

SpryPoint

Company Backgrounder

Smart Solutions for Smart Utilities



Empowering utility leaders to navigate change, de-risk their business.

Being a utility leader is more challenging than ever. Business complexity is accelerating, operational demands are expanding, and customer expectations are rising.

The last thing electric, gas, or water & sewer utility leaders need to contend with is outdated customer and operational systems and inefficient processes that can't meet the rapidly evolving needs of utilities. Unfortunately, the utility industry's available systems and legacy tech providers have done little to alleviate the pain and give leaders the tools to deliver on their needs until now.

We believe utility leaders should EXPECT MORE from their Customer Information Systems (CIS), utility operational systems, and technology providers.

Delivering more for utility organizations is our commitment and mission at SpryPoint.

Utility solutions that evolve with your business.

For the past decade, we've focused on architecting a new generation of customer service, engagement, and operations software to empower utilities to contend with the industry's rapid pace of change and efficiency mandate.

SpryPoint's solutions continuously deliver increased value and new capabilities with our "updates, not upgrades" approach. Our process-first, user-centric design eliminates costly system upgrades and eliminates software customizations while streamlining how customer service, front counter, billing, and field services teams work.



Continuous collaboration ensures client success.

Modernizing a utility's customer information system is a transformational process. That's why SpryPoint partners with clients for ongoing success beyond just deploying the customer service and operations platform. Our dedicated client success team engages and enables the utility team to reduce complexity by leveraging the SpryPoint Platform as the utility meter-to-cash processes evolve.

Trusted as a long-term partner by utilities across the Americas.



Expertise, advanced technology, and process-focused design.

The SpryPoint Platform combines decades of domain expertise, hundreds of successful CIS transformations, and process-focused design principles to architect a new generation of customer service, engagement, and operational software that empowers utilities to expect more.

SpryPoint's process-focused, user-centric design delivers an intuitive platform:

- Ensures continuous innovation to meet the evolving needs of your business
- Accelerates the learning curve for your changing workforce
- Empower your staff to work smarter and more collaboratively
- Provides the experience your customers demand

SpryCIS

The core of your meter-to-cash lifecycle

SpryEngage

The all-in-one omnichannel customer portal to engage customers on their terms

SpryWallet

Integrated payment processing to streamline interoperability

SpryMobile

MOBILE FIELD SERVICE

Back office and field collaboration of your service orders

SpryBackflow

The backflow compliance management platform for your teams and third-party testers

