



# 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 To date, utilities have been asked to settle for outdated technology and platforms that have not evolved at the speed of their business.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 Today's multi-service, water, sewer, gas, or electric utility no longer need to settle for outdated platforms and subpar service.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.



# 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**



## What our clients say about SpryCIS



"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.



## The SpyPoint Platform

# Expertise, advanced technology, and process-focused design

SpyCIS is core to the SpyPoint platform, a new generation of customer service, engagement, and operational software that empowers utilities to expect more. The SpyPoint platform connects your people, processes, and systems ensuring intuitive workflows that minimize training, streamline the meter-to-cash lifecycle, and enhance customer experiences.

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

- **Process-centric design**  
SpyPoint 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**  
SpyPoint 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**  
SpyPoint 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**  
SpyPoint 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**  
SpyPoint 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**  
SpyPoint 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**  
SpyPoint 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**  
SpyPoint 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 SpyPoint Platform at [SpryPoint.com](https://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.



# 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.

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





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