

**SpryPoint**

# Your Meter-to-Cash Utility Solution

The SpryPoint Platform: Expertise, advanced technology, and process-focused design to deliver on your evolving business needs.



Your utility business demands continue to grow, requiring your Customer Information System (CIS) and utility technology solutions to evolve at the speed of your business.

Until now, heavily customized software, costly or forced upgrades, diminishing support levels, and reliance on legacy technology providers make it difficult to tackle the customer service and operational challenges you face every day: meeting increasing customer demands, staffing and personnel shifts, dynamic regulatory needs, and being tasked to do more with less.

Adapting to these challenges requires the technology and technology partner to support you on that journey. Today's multi-service, water, sewer, gas, or electric utility doesn't have to settle for outdated platforms and subpar service.

**You should EXPECT MORE from your technology and your technology provider.**

# Expect more with the SpryPoint Platform. That's our mission and commitment.

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

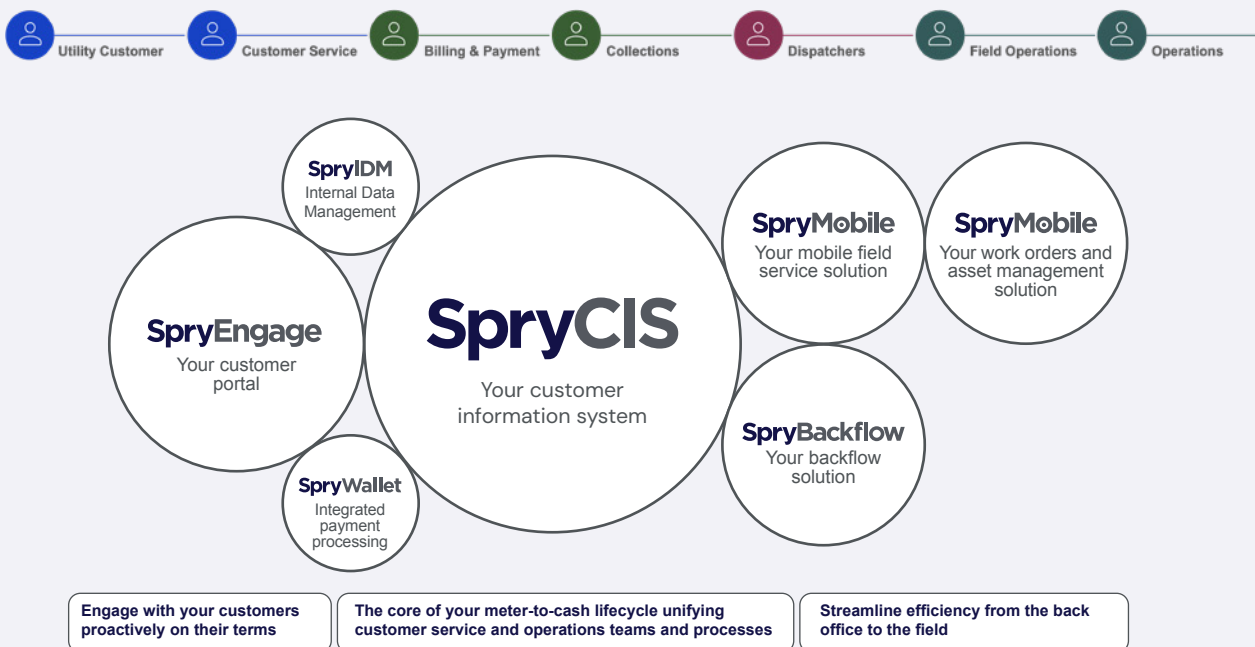
## The SpryPoint Platform

# Expertise, advanced technology, and process-focused design

The SpryPoint platform connects your people, processes, and systems, ensuring intuitive workflows that minimize training, streamline the meter-to-cash lifecycle, and enhance customer experiences.

