SpryPoint

Your Customer Information System

SpryCIS is the core of your meter-to-cash lifecycle that unifies customer service and operations to drive productivity across today's evolving utility.

Selecting a Customer Information System (CIS) can be a once-in-a-career, transformational decision. To date, utilities have been asked to settle for outdated technology and platforms that have not evolved at the speed of their business.

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 demands, and being tasked to do more with less.

As your utility demands continue to grow, adapting to these challenges with a partner who supports you on that journey is essential. Today's multi-service, water, sewer, gas, or electric utility no longer need to settle for outdated platforms and subpar service.

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

Expect more with SpryCIS. That's our mission and commitment at SpryPoint.

SpryCIS is the core of your meter-to-cash lifecycle that unifies customer service and operations to drive productivity in today's evolving utility. We've applied our deep domain expertise and process-focused design to streamline how your teams collaborate and work across the meter-to-cash lifecycle, reducing friction and frustration from the field to the back office.

Customers View All

C000000630 / Rodger Stout OWNER PRIMARY Feb 21, 2005 - present

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Billing

Customer Care

Collections

Finance & Admin

Field Operations

Leadership

SpryCIS empowers utilities to successfully address the rapid pace of change and meet customer demands

SpryCIS removes the technology hurdles you face. SpryCIS empowers and connects your customer service, finance, billing, and field operations teams with the data and tools to streamline everyday processes and operational challenges across the meter-to-cash lifecycle.

The essential capabilities architected and designed into your SpryCIS solution include:

Process-centric design

Empower customer service teams with intuitive workflows and interfaces that align with their needs, boosting efficiency, minimizing training time, and enhancing customer satisfaction with quicker, more effective problem resolution.

Data, analytics, insights, and omnichannel tools

Equip your team with powerful analytics and insight tools. These tools offer a comprehensive view of your operations, enabling you to make informed decisions and deliver exceptional, data-driven service.

Updates, not upgrades

Say goodbye to expensive, disruptive upgrades. Enjoy seamless, continuous updates that deliver enhanced features and capabilities without the downtime, retraining, or interruptions typical of legacy systems.

Configuration over customization

Built with a flexible platform architecture that allows you to tailor solutions to your needs without locking into complex, costly customizations for faster deployment, easier maintenance, regression-proof integrations, and adaptability as your business evolves.

SpryCIS empowers your team with the essential tools to meet your growing multi-service, water, sewer, gas, or electric utility requirements

Customer Relationship Management tools to manage customer interactions and relationships to deliver on expectations

Role-based dashboards to deliver relevant role-specific information, analytics, and insights for your staff to work efficiently

Flexible rate engine for your team to create, configure, and roll out billing rates easily, including time-of-use rates

Streamline workflows for billing, move-in/move-outs all in one place for greater efficiency and transparency

Two-way communication with customers through email and SMS to meet customer demands

