ORACLE® SERVICES FOR ELECTRIC UTILITIES

Improving customer interactions while reducing costs and risk

Black & Veatch is unique among Oracle® system implementation consultants. We are a Gold member of the Oracle® Partner Network and have nearly 100 years of experience in the electric utility industry.

This knowledge and experience enables us to implement and integrate your systems in a manner that enhances customer interactions, improves billing and collections, streamlines operations, and reduces risk and operational costs.

WHY CHOOSE A UTILITY SPECIALIST TO DRIVE YOUR TECHNOLOGY SOLUTIONS?

Utility enterprises are becoming more integrated. Because of this, any changes to utility technology can now affect once disparate parts of your organization. At Black & Veatch, we know utility operations and we know utility business processes. We are working with electric utilities to implement the CIS, web-based and contact center tools and support they need to create better customer experiences.

Black & Veatch brings a combination of experienced people, robust tools, and proven methodologies to each engagement. Individuals with real utility business background and a company with more than 2,000 energy professionals around the world assure that we are abreast of the regulatory demands, technological advances, economic and environmental concerns of electricity providers.

AQC UPGRADE AT LAWRENCE ENERGY CENTER UNITS 4 & 5
Lawrence, Kansas
AT BLACK & VEATCH,
UTILITIES ARE OUR
BUSINESS AND THIS IS A
DIFFERENCE YOU WILL SEE

Some of the reasons our clients select us include:
- Depth of understanding of water utilities
- Oracle® Strategic Partnership
- 15+ years experience in CIS — over 50 successful CIS and related meter-to-cash implementations
- Current Oracle® Upgrade Strategies & Roadmap
- Templates to simplify and accelerate implementations
- Business process review and re-engineering
- Business models that reduce initial investment
- Internally authored QA methodology
- Extensive project management experience
- Disciplined scope management and change control procedures
- Excellent track record implementing Oracle® for utilities in the U.S., Central America, South America and Europe
- Extensive Lodestar experience

SUPPORTING A WIDE RANGE OF ORACLE®
UTILITIES COMPONENTS
- Oracle® Utilities Customer Care and Billing suite including: Billing Base, Credit, Rating, Cashiering, Task Optimization, Data Conversion and Archiving
- Oracle® Utilities Business Intelligence (BI/OBIEE)
- Oracle® Utilities Meter Data Management and Smart Grid Gateway
- Oracle® Utilities Mobile Workforce Management
- Oracle® Documaker, BI Publisher and other Bill Print Solutions
- Oracle® Utilities/Lodestar Billing Component 1.6, Meter Data Management 1.6 and Transaction Management Hub (LTMH) 1.6
- Oracle® Utilities/Lodestar Adapter
- Oracle® Utilities/Lodestar Quotations Management (Pricing) 1.6
- Oracle® Utilities/Lodestar Lode Profiling & Settlement Solution (LTMH) 1.6
- Oracle® Siebel CRM 8
- Oracle® SOA Suite
- Oracle® Database Enterprise Edition
- Oracle® Active Data Guard
- Oracle® Diagnostics & Tuning Pack
- WebLogic Suite for Oracle® Applications

BUILDING A WORLD OF DIFFERENCE®
Black & Veatch is an employee-owned, global leader in building Critical Human Infrastructure™ in Energy, Water, Telecommunications and Government Services. Since 1915, we have helped our clients improve the lives of people in over 100 countries through consulting, engineering, construction, operations and program management. Our revenues in 2011 were US $2.6 billion. Follow us on www.bv.com and in social media.

BLACK & VEATCH
11401 Lamar Avenue, Overland Park, KS 66211
P +1 913-458-2000 | E ConsultingInfo@bv.com | W bv.com

SCOTT BIRDSONG | ORACLE BUSINESS LINE DIRECTOR
P +1 972-333-1287 | E BAdsonSA@bv.com

ROBERT BRNILIOVICH | VICE PRESIDENT - ERP/CIS SERVICES
P +1 703-627-4398 | E BrnilovichR@bv.com

© Black & Veatch Corporation, 2012. All Rights Reserved. The Black & Veatch name and logo are registered trademarks of Black & Veatch Holding Company. REV 2012-04