CA Automic for Oracle Utilities

At A Glance

CA Automic for Oracle Utilities provides an automation platform that significantly reduces the time to implement and operationalize an Oracle Utilities environment. It allows for a reliable, accurate and trouble-free operational environment, enabling seamless integration across the entire application landscape and giving visibility and control to demanding areas, such as smart meter readings and accurate bill production, to drive the business forward.

KEY BENEFITS

- Increase operational efficiency
- Go beyond basic email notifications
- Simplify job cancellation
- Object-oriented development and reusable jobs
- Eliminate the need to submit jobs one at a time
- Monitor and manage entire process flows in one location
- Pass job parameters without manual intervention
- Intelligently manage the Oracle Utilities Thread Pool to safely maximize resources and deliver results earlier

Business Challenges

Implementing and running Oracle Utilities places several demands on IT Operations. If handled incorrectly, this can result in slower implementation, a higher number of manual operations, reduced quality of service and accuracy of results, and an inability to easily adopt the next technology change. This raises a series of challenges:

- How to implement in a timely and safe way to improve time to value
- How to connect this system of record to smart metering and the broader application landscape to drive operational efficiency
- How to safely maximize the thread pool to deliver results to the business earlier
- How to check that bill production is accurate

Solution Overview

Our Oracle Utilities solution was co-developed, tested and validated with Oracle to provide scheduling and automation facilities for utility companies. This solution was designed to implement Oracle's own Best Practice Guide for Utilities, bringing the following benefits:

- Reduces batch implementation time from months to a matter of days.
- Simplifies integration of Oracle Utilities with wider application landscape.
- Improves throughput with dynamic management of the thread pool.
- Ensures completion of processes to both business and IT standards.
- Dramatically improves functionality to automate processing.
- Safely maximizes computing resources.

The result is faster processing with fewer errors, ensuring a reliable, accurate and trouble-free billing process.

Reduce Implementation Time

- Preconfigured to support all standard Oracle Utilities Customer Care and Billing (CC&B) business processes.

- All CC&B jobs and job streams can be quickly imported.

- Job streams can be simply modified in the drag-and-drop GUI to meet the specific needs of your organization.

Automate Business Processes Spanning Multiple Applications

The CC&B scheduler cannot handle FTPs, instead requiring the FTPs to be run manually or executed using scripts, increasing the potential for error. But even the simplest Oracle Utilities process needs to encompass multiple technologies. CA Automic for Oracle Utilities automates all of the following steps, providing a complete solution:

1. FTP the meter read and payment files to the CC&B system.

2. Start processing upon receipt of the incoming meter read and payment files.

3. Load the data.

4. Process the data.

5. Extract the bill print extract file.

6. FTP the bill print extract file to your outsourced print vendor.

The end result is faster, more reliable processing without the need for significant development effort or operator training, and exceptional levels of service to both internal and external customers.

Related Products

CA Automic Release Automation. Drive Agility and speed to digital business apps and core commercial applications

CA Automic Service Orchestration. Deliver the IT Services your users, applications and infrastructure need, when they need it

CA Automic Workload Automation. Deliver the fully automated enterprise with intelligent business automation.

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