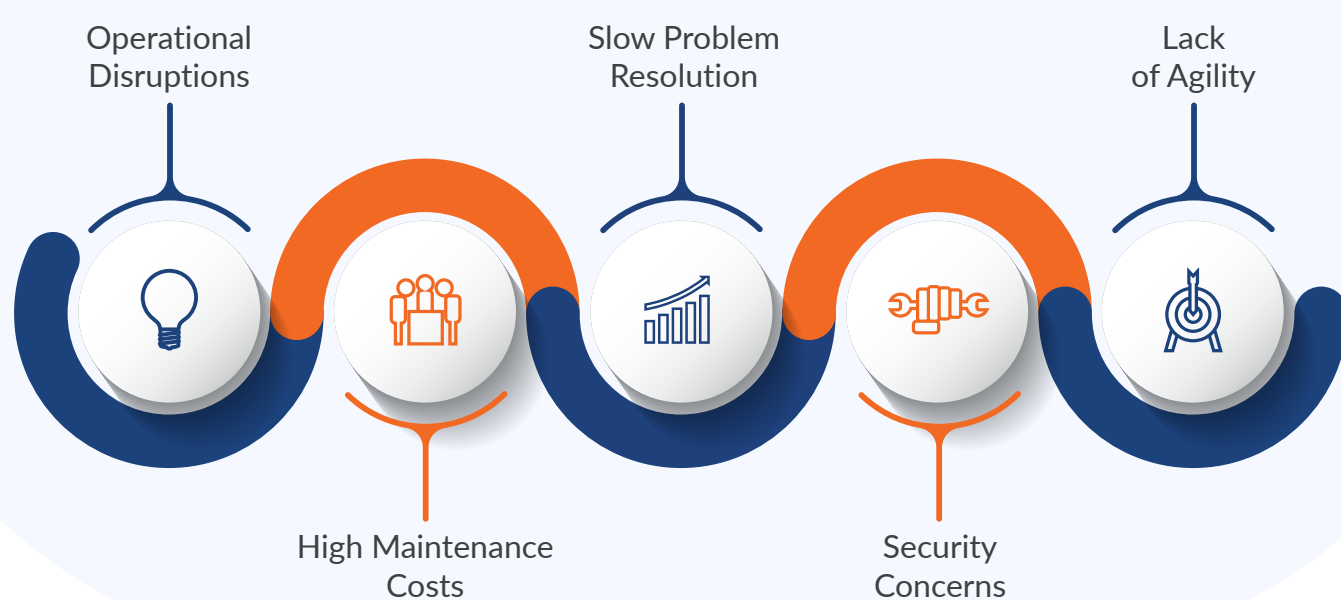# CARE 360:
Empowering Resilient Utility Operations with End-to-End Managed Services for Oracle Energy & Water Solutions and Legacy Billing Systems

Balancing innovation with reliability is no easy task. The utility industry is under constant pressure to deliver reliable services while navigating complex, mission-critical Oracle Energy & Water applications, as well as legacy billing systems. These systems are the backbone of operations, ensuring regulatory compliance and seamless customer service.

However, maintaining these complex systems can become a major challenge, especially when facing:

Operational Disruptions

Slow Problem Resolution

Lack of Agility

High Maintenance Costs

Security Concerns

CriticalRiver's **CARE 360** (CriticalRiver Application Resilience & Extension Services) offers a comprehensive, end-to-end solution for managing and optimizing Oracle Energy & Water applications and legacy billing systems. With a focus on operational stability, security, and performance, CARE 360 ensures your systems run smoothly, allowing you to focus on delivering exceptional service to your customers while reducing costs and minimizing downtime.

CARE 360: Comprehensive Service Offerings

Application Management & Support:	Data Integrity & Security:	Functional & Technical Enhancements:	Release Management:	Custom Solutions:
Ensure continuous performance of Oracle Energy and Water systems, minimize downtime, and resolve issues faster.	Avail advanced data protection strategies, access controls, encryption, and system administration to safeguard sensitive utility data.	Seamless execution of system changes and updates with minimal disruption, backed by thorough testing and QA.	Get full oversight of release schedules, version control, and patch management to ensure your system stays updated and secure.	A range of bespoke tools to enhance system performance, improve efficiency, and meet your specific business needs.

Why CriticalRiver

- 24/7 proactive support with global delivery centers across the USA, Costa Rica, Philippines, and India.
- Expert team of Oracle-certified professionals with deep industry knowledge.
- Flexible delivery models tailored to your operational and business needs.
- Predictable results with SLAs focused on stability, performance, and transparent communication.
- Cost-effective solutions from a trusted partner with Big 5 expertise at competitive prices.

41 Utility Clients Served	**200+** Energy & Water Professionals	**14** US States & **9** Countries Served	**100%** Oracle-Certified Experts

Ready to Extend the Life and Performance of Your Oracle Energy & Water Solutions and Legacy Billing Systems?

With CARE 360, you gain a reliable partner dedicated to keeping your Oracle applications running smoothly, securely, and efficiently—allowing you to focus on delivering top-tier services to your customers.

To learn more, write to us at contact@criticalriver.com