



## Utility Market Perspective

# You're Not Alone: Why a Mandated Legacy CIS Replatforming is Your Opportunity to Evaluate a Modern Alternative

You've heard the news. Microsoft plans to sunset Microsoft Dynamics Great Plains (GP) in 2029. And now, after years of burdensome workarounds and outdated technology, your legacy Customer Information System (CIS) provider is mandating a migration to Microsoft Business Central (BC).

A CIS project is a time-consuming, resource-intensive, and expensive endeavour. But the clock is ticking, and December 31, 2029, will be here sooner than you know. These out-of-cycle projects place an unnecessary burden on you and your staff and incur hidden costs, including service disruptions and the migration of other systems and tools that rely on your CIS.

While it's frustrating to go through a vendor-mandated project, it's also an opportunity to reassess whether the proposed replacement solution meets your immediate and future needs—or if a more modern alternative makes sense.

## The risk of delaying your legacy CIS replatforming

Microsoft has announced the sunsetting of Microsoft GP and will make only necessary updates over the next few years, effectively deprioritizing the platform on which your customer operations runs on. That means every day you delay your CIS replatforming, you risk the security of your utility's and customers' data. Cyberattacks on utilities are rising fast. Reported incidents increased by nearly 70% from 2023 to 2024 (Reuters, 2024), and more than 60% of U.S. utility operators reported being affected in the past year (Semperis, 2025). Those affected have an average breach cost of half a million dollars (Security Magazine, 2025).

Furthermore, the reputational damage and erosion of trust among your customers, public officials, and staff can be difficult, if not impossible, to fully restore.

So, you're debating whether to take on an untimely CIS replatforming or keep waiting. Unfortunately, time is not on your side. A CIS project typically takes 12 months, and you have a deadline of December 21, 2029. And don't forget the 15+ ad hoc integration tools bolted onto your CIS that must be migrated as well.

But the question you should consider is whether staying with your legacy CIS will result in the modern capabilities you need to meet growing customer expectations, improve day-to-day operational efficiency, and increase business visibility for your evolving utility. Because at the end of the day, migrating to Microsoft BC doesn't change the antiquated legacy CIS workarounds and outdated technology your staff has dealt with for years.

Unfortunately, replatforming doesn't guarantee modernization, especially when the experience and workflow constraints remain the same.

This leaves you potentially going through another CIS modernization project in the coming years after you've already spent time, money, and resources.

## Consider a modern CIS as an alternative to replatforming

Today's workforce expects intuitive, process-driven systems that match consumer technology experiences. Antiquated, legacy CIS systems are far from it. Even after replatforming, your legacy CIS still lacks the reporting, business intelligence, and system interoperability capabilities to meet strict regulatory and compliance requirements.

This may be the ideal opportunity to consider modern CIS alternatives.

A modern CIS is not just about upgrading technology; it's about transforming how you work and serve your customers and community. You need a CIS built for how utilities operate to support better customer experiences, more efficient day-to-day operations, and a rapidly evolving industry that requires business visibility and data-driven decision making.

**“We’re not just upgrading technology, we’re improving how we serve our community,” said Joe Bryant, who served as lead project manager at the City of West Jordan Water Utility. “This partnership [with SpryPoint] supports better customer experiences, stronger conservation outcomes, and more efficient day-to-day operations as our city continues to grow.”**

### A modern CIS transforms how you serve customers Legacy CIS replatform vs. Modern CIS

#### Legacy CIS replatform

- New platform with minimal CIS updates to meet growing demands
- Upgrade every integration tool bolted onto your CIS
- Locked into legacy CIS ecosystem

vs

#### Modern CIS

- Built for how utilities work to meet immediate needs and future demands
- Interoperable with your core systems and tools by design
- Freedom to choose best-of-breed modern solutions

## Interoperability with your core platforms is built into modern CIS

You may be concerned about how a modern CIS connects to your other core systems, such as an ERP. Legacy platforms relied on an all-in-one architecture to create interoperability and a seamless flow of data. But modern, cloud-based platforms are different. APIs and cloud integrations ensure interoperability and seamless data flows, enabling real-time data sharing across platforms and tools for connected workflows, processes, and visibility.

That means you're no longer locked into legacy platforms that don't suit your needs, and you're free to choose a best-of-breed modern CIS like SpryPoint that's purpose-built for utilities. And many innovative utilities upgrade their ERP and CIS simultaneously for a connected end-to-end meter-to-cash-to-ledger process, a single source of truth, and greater business visibility for confident decision-making.

Innovative utilities like Irvine Ranch Water District (IRWD), one of California's most innovative public water and sewer agencies. IRWD chose to upgrade both its legacy CIS and ERP with industry-leading, cloud-native solutions: SpryPoint's SpryCIS platform and Workday Financials, HCM, and Prism Analytics. These integrated solutions deliver unified data, streamlined workflows, and improved visibility across finance, HR, billing, customer service, and field operations.

**"We want our employees focused on delivering innovation and stand-out customer care, not managing or dealing with technology," said Lance Kaneshero, IRWD's Director of Information Technology. "SpryPoint and Workday provide the flexibility, scalability, and real-time intelligence needed to better serve our community today while preparing for the future."**

## Expect more from your CIS provider

Change is a constant in the utility industry. Your CIS must evolve at the speed of your business. If you're stuck in a vendor-mandated replatforming, this could be an opportunity to consider a modern alternative to support better customer experiences, more efficient day-to-day operations, and greater business visibility for data-driven decision making.

By choosing a transformational CIS like SpryPoint with built-in future enablers, your next CIS project could be the last one your utility ever needs.

**SpryPoint is a new generation of customer service and operations software that empowers you to do game-changing, transformational work.**

**Experience the SpryPoint difference.  
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