GIS integrations to eliminate data silos for a unified view of your business

API-first approach to add new integrations with ease

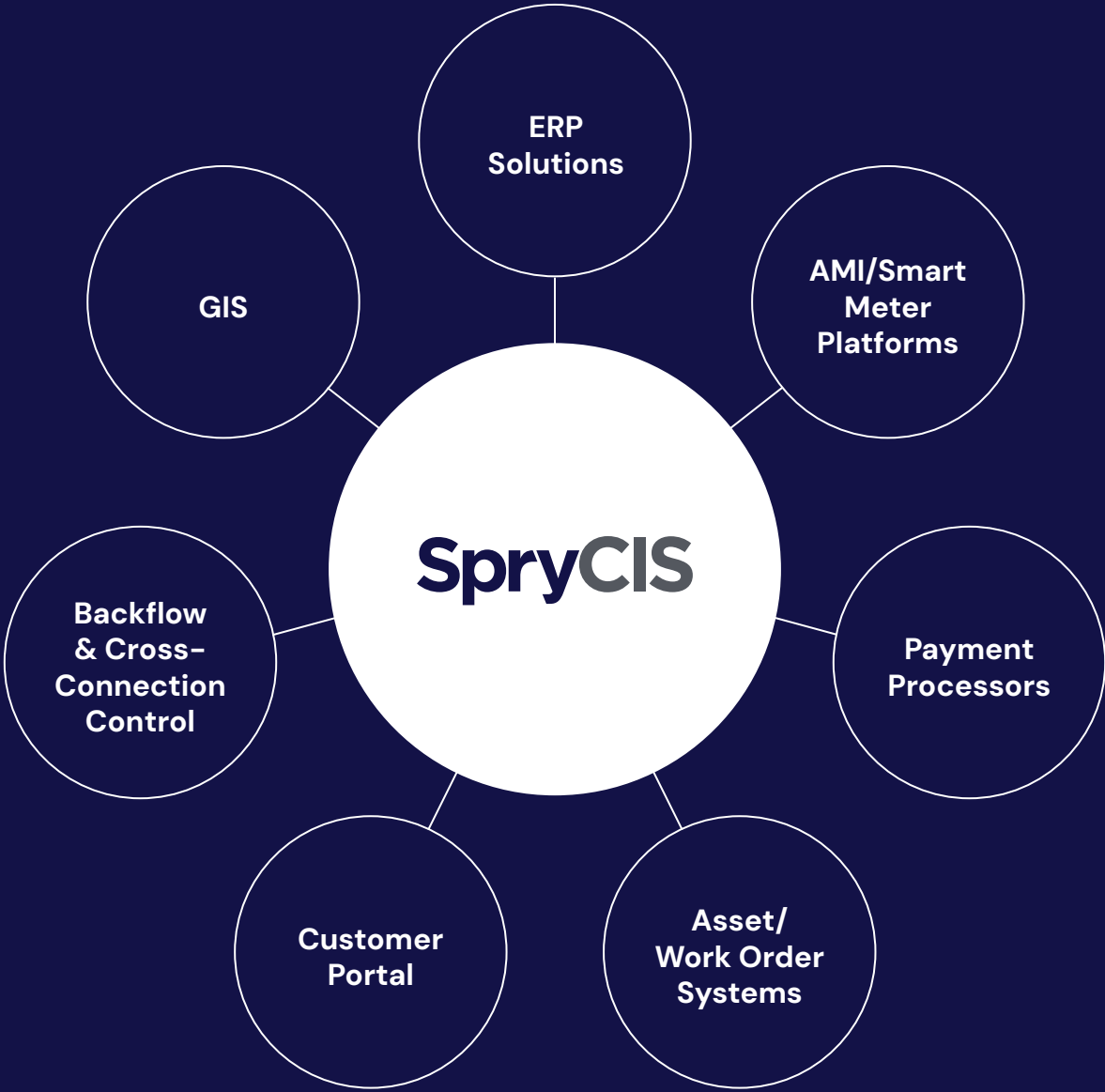Embedded analytics and business intelligence to make informed, data-driven decisions

Native integrations with SpryEngage and SpryMobile to improve interoperability

SpryCIS integrates seamlessly with your technology stack and meter-to-cash lifecycle process

ERP Solutions

GIS

AMI/Smart Meter Platforms

Backflow & Cross-Connection Control

SpryCIS

Payment Processors

Customer Portal

Asset/Work Order Systems

What our clients say about SpryCIS

OWASA

"SpryCIS is wonderful. I think the best part about it is that not only did it cause us to change and look at what we do every day, but it also helped us get moving on getting those changes done and not just sitting on our laurels. It was a really important change for us. We've been with the other CIS system for over 20 years, and it was time. I've been super impressed with how accessible the platform is, how intuitive it is, and the support provided by the SpryPoint team. It feels like a true partnership."

Denise Battle
Customer Service Manager of OWASA, NC.

