act·in | utilities

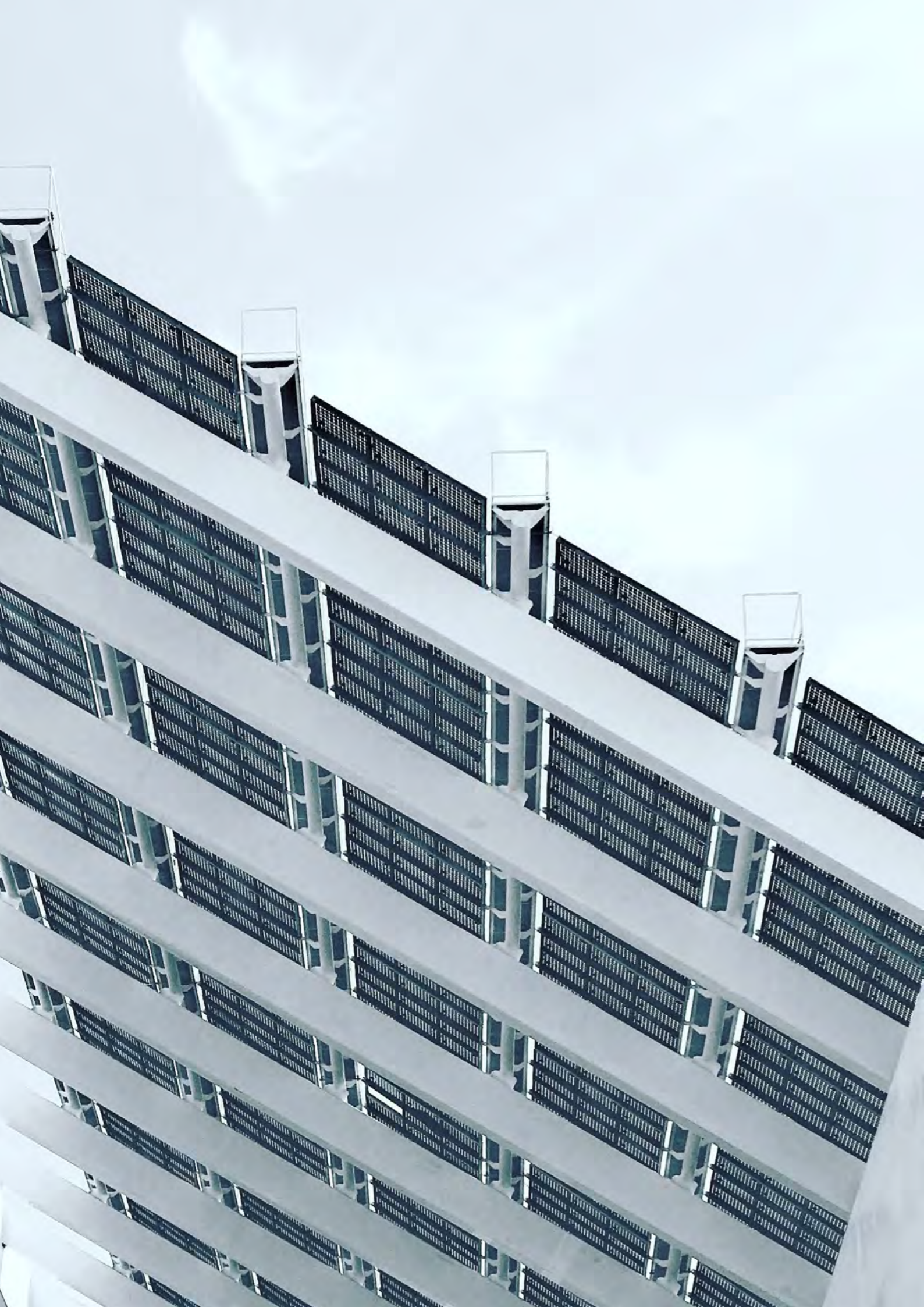# Next generation analytics for **Oracle Utilities**

clariba

Guiding utilities organizations towards digital transformation

Technological, regulatory, and competitive forces lead utility executives to believe their companies will look very different in the next years.

The socio-economical context in which utilities companies operate is dominated more and more by younger demographic groups. Millennials and GenZ expect personalized and convenient services they typically receive from digitally mature providers also from telco operators, financial institutions, all the way to their local utility company. These high expectations are supported by the latest technology trends, where digital platforms are changing the world by providing new ways of fulfilling consumers' needs.

