



Rethink automation.

# UC4 Software Simplifies Oracle Utilities Customer Care and Billing Implementations

## Challenges

Utility companies use sophisticated customer care and billing software systems to ensure a continuous stream of revenue and consistent customer service. These systems are invaluable to the business, but implementation times can be lengthy and integrating business processes and other application software can be labor intensive and require extensive custom scripting.

## The UC4 Software Solution

The UC4 Software solution, co-developed, tested, and validated with Oracle, brings many benefits to the Oracle Utilities Customer Care & Billing (CC&B) environment:

- Significantly reduces implementation time
- Provides full automation of business processes across all applications in the enterprise.
- Ensures completion of processes to business and IT standards.
- Dramatically improves functionality
- Safely maximizes computing resources.

The solution uses the UC4 platform, the application automation product from UC4 Software. The result is faster processing with fewer errors, ensuring a reliable, accurate and trouble-free billing process.

## Reduce Implementation Time

The UC4 platform comes preconfigured to support all standard Oracle Utilities Customer Care and Billing business processes. In just a few minutes, all CC&B jobs and job streams can be imported into the UC4 platform. Once imported, the job streams can be modified easily in the drag-and-drop GUI to meet the specific needs of your organization. Implementation time can be dramatically reduced—in many cases from months to just weeks.



## Oracle Modernization



### Automate Business Processes Spanning Multiple Applications

As is typical with many applications, Oracle CC&B comes with its own internal scheduler that focuses on running CC&B jobs. But business processes almost always cross over application boundaries, creating a process automation challenge. For example, a process might include the following steps:

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 CC&B scheduler cannot handle FTPs, requiring the FTPs to be run manually or executed using scripts.

The UC4 platform can automate all the steps in the process, eliminating the latency between steps and the chance for operator error, while managing all applications from a single graphical interface. The end result is faster, more reliable processing, without the need for significant development effort or operator training.

## Dramatically Improves Functionality

- Resolves having to submit jobs one at a time
- Improves job monitoring and enables monitoring of multiple jobs running on one page.
- Allows job parameters to be passed without manual intervention.
- Enables building of job predecessors and successors.
- Goes beyond basic email notifications.
- Simplifies job cancellation.
- Object-oriented development allows jobs to be created once and used many times.

## Ensure Business Completion of Processes

An application job may complete successfully in a technical sense, but fail on a business level. For example, the bill print extract file may have been created, but the data may be incomplete and/or incorrect because of a bad data transfer. Traditional schedulers check the return code on the bill print job, see that it indicates success, and allow the next job to begin executing. The business process completes technically, but does not produce the correct data.

The UC4 platform includes an output scanning function that can check the output generated by a job to see if it includes the expected data. If the data is incorrect or not found, the UC4 platform can stop processing and alert operations to the failure.

In the previous example, the UC4 platform would scan the bill print extract file to ensure the correct data is included, determining success or failure from data dynamically extracted from production databases. This ensures that the business process executes as expected and that errors are detected as soon as they occur, not at the end of the business process when it may be too late to correct the problem and rerun the process while meeting SLAs.

## Intelligently Maximize Computing Resources

Computing resources are always at a premium. Using core features in its architecture, the UC4 platform can keep servers at maximum processing levels while ensuring they are not overloaded. Effective resource management and a corresponding reduction in latency can significantly shorten overall processing time.

The UC4 platform can distribute processing across a group of servers based on current load, the priority assigned to the server, and the time the last job was executed. This ensures intelligent provisioning of resources across a logical group of servers. The flow of jobs through the system is controlled using a "queuing" methodology. Queue capacity can be changed dynamically throughout the day based on expected usage patterns and historical data. Queues also can be assigned priorities to ensure high priority jobs are processed when scheduled, with lower priority jobs being delayed until a processing window opens

## A Complete Solution

With its comprehensive set of application automation features, the UC4 platform provides a complete CC&B solution to ensure that Oracle CC&B processes run accurately, reliably and within SLA, offering internal and external customers exceptional levels of service.

## About UC4 Software

UC4 Software is a leading global provider of workload automation, job scheduling and IT process optimization solutions that ensure core business processes and enterprise information systems run faster, more accurately and without interruption. More than 1,600 companies worldwide have successfully enhanced application processing performance and improved IT efficiency using UC4's business acceleration solutions. Customers include American Suzuki Motor Corporation, Cadbury, eBay, Eastman Kodak, General Electric, Mattel, McGraw Hill, Panasonic, Robert Bosch, Sun Microsystems, Symantec, T-Systems and Verizon.