Expertise, advanced technology, and process-focused design

SpryCIS is core to the SpryPoint platform, a new generation of customer service, engagement, and operational software that empowers utilities to expect more. 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.
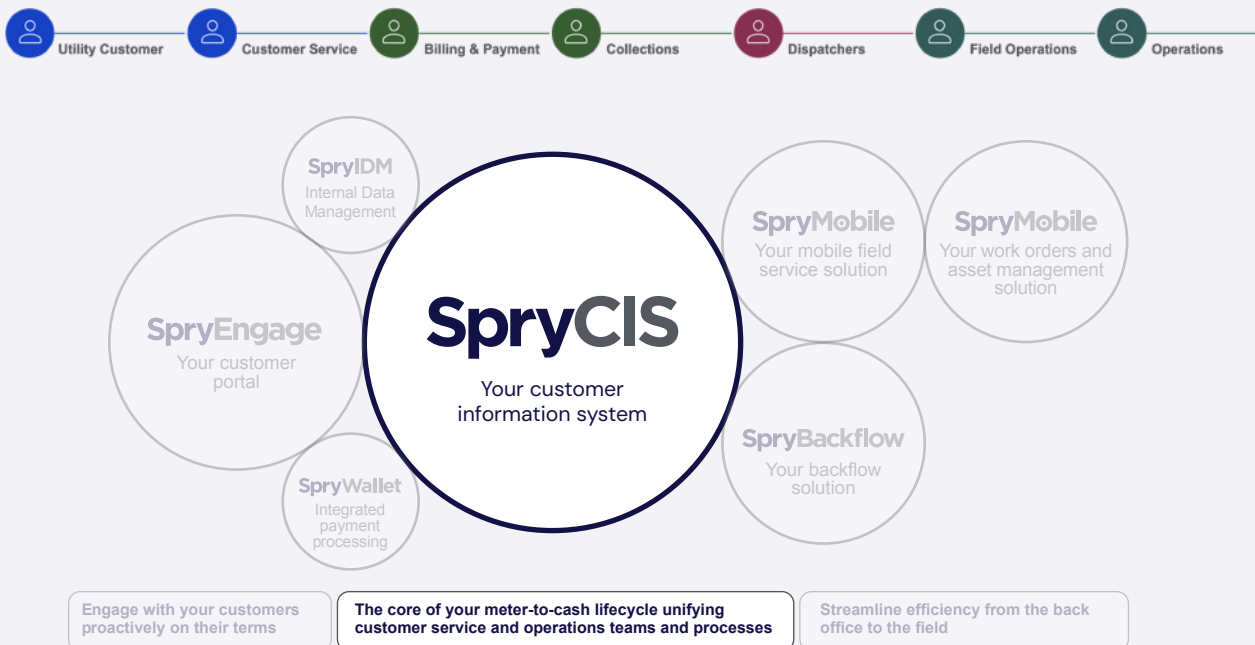
Learn more about the SpryPoint Platform at SpryPoint.com.

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.

Your Transformation Process

Your SpryPoint Team

Identify the right approach

Solution engineers

Helping you navigate the options, dependencies, and process transformations with different approaches.

Evaluating and scoping

Solution engineers, advisory services, product owners

Blueprinting and architecting the requirements and expectations of your solution.

System configuration and data conversion

Professional services, client success

Delivery of a fully proven solution with configuration capabilities, and full-service data conversion process to speed up implementation.

Training, business process validation, and go-live

Learning & development, client success

Enablement, coaching, training, and proactively incorporating best practices into your processes to support your transformation.

Continuous collaboration and adoption

Client success

Partner with your dedicated client success manager as your long-term thought partner as you evolve your business and adopt new SpryPoint features and tools.

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.

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

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

AURORA WATER   ConwayCorp   EASTON UTILITIES Life. Made better.™   LOGIS LOCAL GOVERNMENT INFORMATION SYSTEMS   OWASA

grenlec   CORE & MAIN   Hometown Connections   IRONBRICK   SEACOAST UTILITY AUTHORITY

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