

# Improve grid and outage field work efficiency With Oracle Utilities Operations Mobile Application

When it comes to ensuring reliability and reducing the impact of service outages, you can't afford to have field crews, dispatchers, and customer care misaligned due to poor communication and responsiveness. That means eliminating shoddy data capture, constrained information flow, lags in resource utilization, and inaccurate status reporting.

Oracle Utilities **Operational Mobile Application (OMA)** ensures field workers can effectively participate in outage, switching, and damage assessment workflows. This accelerates productivity and speeds the flow of accurate information to the Control Room and customers.

## Inject speed, accuracy, and cost-savings into field work

OMA enables mobile-enabled field workers – including employees, contractors, mutual aid and loaned crews – to:

- Accurately record outage updates
- Model device operations and perform switching step updates
- Carry out patrolling and damage assessment

By enabling remote access and activity tracking, the benefits of OMA include:

- Reducing cost and error due to manual information flow bottlenecks
- Speeding up damage assessment, restoration, and grid maintenance processes
- Enabling field crews to move on more quickly to new work
- Improved reporting by automating data transfer to back-office systems
- Eliminating outage status discrepancies reported to the public

## Accelerate restoration by making switching, outage management, and damage assessment faster and easier for all field workers – including mutual aid crews

Oracle Utilities OMA connects the control room, its people, and processes to the field, effectively extending Dispatcher visibility into event conditions, damage, and work progress.

### Key capabilities:

- Download-and-go self-install from mobile devices
- Secure log on and role-based permissions
- Report crew and outage updates from start to finish
- Record switching step updates
- Attach images and other files
- Create and update damage reports
- Interactive, real-time network view
- Connected and disconnected mode
- SOS Alarm

### Key Benefits:

- Increase field performance without the cost and complexity of enterprise mobile workforce systems
- Improve customer service by delivering real-time outage and switching status updates
- Accurately capture and communicate damage, including visual detail
- Integrate any type of mobile worker into grid and outage repair process
- Support a broad range of mobile devices without IT complexity
- Improve safety and use of field resources by tracking user location in real-time



Field workers have the same, real-time network view as NMS and Flex Operations users. In doing so, the solution ensures that idle time of mutual aid and loaned crews is reduced by accelerating their participation in damage assessment and service restoration.

The result is improved flow of critical information and better management of all field resources when your customers are counting on you the most:

- Access tools, flows, and reporting forms emergency crews will need, based on the work they are performing
- Rapidly dispatch personnel and integrate field crews into work, speeding up damage assessment, restoration, and grid maintenance processes
- Quickly get estimated time of restoration (ETR) into the hands of customers by enabling input of information directly from the field into the outage systems
- Eliminate manual processing of mutual aid crews into workflow to eliminate underutilization of key resources at critical moments
- Ensure temporary crews adhere to the same protocols and best practices for outages and safety as employees
- Reduce workarounds and system performance issues that comes from relying on enterprise mobile applications designed for repetitive, non-emergency work

**OMA removes communication bottlenecks between the Control Center and Outage Crews, Switching Crews, and Damage Assessment crews.**

OMA extends visibility and management of the network out into the field, providing better situational awareness for everyone. OMA-enabled Crews can autonomously record outage updates and complete switching instructions, without the need to speak directly to Control Room or Dispatch Center staff.

In storm conditions, or other times requiring intensive communication, when crews can record information directly, this helps keep the network up to date, enabling more accurate network management and reporting.

**To find out more about OMA, and how you can benefit, please contact us.**



**Improving the user experience:**

- Leverages Oracle JET technology for modular, reusable, device-responsive components
- Responsive design enables the user interface to auto-arrange and fit available screen space and device orientation
- NMS Common Network Viewer technology—available in Flex Operations, Flex Call Entry, OMA, and Web Workspace—provides a shared, web-based framework tailored to support the specific workflow of each application
- Intuitive user interface with consistent workflows provides ease of use and enables higher productivity

**Related solutions:**

- Oracle Utilities Flex Operations
- Oracle Utilities Flex Call Entry
- Oracle Utilities Network Management System
- Oracle Utilities Web Workspace



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