

# **Oracle Utilities Analytics Cloud Service**

Overview Guide

Release 17.1

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# Chapter 1

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## Oracle Utilities Analytics Cloud Service Overview

Welcome to Oracle Utilities Analytics Cloud Service, Release 17.1.

This guide provides an overview of the product, including:

- [Introduction to Oracle Utilities Analytics Cloud Service](#)
- [Oracle Utilities Analytics Cloud Service Supported Applications](#)
- [Documentation](#)
- [Supported Client Platforms and Browsers](#)
- [Supported Integrations](#)

# Introduction to Oracle Utilities Analytics Cloud Service

Oracle Utilities Analytics Cloud Service provides an enterprise business intelligence environment to monitor the performance of different departments of the client organization. It includes pre-built data marts, pre-built Key Performance Indicators, metrics, reports and dashboards, and pre-built data integration to load data, from the source applications, to the data marts.

The Cloud Services described apply to users of the Oracle Utilities Analytics Cloud Service accessing one or more Oracle Utilities source applications. One or more modules of the Oracle Utilities Analytics Cloud Service is/are included with the following Oracle Utilities source applications:

- Oracle Utilities Mobile Workforce Management
- Oracle Utilities Meter Data Management
- Oracle Utilities Customer Care and Billing
- Oracle Utilities Work and Asset Management
- Oracle Utilities Operational Device Management
- Oracle Utilities Network Management System

Oracle Utilities Analytics Cloud Service comprises the following functional areas for each of the modules:

- Oracle Utilities Mobile Workforce Analytics  
Provides a business intelligence environment to manage and monitor the performance of the service organization. It includes pre-built data marts for Mobile Workforce Management, pre-built analytics content (dashboards) and pre-built data integration to Oracle Utilities Mobile Workforce Management application.
- Oracle Utilities Meter Data Analytics  
Offers pre-built dashboards that help Utilities track metering performance, protect revenue, and improve billing efficiency. It includes pre-built data marts for Meter Data Management, pre-built analytics, dashboards and pre-built data integration to Oracle Utilities Meter Data Management application.
- Oracle Utilities Work & Asset Analytics  
Oracle Utilities Work and Asset Analytics help managers and executives grasp and analyze vital asset metrics, use those metrics to predict future costs of maintenance and repair, make better buying decisions, monitor investments in ways that help them increase less expensive proactive operations while decreasing more expensive reactive operations. This module includes pre-built data marts pre-built analytics content (dashboards) and pre-built data integration to Oracle Utilities Work and Asset Management application.
- Oracle Utilities Customer Care and Billing Analytics  
This analytics application helps utilities improve decision making, customer service and revenue management, including analytics on Customers, Credit & Collection and Revenue. This module includes pre-built data marts pre-built analytics content (dashboards) and pre-built data integration to Oracle Utilities Customer Care and Billing application.
- Oracle Utilities Operational Device Analytics  
Operational Device Management analytical dashboards help Utilities track smart grid devices (such as smart meters or switch controllers) and manage these assets to help maximize return on investment. With this solution in place, Utilities can monitor the status of device warranties, firmware updates, asset inventory requirements, as well as acceptance testing results. This module includes pre-built data marts pre-built analytics content (dashboards) and pre-built data integration to the Oracle Utilities Operational Device Management application.

- Oracle Utilities Outage Analytics

Oracle Utilities Outage Analytics provides pre-built dashboards with graphics that offer fast, easy insight into current and past outages. It helps executives understand the effects outages have on customers and on utility operations. It also helps communications teams convey near real-time information to first responders, customers, and the media. Historical outage analyses and comparisons, help utilities spot trends, prioritize changes, and focus efforts on meeting and exceeding reliability goals This includes pre-built data marts, pre-built analytics content (dashboards) and pre-built data integration to the Oracle Network Management System application.

- Oracle Utilities Exception Analytics

This module helps Utilities understand the system or manually generated To Do trends in terms of the completion time. Exception Analytics helps to optimize and understand the business processes. It includes pre-built data marts, pre-built analytics content (dashboards) and pre-built data integration to the Oracle Customer Care and Billing application.