Digital, data-driven platforms like AirBnB, Uber, Upwork and others have become an integral part of our daily lives by introducing concepts like crowdsourcing, shareconomy and others, all easily ccessible through personal mobile devices.

To meet the demands of its technology-conscious consumers, and with the increasing importance of analytics and digital transformation initiatives across the industry, utilities companies more than ever require access to actionable intelligence.

Next generation analytics for Oracle Utilities Customer Care & Billing

act·in | utilities is a dynamic, rapid deployment analytics solution for Oracle Utilities Customer Care & Billing (Oracle CC&B). The solution provides varied levels of data analysis spanning all organization levels with real-time, user friendly strategic and operational dashboards and reports designed to be consumed from portable devices.

Fully integrated, data-driven digital transformation solution for utilities companies, covering multiple core business areas across all utilities services.

Business content:

4
Business areas

22
Analytics reports

4
Management dashboards

100+
Key indicators and metrics

7
predefined ML models

Drive better insights with Act·in | Utilities

01 ──────────

Consumption analysis

Discover customers consumption patterns at the most granular level, from individual consumers to entire regions, to better understand and adapt to their needs and form lasting relationships.

02 ──────────

Financial process quality

Manage financial transaction issues by analyzing the adjustment and cancellation frequency and implementing process changes to decrease the possibility of errors.

03 ──────────

Collection process efficiency

Track the collection activities efficiency by monitoring lead times of individual process steps and pinpointing optimization and cost-savings opportunities.

04 ──────────

Service quality

Increase visibility of the service level compliance targets, in order to optimize internal resource utilization and the related resource costs.

05 ──────────

Smart Insights

Leverage smart insights generated by advanced machine learning (ML) models to detect consumption anomalies, prevent commercial and technical losses, customize payment plans and overall uncover unknown patterns within critical business information.

06 ──────────

Digital transformation

Portray a long-term, data-driven commitment to digital transformation in an industry that is perceived as outdated, by adopting our dynamic analytics solution that provides varied levels of analysis, from region-wide, to individual transactions, and everything in between.

Feature Overview

Clariba **act·in | utilities** is an always on, always secure, affordable cloud-based solution, managed by recognized industry experts. Utilities companies will be able to enrich business users' analytics capabilities with insights relevant to their specific level of operation, thus future-proofing their business and committing to a data-driven digital transformation.

act·in | utilities

A rapid deployment analytics solution, based on industry best-practices:

▶ Flexible analytics solution for Oracle CC&B.

▶ Strategic and operational dashboards and reports.

▶ Self-service analytics to any level of granular detail.

▶ Powerful, optimized machine learning models.

▶ Always on, always secure, affordable cloud-based solution.

▶ Fully managed by recognized industry experts.

Business areas

act·in | utilities provides actionable insights across all core functions of the enterprise with a series of reports and dashboards available on mobile and desktop devices.

Consumption & Billing	Finance
Reports Monthly billed consumption Bill route analysis Customer churn Bills issued on time Meter read statistics	**Reports** Financial summary Debt ageing Provisioning Payments analysis Financial transactions analysis
Dashboards Consumption and billing dashboard	**Dashboards** Financial performance dashboard
23 KPIs	**30 KPIs**

Collection & Severances	Consumer Experience
Reports Bill collection analysis Financial exposure Collection process analysis Severance process analysis	**Reports** Case duration analysis Case backlog report and ageing Complaint resolution compliance Service quality
Dashboards Debt and collection dashboard	**Dashboards** Case management dashboard
18 KPIs	**32 KPIs**

Empower your business users with actionable insight at a fraction of the cost

Future-proof your business by embracing affordable and secure cloud-based solution, reducing your dependency on developing and maintaining highly specialized internal technical skills by moving the complexity to recognized external experts with a proven track record.

Consumption and billing

Consumption Analysis
Discover the customers consumption patterns at the most granular level, from individual consumers to entire regions to better understand and adapt to their needs and form lasting relationships.

Bill Routes
Analyze "green bill" adoption trends to plan initiatives for moving to sustainable, eco-friendly bill delivery methods.

Bill Accuracy
Gain detailed insights into all aspects of the billing process to ensure bills are issued within the required timelines and with perfect accuracy.

