

**Knoxville Utilities Board (KUB)**

<http://www.kub.org>

**Industry:**

State and Local Government

**Employees:**

5000

**Oracle Products/Services:**

- Oracle 10g Application Server
- Oracle 10g Database
- Oracle Data Warehouse
- Oracle Warehouse Management

**Knoxville Utilities Board (KUB) turned to Mythics to consolidate and expose all legacy systems into an Oracle data warehouse environment for improved data quality and analytics throughout the organization.**

As an independent agency of the City of Knoxville, TN KUB provides electric, gas, water, and wastewater services to more than 439,000 customers in Knoxville and parts of seven surrounding counties. As a public utility, KUB's mission is about service reliability and being good stewards of vitally important community resources: customer dollars, existing utility assets, community growth, and the environment.

**Challenges**

- With over a dozen legacy stove piped data repositories in use within the organization, KUB had no integration between the systems.
- Lack of a central data store made reporting from data within and across systems nearly impossible.
- The process of gathering, cleaning and integrating data from various sources was typically in part replicated for each environment, creating significant amounts of work for IT staff.

**Solution**

- Operational systems were optimized preserving data integrity and enabling the acceleration of recording business transactions.
- The Oracle data warehouse was constructed to allow staging, cleansing, and ETL functions in accordance with Oracle Certified Best Practices.
- Organizational requirements for reporting and analysis were extracted and published through the user front end.
- The data warehouse was optimized using Oracle's 10g Database and Oracle Warehouse Builder (OWB) product line.

**Results**

- The Oracle data warehouse provides a common data model for all data of interest regardless of the data's source.
- Prior to loading data into the data warehouse, inconsistencies are identified and resolved. This greatly simplifies reporting and analysis.
- As it is separate from the operational systems, the data warehouse provides retrieval of data without slowing down operational systems.
- The data warehouse facilitates an improved reporting and decision support system using Oracle Portal and Discoverer.