### The SpryPoint Platform was architected for the way utilities should work:

- **Process-centric design**  
SpryPoint takes a process-centric approach with an intuitive platform that accelerates the learning curve for a changing workforce, empowers staff to work smarter, and streamlines meter-to-cash workflows.
- **Updates, not upgrades**  
SpryPoint deploys tools and process improvements through continuous updates, delivering incremental value with each release without the resource-consuming preparation, testing, retraining, and interruption.
- **Configuration over customization**  
SpryPoint has best-in-class configuration management, enabling you to innovate your business processes while ensuring consistency, reliability, and efficiency in an increasingly complex meter-to-cash lifecycle.
- **Productized integrations**  
SpryPoint takes a productized approach to integrations, which means they're built by our product and engineering teams to ensure consistency, performance, and reliability.
- **Pre-built, seamless connections**  
SpryPoint eliminates data silos by seamlessly connecting your core systems for a unified view, enabling your customer service, billing, and field service teams to make data-informed decisions across the meter-to-cash process.
- **Communication and engagement capabilities**  
SpryPoint empowers your team with the data, insight, and omnichannel communication tools to meet your customers' growing demands with proactive notifications about suspected leaks and alerts when usage increases.
- **Continuous, committed collaboration**  
SpryPoint is your trusted, long-term partner, continuously collaborating to ensure success as your business changes. Your dedicated client success team is your thought partner as your needs evolve to serve customers.
- **Security-first approach**  
SpryPoint takes a security-first approach, prioritizing and proactively considering potential threats as an integral part of the decision-making process for every deployment and update to safeguard your data.



Learn more about the SpryPoint Platform at [SpryPoint.com](https://sprypoint.com).

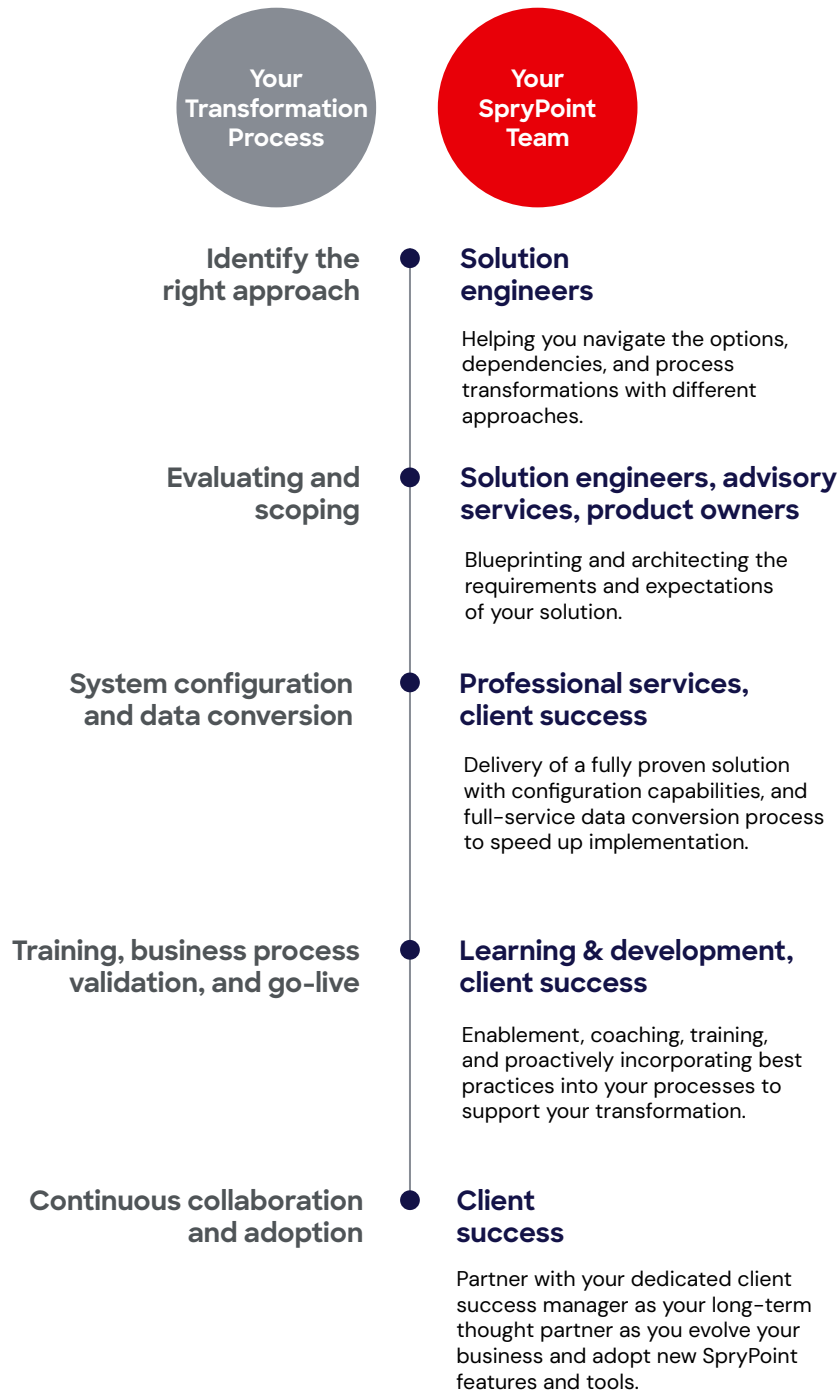
## Productized integrations to speed up implementations and de-risk projects

