SpryPoint

Your Customer Portal

SpryEngage is your all-in-one omnichannel customer portal that empowers customers with real-time insights, personalized data, and proactive alerts to manage utility relationships on their terms.

Your customer demands continue to grow, with the expectations of a seamless experience and a single place to access account information, pay their bills, understand their consumption trends, and manage their utility relationships.
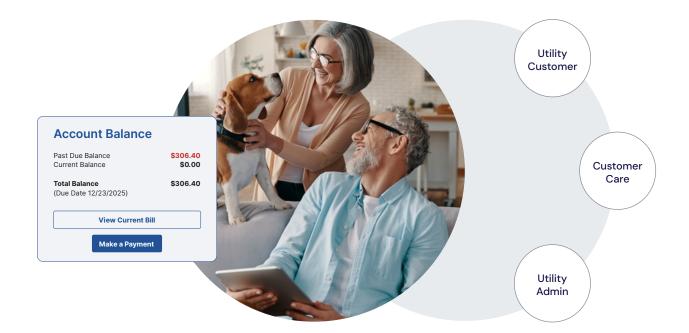
The challenge is that heavily customized software, limited interoperability between your legacy systems and technologies, and data silos make it difficult to deliver on these expectations while creating a unified perspective for customers to manage their utility relationships.

To succeed in addressing and adapting to these challenges you need a partner that can support you on that journey. Today's multi-service, water, sewer, gas, or electric utility doesn't need to settle for outdated platforms and subpar service from your legacy vendors.

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

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

SpryEngage is your all-in-one omnichannel customer portal that empowers customers with real-time insights, personalized data, and proactive alerts to manage utility relationships on their terms. We've invested a decade-plus in building a new generation of customer service, engagement, and operations software to empower utilities to contend with the industry's rapid pace of change and meet growing customer demands.

Account Balance

Past Due Balance	**$306.40**
Current Balance	**$0.00**
Total Balance	**$306.40**
(Due Date 12/23/2025)	

View Current Bill

Make a Payment

Utility Customer

Customer Care

Utility Admin

These essential capabilities are architected and designed into your SpryEngage solution:

Immediate access to data, analytics, and answers

24/7 access to account information, billing, usage trends, and analytics to deliver actionable insights to your customers.

Omnichannel communications

Communicate and engage with your customers about their accounts and utility consumption through multiple digital channels, including email, text, in-app, and chat.

Proactive notifications and alerts

Exceed customer expectations by delivering actionable notifications and alerts on consumption trends, potential leaks, and service issues impacting their accounts.

Integrated and streamlined payment processing

Streamline the checkout experience with SpryWallet, which natively integrates payment processing with SpryEngage and SpryCIS, enabling your customers to have a modern wallet and payment experience.

SpryEngage arms customers and utility teams with the tools and features to exceed customer demands

Customer Self-Service

- Secure 2FA and SSO login
- Customer dashboard with account, forecast, and consumption overviews
- Introductory tour for first-time users
- User profile and consumption alert / threshold management
- Usage, cost, meter data, trends, and forecasting analytics
- Bill display, paperless, and payments management
- Guest access management
- Convenient access to commonly used forms, i.e., move-in, move-out, contact changes, etc.

BA0000011749 / Electric - Residential

1,607 kWh
Current Usage
31 Days (52kWh/day)

1,500 kWh
Last Month Usage
26 Days (58kWh/day)

Utility Staff

- Customer service dashboards with recent activities, reminders, and other pertinent information
- Masquerade as any customer for better service
- Create commonly used forms and streamline form approval
- Inbound and outbound leaks and usage alerts
- Omnichannel and two-way customer communications across email, text, in-app, and chat
- Operational mapping to create aggregate customer communications
- Comprehensive usage reporting and KPIs

Customers **View All**

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

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SpryEngage integrates with your core platforms and operational systems to increase interoperability

Your CIS

AMI/Smart Meter Platforms

SpryEngage

Asset/ Work Order Systems

Mobile Field Service Orders

Payment Processors

What our clients say about SpryEngage

TOWN OF ESTES PARK COLORADO

"One of the reasons we chose SpryPoint is the enhanced customer self–service portal. We will be able to provide our customers with a more user–friendly and improved customer experience as they engage with our utility through the online portal. It is very clear that SpryPoint's applications are designed with the end–user in mind, both customers and Town staff."

Duane Hudson
ERP Project Manager and Interim Finance Director, Estes Park, CO

Expertise, advanced technology, and process-focused design

SpryEngage enables you to meet growing customer demands as your all-in-one portal, natively integrated with SpryCIS and the SpryPoint platform. The SpryPoint platform connects your people, processes, and systems to streamline efficiencies, increase productivity, and deliver the experience your staff and customers demand.

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.

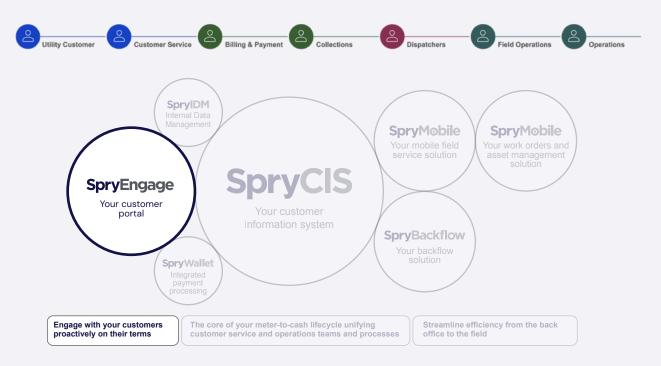- **Pre-built, seamless connections**
  SpryPoint eliminates data silos by seamlessly connecting your core systems for a unified view, enabling your customer service, billing, and field service teams to make data-informed decisions across the meter-to-cash process.

- **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.

| Utility Customer | Customer Service | Billing & Payment | Collections | Dispatchers | Field Operations | Operations |

SpryIDM
Internal Data Management

SpryEngage
Your customer portal

SpryCIS
Your customer information system

SpryMobile
Your mobile field service solution

SpryMobile
Your work orders and asset management solution

SpryBackflow
Your backflow solution

SpryWallet
Integrated payment processing

Engage with your customers proactively on their terms

The core of your meter-to-cash lifecycle unifying customer service and operations teams and processes

Streamline efficiency from the back office to the field

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

SpryPoint