



Utility Market Perspective

A Modern ERP Deserves a Modern CIS to Strengthen Financial Integrity, Operational Efficiency, and Customer Experience

Your ERP transformation is in planning or underway. What's next?

You've laid the groundwork for your utility's future by investing in a modern Enterprise Resource Planning (ERP) solution to transform your backend human resources, financial, and operational systems. It's a critical step towards strengthening financial control, reporting accuracy, and governance.

But many utilities realize the additional need to understand and manage what's happening in real time—customer activity, usage changes, billing adjustments, and service interactions from daily operations. This visibility and front-line actionability requirement is why utilities pair an ERP transformation with a modern Customer Information System (CIS).

While an ERP runs the business side of your utility, a CIS sits closest to your customer and day-to-day meter-to-cash operations. Many utilities are upgrading to a modern CIS alongside their ERP to deliver the same transformation to their customer service and operations.

Consider a transformational CIS to strengthen the impact of your ERP upgrade

Your CIS is the core of your meter-to-cash process and a single source of truth connecting your people, processes, and data. A transformational CIS is purpose-built to work with your modern ERP, not around it. By upgrading your CIS alongside your ERP, you ensure that your front-end customer, meter, and billing data align seamlessly with your backend financial and operational reporting.

When you upgrade an ERP without a transformational CIS, gaps quickly emerge. Data becomes fragmented, processes remain manual, and the full value of the ERP investment goes unrealized. Your staff reconciles data across systems that don't work together, slowing operations and increasing the risk of errors. Over time, these disconnects create inefficiencies, organizational silos, and wasted, scotch-taped integrations that will soon require replacement.

Utilities modernizing CIS alongside ERP to improve customer service, operational efficiency, and long-term sustainability

Several innovative utilities are transforming their organizations by modernizing their ERP and CIS to improve customer service, operational efficiency, and long-term sustainability.

Modern, integrated ERP and CIS systems improve customer experience and prepare for the future

Irvine Ranch Water District (IRWD), one of California's most innovative public water and sewer agencies, embarked on a multi-year modernization initiative to elevate customer care, streamline operations, and advance data-driven decision-making. IRWD is nationally recognized for leadership in water efficiency, conservation, financial transparency, and customer care, earning J.D. Power Customer Service Awards for four consecutive years.

IRWD is upgrading both its legacy CIS and ERP systems 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."**



Modern, intuitive AMI, ERP, and CIS systems to scale with a fast-growing community

The City of West Jordan is Utah's third-largest city and one of its fastest-growing communities, attracting visitors for parks, recreation, and family-friendly living, as reflected in its motto, "Live, Work, Play." City leaders recognized the need for modern, intuitive systems that scale with growth while delivering a better experience for both its residents and staff.

The City of West Jordan, Utah, began its modernization journey by deploying advanced metering infrastructure (AMI) to monitor curb water usage. In parallel, the City implemented Workday as its ERP platform for finance and human resources. With those investments in place, West Jordan sought a customer experience and billing solution that matched the same modern, consumer-grade experience.

"Our goal was simple: give our customers more control, more visibility, and easier ways to interact with the City, on their terms," said Tyler Aitken, Treasurer for the City of West Jordan. "SpryPoint gives us a single, intuitive platform where customers can access their account, understand their water usage in real time, receive alerts for leaks or unusual consumption, and manage billing with confidence."

Learn and hear more from utility leaders doing game-changing work.

[See Client Stories](#)

The power of a modern CIS and ERP together

Implementing a modern CIS like SpryCIS alongside your ERP isn't an IT upgrade; it's a business transformation. Innovative utility leaders are proving it's a winning formula for meeting the rapid pace of change, customer expectations, and an evolving workforce.

End-to-end meter-to-cash-to-ledger process

Modern CIS and ERP systems are tightly integrated, creating a unified front- and back-end utility. Your CIS captures real-time AMI, customer activity, and utility billing data, while your ERP uses that information to report revenue, reconcile cash, and support audits. An integrated, modern CIS and ERP delivers real-time data flow and streamlined workflows, ensuring stand-out customer care, strong financial integrity, and accurate, auditable reporting.

Single source of truth and business visibility

With new, detailed regulations and reporting requirements, a modern CIS and ERP can centralize your data to improve business visibility. Utility executives can confidently respond to questions from public officials, regulators, and council members on KPIs, customers, and operations metrics.

As Mark Moore, Utility Controller from the City of Fairmont, explained after implementing AMI and the SpryPoint Platform, *"I can tell the public commissioner or council exactly where we stand on key performance and business, customer, and operations metrics. I now sleep well at night."*

Better, more confident decisions at every level

From customer service and field operations to your finance, HR, and executive management teams, a modern, integrated CIS and ERP system keeps everyone connected and aligned on a single, complete picture. This empowers your entire staff at every level to make confident decisions that ultimately improve the customer and employee experience.

Expect more from your CIS

Change is a constant in the utility industry. Taking the first step with a transformational ERP lays the foundation. Now, you need a modern CIS like SpryPoint to maximize the value of your investments and build a future-ready utility.

Your ERP upgrade is a critical step in your modernization journey.

Let's explore how SpryPoint can maximize your transformational work as your long-term CIS partner. Schedule a conversation at [SpryPoint.com](https://sprypoint.com).

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