SpryPoint takes a productized approach to integrations, which means they're built by our product and engineering teams to ensure consistency, performance, and reliability. Productized integrations eliminate the risk of bespoke third-party integrations, speeding up implementations and enabling your team to focus on efficiency and collaboration—not keeping multiple systems in sync.



# We're with you every step of the way as your long-term partner

The transformational change that comes with a CIS and new technology doesn't end at go-live. That's why we continuously collaborate with you from implementation to go live and beyond, proactively supporting your business process evolution, product adoption, and continued success.



# SpryPoint is enterprise-ready with the technology, security, and architecture to operate at the speed of your business



### Scalability and agility

to scale up or down resources based on demand, ensuring optimal performance and cost management even as your business grows.



### Innovation and speed

to rapidly develop, test, and deploy new applications and features.



### Reliability and uptime

using AWS' distributed infrastructure with multiple data centers and availability zones to ensure high availability and minimal downtime.



### Security and compliance

with strict security standards and certifications, including SOC 2, ISO 27001, and GDPR, ensuring that your data is protected and compliant.



### API-first approach

to add new integrations with ease.



### SCIM and SAML

user management and authentication.



Built on Amazon Web Services, a reliable, secure, and scalable infrastructure fostering innovation, security, and global reach.

## What our clients say about SpryPoint



“We’ve worked diligently since January to weigh the attributes of the RFP responses we received. We reviewed features, costs, ease of implementation and integration and usability. We studied and compared contract language and spoke with numerous references. At the end of this process, SpryCIS was the clear favorite. And with the addition of the SpryEngage and SpryIDM modules, we are confident we are presenting the best possible solution to our associates in Public Power.”

**Marc Gerken**

President and CEO of Hometown Connections



“When LOGIS began searching for a new utility CIS system, we conducted a comprehensive review of numerous solutions that might meet our business customers’ everyday needs. SpryPoint emerged as the only product that would replace our legacy system and provide enhanced capabilities that we had sought for many years. Our partnership with SpryPoint strategically positions us to help local communities thrive for the foreseeable future.”

**Chris Miller**

Executive Director of LOGIS





“We decided to modernize our supporting technology platforms to better serve both our employees and customers. We strategically sought out best-of-breed applications to better align our software capabilities with the people using them. When it came to evaluating Customer Information Systems (CIS), we were very impressed with the agility and modern user interface of SpryCIS. Their platform will allow us to eliminate many of our manual processes and take advantage of best practices when it comes to integration and automation. We are particularly excited to provide our customers more self-service options using SpryEngage which provides one centralized platform for our customers to manage their accounts, pay their bills, view their consumption, and sign up for various alerts. We are confident that with SpryPoint as a partner we will improve the efficiency of our staff and the satisfaction of our customers.

### **Jim Fields**

Assistant General Manager at Vera Water and Power

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



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