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# Oracle Utilities Analytics Cloud Service Supported Applications

Oracle Utilities Analytics Cloud Service supports the following Oracle Utilities Analytics applications:

- Oracle Utilities Customer Care and Billing Extractors and Schema
- Oracle Utilities Work and Asset Management Extractors and Schema
- Oracle Utilities Meter Data Management Extractors and Schema
- Oracle Utilities Network Management Extractors and Schema
- Oracle Utilities Mobile Workforce Management Extractors and Schema
- Oracle Utilities Operational Device Management Extractors and Schema
- Oracle Utilities Customer Analytics
- Oracle Utilities Revenue Analytics
- Oracle Utilities Credit and Collection Analytics
- Oracle Utilities Exception Analytics
- Oracle Utilities Work and Asset Analytics
- Oracle Utilities Meter Data Analytics
- Oracle Utilities Outage Analytics
- Oracle Utilities Distribution Analytics
- Oracle Utilities Mobile Workforce Analytics
- Oracle Utilities Operational Device Analytics

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## Documentation

Installation, configuration, and use of Oracle Utilities Analytics Cloud Service is described in the following documentation:

- Oracle Utilities Analytics Dashboards for Customer Analytics, Revenue Analytics, and Credit & Collections Analytics Metric Reference Guide
- Oracle Utilities Analytics Dashboards for Exception Analytics Metric Reference Guide
- Oracle Utilities Analytics Dashboards for Mobile Workforce Analytics Metric Reference Guide
- Oracle Utilities Analytics Dashboards for Distribution Analytics and Outage Analytics Metric Reference Guide
- Oracle Utilities Analytics Dashboards for Work and Asset Analytics Metric Reference Guide
- Oracle Utilities Analytics Dashboards for Operational Device Analytics Metric Reference Guide
- Oracle Utilities Extractors and Schema for Oracle Utilities Customer Care and Billing Data Mapping Guide
- Oracle Utilities Extractors and Schema for Oracle Utilities Meter Data Management Data Mapping Guide
- Oracle Utilities Extractors and Schema for Oracle Utilities Mobile Workforce Management Data Mapping Guide
- Oracle Utilities Extractors and Schema for Oracle Utilities Network Management System Data Mapping Guide
- Oracle Utilities Extractors and Schema for Oracle Utilities Operational Device Management Data Mapping Guide
- Oracle Utilities Extractors and Schema for Oracle Utilities Work & Asset Management Data Mapping Guide



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## Supported Client Platforms and Browsers

Users access Oracle Utilities Analytics Cloud Service via a web browser, such as Microsoft Internet Explorer.

Oracle Utilities Analytics Cloud Service supports the following operating system/web browser combinations:

| <b>Operating System</b> | <b>Web Browser</b>                      |
|-------------------------|---|
| Windows 10              | Microsoft Internet Explorer 11, Firefox |

## Supported Integrations

Oracle Utilities Analytics Cloud Service supports integration with a number of other Oracle Utilities products.

The table below lists Oracle Utilities products that can be integrated with Oracle Utilities Analytics Cloud Service and provides the product name and supported versions that enable the integration.

| <b>Oracle Utilities Analytics Product</b>      | <b>Version(s)</b>    |
|--|----------------------|
| Oracle Utilities Customer Care and Billing     | 2.4.0.1+<br>2.5.0.1  |
| Oracle Utilities Meter Data Management         | 2.1.0.3+<br>2.2.0.0+ |
| Oracle Utilities Mobile Workforce Management   | 2.2.0.3+<br>2.3.0+   |
| Oracle Real-Time Scheduler                     | 2.2.0.+3<br>2.3.0+   |
| Oracle Utilities Network Management System     | 2.3.0.0              |
| Oracle Utilities Work and Asset Management     | 2.1.1                |
| Oracle Utilities Operational Device Management | 2.1.1                |