Finance

Debt Aging
Monitor accounts receivable (AR) ageing across multiple perspectives to optimize cash flow and minimize fund provisioning to reduce financial exposure due to bad debts.

Payment Channels
Understand the adoption of different traditional and digital payment channels to tailor the payment experience to each customer class, as well as reduce the channel processing fees.

Financial Process Quality
Manage financial transaction issues by analyzing the adjustment and cancellation frequency and implementing process changes to decrease the possibility of errors.

Collection & severances

Collections Protocol
Minimize financial exposure by increasing the visibility of collections and severances funnels, allowing further understanding and improvement of the collection protocols.

Illegal Consumption
Analyze illegal consumption situations to uncover fraudulent behavior and eliminate the associated commercial losses to the business.

Collection Process Efficiency
Track the collection activities efficiency by monitoring lead times of individual process steps and pinpointing the optimization and cost-savings opportunities.

Customer experience

Customer Cases
Demonstrate value to customers by controlling customer request backlog and speeding up resolution times to achieve better customer satisfaction rates and a better equipped customer service team.
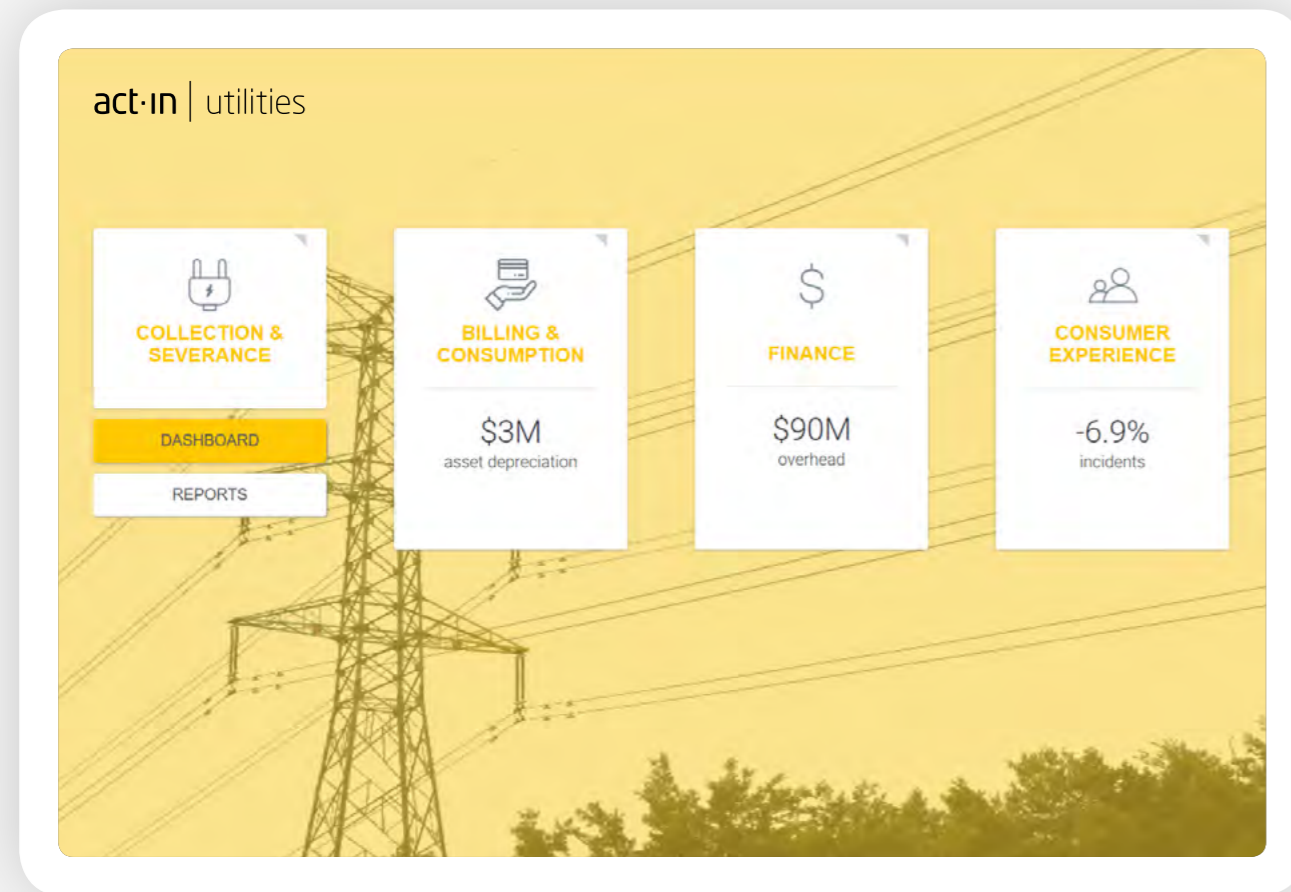
Customer Complaints
Gain the ability to analyze customer complaints down to the root cause to improve core services and ensure customer satisfaction and loyalty.

