

Oracle Utilities: C2M v2.9.0.0 Functionality for Implementers Ed 1

Course Duration: 80 Hours

Course Code: D101366GC10

1. Course Overview

This course provides a comprehensive introduction to the Oracle Utilities Customer to Meter (C2M) v2.9.0.0 solution. Participants will gain the skills required to implement, configure, and manage the functionality of C2M. Through hands-on activities and demonstrations, learners will understand the business processes, system features, and best practices essential for successful deployment.

2. What You'll Learn?

- Understand the core functionalities of Oracle Utilities C2M v2.9.0.0
- Explore the integration of Customer Information System (CIS) and Meter Data Management (MDM) functionalities
- Configure and manage customer, meter, and usage data within the system
- Learn how to handle billing, payments, and credit management in C2M
- Apply implementation best practices for utilities organizations
- Perform functional setup for various modules in C2M

3. Target Audience

- Functional Implementers

- Business Analysts
- Application Consultants
- Project Managers involved in Oracle Utilities projects
- Utility domain professionals working on customer, billing, or meter data processes

4. Pre-Requisites

- Basic understanding of utility industry operations
- Familiarity with Oracle Utilities applications (advantageous)
- Knowledge of relational databases and enterprise application concepts

5. Course Content

Module 1: Introduction to Oracle Utilities C2M

Module 2: System Architecture and Navigation

Module 3: Customer Management in C2M

Module 4: Meter Data Management Functions

Module 5: Billing and Payment Processing

Module 6: Credit and Collections Management

Module 7: Usage Subscriptions and Service Agreements

Module 8: Functional Configuration and Setup

Module 9: Implementation Best Practices

Module 10: Hands-on Exercises and Case Studies

