

CriticalRiver Helped a Large US-based Water and Power Utility with Data Migration and Analytics Solution Enabling Real-time Decision Support and Improved Operational Efficiencies



The Customer

The customer is one of the largest municipal utilities in the United States, serving over four million residents. It was founded in 1902 to supply water and power to residents and businesses.

The Challenge

- The customer was using a legacy system that was proving cumbersome to manage and unable to operationalize data.
- Data format and quality issues prevented automation of customer-to-meter processes.
- Legacy system data quality, validation, consistency, and integrity issues caused inefficient and manual operational workarounds.
- Difficulty meeting government standards regarding financial data and reporting.
- Making informed decisions with disparate data analytics hindered operational efficiency.

The Solution

- CriticalRiver established a well-orchestrated data conversion process to cleanse and convert data from legacy system to C2M 2.6.
- CriticalRiver designed, developed and built-in processes using our conversion framework to ensure data quality, data validation, and data consistency, data integrity, and data reconciliation as per client requirements.
- CriticalRiver provided a data validation tool that helped to reduce time and effort in detecting and reconditioning errors.
- CriticalRiver developed 80 operational reports and 15 dashboards across different business functions like finance, customer operations, meter operations, and exceptions to provide integrated and real-time business insights.
- CriticalRiver developed business analytics providing prescriptive solutions based on exception type and condition.

Benefits/ Results

- Significant improvement in Data quality, validation, integrity, and reconciliation after conversion of legacy data from varied systems into one customer to meter system.
- Reduced data duplication issues and improved processing efficiency by 30%.
- Unified data reporting helped meet government/ regulatory requirements.
- Use of data validation tool enabled ad-hoc validations.
- 360-degree view of all utility operations helped in increased productivity.
- Improved exception traceability to significantly reduce time and effort to resolution and to eliminate production backlogs.
- Analytics architecture supports simplified integration with other data sources.
- Key reports provided business measurable KPIs to make informed decisions.

Solution Components

Oracle C2M, Oracle SOA, Weblogic, Oracle RAC Cluster, Oracle BI Publisher