Service Quality
Increase visibility of the service level compliance targets in order to optimize internal resource utilization and the related resource costs.

Analytics portal

The **act·in | utilities** portal provides a single point of entry to all available analytics content allowing authorized users to rapidly navigate to relevant business content.
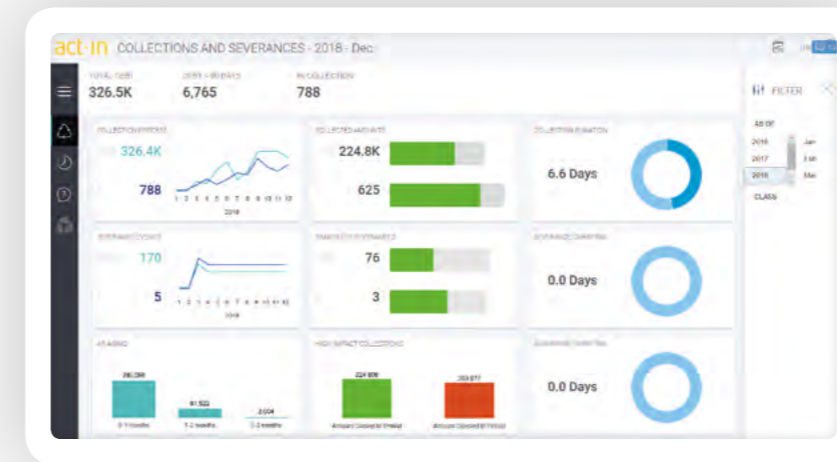

Strategic and operational dashboards

Easy-to-use dashboards provide business users with actionable insight in a very user-friendly, flexible format. Without the need for training, business users easily navigate, filter, zoom, and drill-down to the necessary insights.
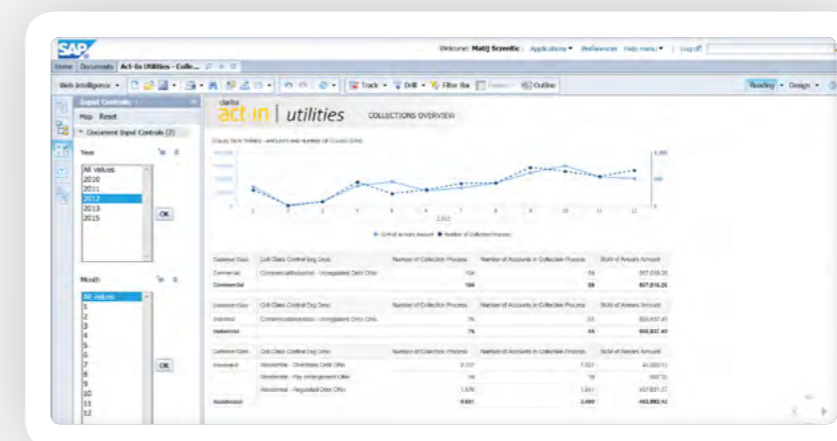

KPI bar with the most important business function indicators.

A set of **analytics stories** showing key analysis areas in a clear and understandable manner.

Dynamic, predefined **filters** to facilitate discovery.

Analytical reports and self-service

Predefined analytical reports based on best-practice content further support specific data discovery use cases. With the additional self-service analytics capabilities provided by act·in | utilities, business users are able to discover data-driven insights at any level of granularity, identify root causes and take more effective decisions.

Landing page with an easy to use menu, featuring business areas and critical KPIs.

Responsive design adjusts the visual components to all device sizes and types.

Adjustable, user friendly **reports** with simple, yet powerful, self service capabilities.

Contact us:
utilities@clariba.com
www.clariba.com

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