SpryMobile

WORK ORDERS & ASSET MANAGEMENT

Work order and asset management to maximize technician productivity

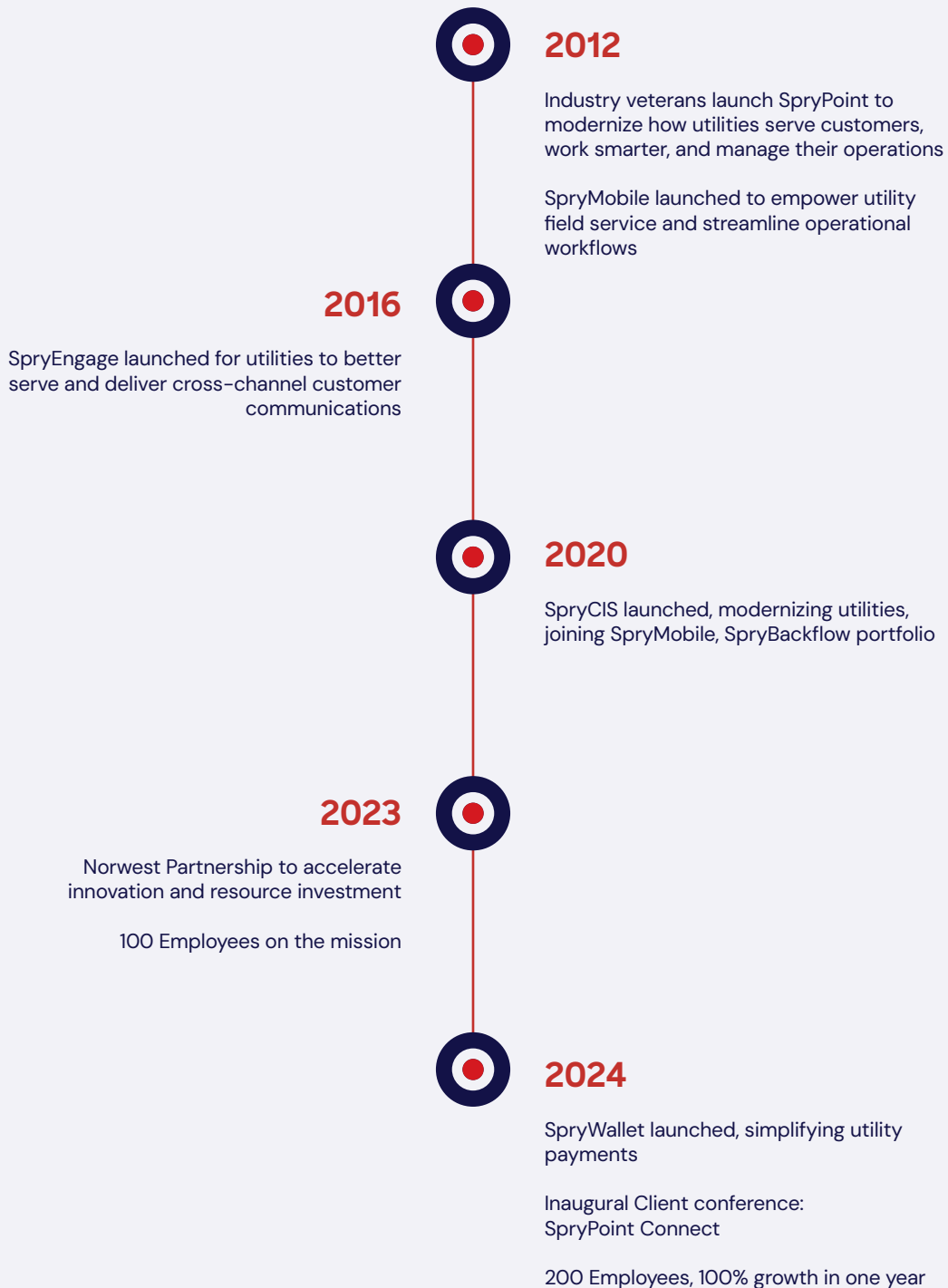
SpryIDM

Integrated interval data management to make informed decisions and serve customers

A proven track record of continuous innovation.

SpryPoint has been innovating and sweating over the details, rethinking and architecting solutions to provide utilities with high-impact, easy-to-use software built for today's digital-first world.

Here's a look at major milestones as we build a company and solutions that set new standards for utility and empower our clients, employees, and stakeholders to grow.



Continuous innovation starts with our people and values.

Our founders and team have set values that shape our culture and guide how we work, interact, and do business. These are not slogans but words we work and live by.



Lead with kindness



Bold disruption



Vision with impact



Keep it simple



Radical honesty



Execute with excellence

Community matters at SpryPoint

We work diligently at creating connections and building a community. Working closely with our clients and partners, our collaborative, community approach builds meaningful relationships, more innovative solutions, and better results for all parties.

SpryPoint Connect is a growing community of utility leaders and professionals. Our annual client gathering is a creative space for utility professionals to come together, share and compare notes on the utility world, see the latest utility innovations, learn industry best practices, and get an upfront look and deep dive into SpryPoint's solutions and roadmap.

SpryPoint CONNECT



To learn more about our company and solutions or to connect, visit sprypoint.com

Let's connect

Visit LinkedIn

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