data Object Relational	Resource Management Real Application Clusters Data Guard XML	Exadata Multitenant In-Memory Big Data SQL JSON

Source: IDC - Annual Worldwide RDBMS Vendor Shares from 1993 to 2013 by Carl W Olofson

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In-Memory Data Management Across Applications

Maximizing Financial Positions

Revalue Your Entire Supply Chain
1000x Faster Than Ever Before

ORACLE®
PEOPLESOFT

ORACLE®
TRANSPORTATION MANAGEMENT

ORACLE®
E-BUSINESS SUITE

ORACLE®
JD EDWARDS

ORACLE®
VALUE CHAIN PLANNING

Journals under an hour

"What If" use cases

100+ million transactions in "What If" case

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1 + 1 = 3½

- Blurring boundaries between systems and software
- Re-using innovations across Engineered Systems
- Combining Engineered Systems to multiply benefits

Business value of integrated systems

- Higher productivity
- Increased resource allocation
- Faster performance
- Higher availability
- Lower risk
- Lower costs
- Faster time to results

ORACLE®

Unleashing the business performance of existing applications

ORACLE
UTILITIES

ORACLE
COMMUNICATIONS

ORACLE
FINANCIAL SERVICES

ORACLE
RETAIL

Smart Meters
250M meters
4 consumption/hr

Rating & Discounting
100M subs
50K CDRs/Sec

End of Month
100M Account
< 5 Hrs

RMS Replenishment
3 Times Faster
5.4M
Item|Locations

Utilities Billing
77M
Determinants/hr

Comms Biling
100M Subs
< 12hrs

RPM Price Event
17 Times Faster
3M
Item | Locations

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Value Of Enabling Technologies In Utilities

Yarra Valley Water

- Re-platform Oracle Utilities & Billing System on Oracle Engineered System based private cloud
- Application performance improvements helped to lower on average customer calls by 30 secs
- Cut overnight batch processing by 70%
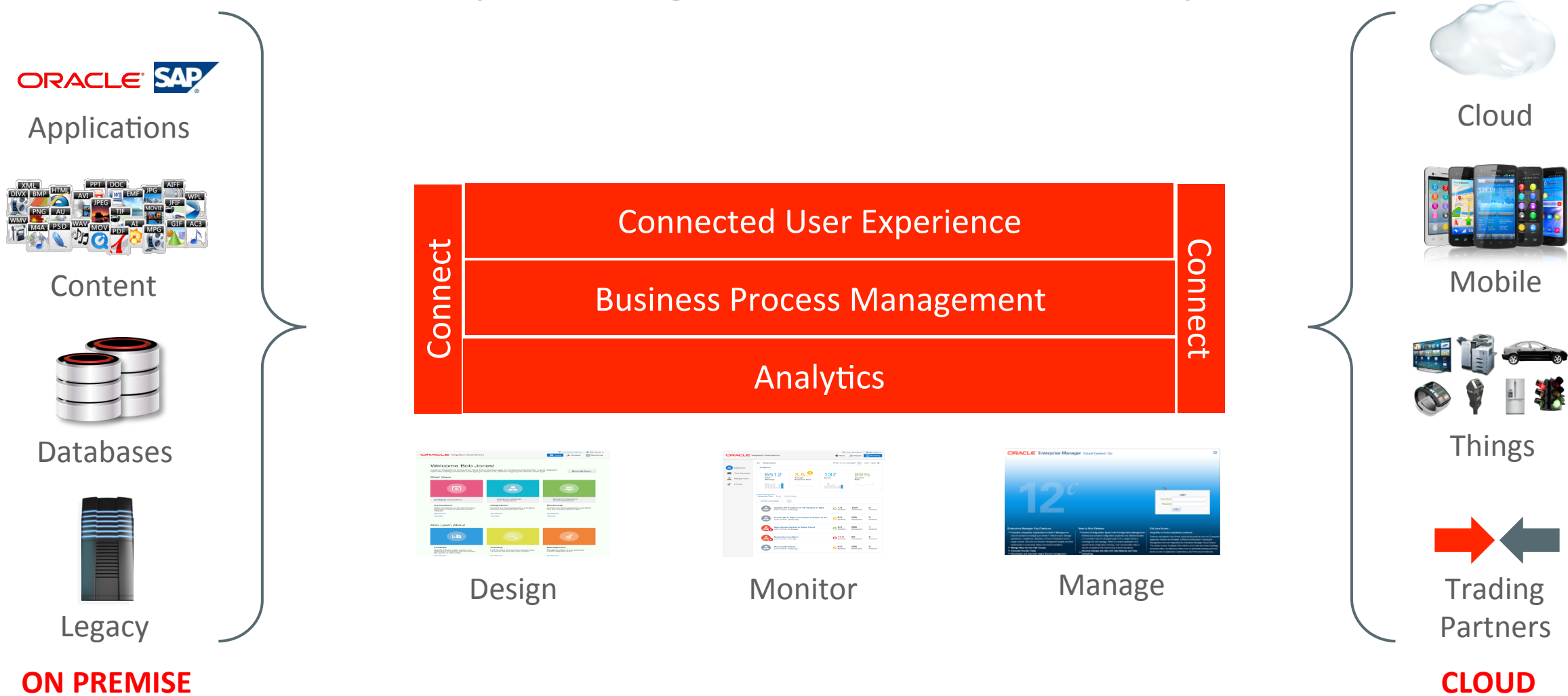- Improve productivity of application lifecycle management by 30%

centrica

- Re-platformed CRM system to Oracle Engineered System
- Online transactions times reduced by up to 10 times
- Some batch processes times reduced by up to 60%
- Only 3 months from Initial deployment to go live
- Effectively manage data integration between transactional systems & 'big data lake'

NORTHUMBRIAN WATER

- Avoid unnecessary delays in field operations
- Managers able to easily review and approve requisition requests on the move
- Mobile enabled existing application
- Leverage existing infrastructure & application setup

Need to effectively manage & deliver new capabilities

ORACLE SAP

Applications

Content

Databases

Legacy

ON PREMISE

Connect	Connected User Experience	Connect
	Business Process Management	
	Analytics	

Design

Monitor

Manage

Cloud

Mobile

Things

Trading Partners

CLOUD

What does it mean for Oracle partners?

Enabling Technology for Business

Applications
Middleware
Database
Operating System
Virtual Machine
Servers
Storage

Enabling Business Transformation

- Common platform, 'tried & tested' for modernising applications
- Extending existing applications

Delivering Service Levels for Digital Business

- Real-time enterprise platform
- Packaged services for the enabling technology

Changing Economics of IT

- Unlock the embedded costs from existing platforms
- Private; Hybrid; Public Cloud Roadmaps

Oracle OpenWorld Announcements

Enabling Technology

- Oracle Platform as a Service (PaaS) & Infrastructure as a Service (IaaS)

- Cloud Manageability to easily move between on-premise & public cloud

- M7 (SPARC) Software on Silicon

Utilities Break Out Agenda

1 Global Trends - Martin Dunlea - Global Industry Lead
martin.dunlea@oracle.com

2 Solutions for Utilities - Julian Green - Solution Consulting, UKI
Julian.green@oracle.com

3 DataRaker - Transforming Complex Data into Business Value
- David Fernandez - Business Development DataRaker, EMEA
david.l.fernandez@oracle.com

4 Enabling Technology – Pinakin Patel – UK Technology
Presales pinakin.patel@oracle.com

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Oracle Industry Day for Business Partners - Utilities

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