

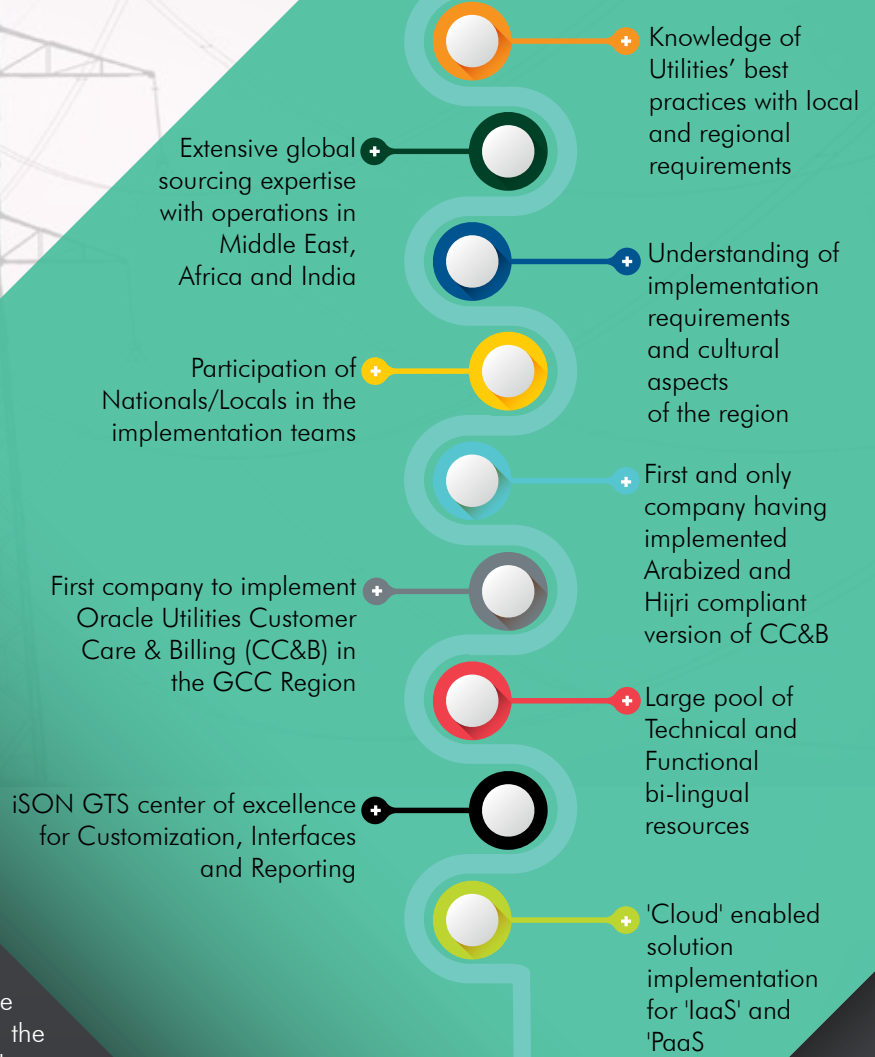


ELECTRICITY WATER • GAS

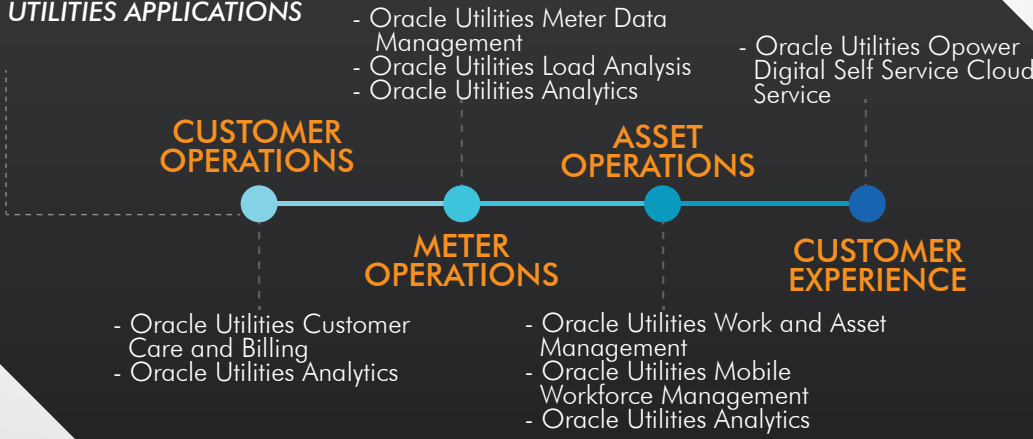
ACHIEVEMENTS

Today, the need for utility companies is to adapt and adopt digital transformation and also learn to move at a faster pace. This will also allow utility companies to align and synchronize their operation to optimize returns on innovation and investments. The need for digitalization is further augmented due to tighter regulations governing customer service, climate change and emissions which are driving utilities to transform and address the challenges and meet the expectations of stakeholders. As a result, the utility company of tomorrow must significantly impact the lives of its consumers while addressing business challenges, adopting technology evolution and adhering social and environmental concerns.

Global Technology Services (GTS) is a subsidiary of iSON Technologies. iSON GTS has been helping global industry majors develop next-generation solutions for several years. As Oracle Platinum partner we help our customers tackle business and technology problems so as to and offer a 360-degree customer experience to their consumers. We offer connected technology solutions for Power, Water, Gas, Wastewater and District Cooling.



OUR SOLUTION OFFERINGS ORACLE UTILITIES APPLICATIONS



SUPPORT SERVICES

- **MULTI-LEVEL (LEVEL 1, 2, 3, 4) SUPPORT & MAINTENANCE CAPABILITY**
A Corrective, Preventive, Adaptive and Proactive approach across Utilities business domains and technologies. Multiple packages available to suit the customer's business need.

- **FUNCTIONAL APPLICATION SUPPORT**
Help you better manage your business processes. The standard services include post-live fine-tuning / stabilization and functional troubleshooting and diagnostic services

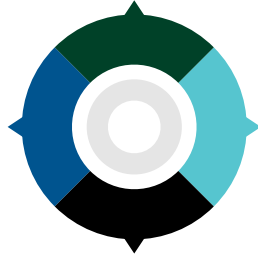
- **TROUBLESHOOTING AND BREAK/FIX**
Provides proactive and reactive troubleshooting to help resolve environment or application related issues. This includes issues that are discovered by monitoring tools or technical personnel during post go live.

- **CHANGE MANAGEMENT**
Change management services to accommodate the requirements of your dynamic environment.

ORACLE UTILITIES iSON-GTS PROPRIETARY INTEGRATED APPLICATIONS

iSON GTS CC&B-MDM
Integration Pack

iSON GTS PrintApps
– for Letters and Bill
Extracts



iSON GTS e-Services
Portal for Utilities

iSON GTS CC&B-DOC1
Integration Pack for CCM
Solution

Integration with
Google Maps
for Outage
management

NET
Metering

Electric Car
Charge
Billing

Pre-paid
Metering

Cost
Reflective
Tariff

Campaign
Management

Work
Scheduler
Optimization

SUCCESS STORIES

LEADING UTILITY DISTRIBUTION COMPANIES IN MIDDLE EAST

- Implemented Oracle CC&B
- Upgraded Oracle CC&B
- Implemented Oracle MDM
- Developed complex e-Services Portal facilitating practically all customer services
- Developed Interfaces to other applications for GIS, Meter Reading and Field Activities Systems, Outage Management, Financial Systems
- Seamless transactions and other data migration
- Customized to meet the regional business requirements

iSON

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ENABLE
ACCELERATE

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