

# SpryPoint

## Your Mobile Field Service Solution

SpryMobile seamlessly connects your back office with field operations to manage service orders, deploy resources, and collaborate efficiently for superior customer service.



Streamlining efficiency from your back office to the field is critical to increasing collaboration, maximizing productivity, and meeting growing customer service demands.

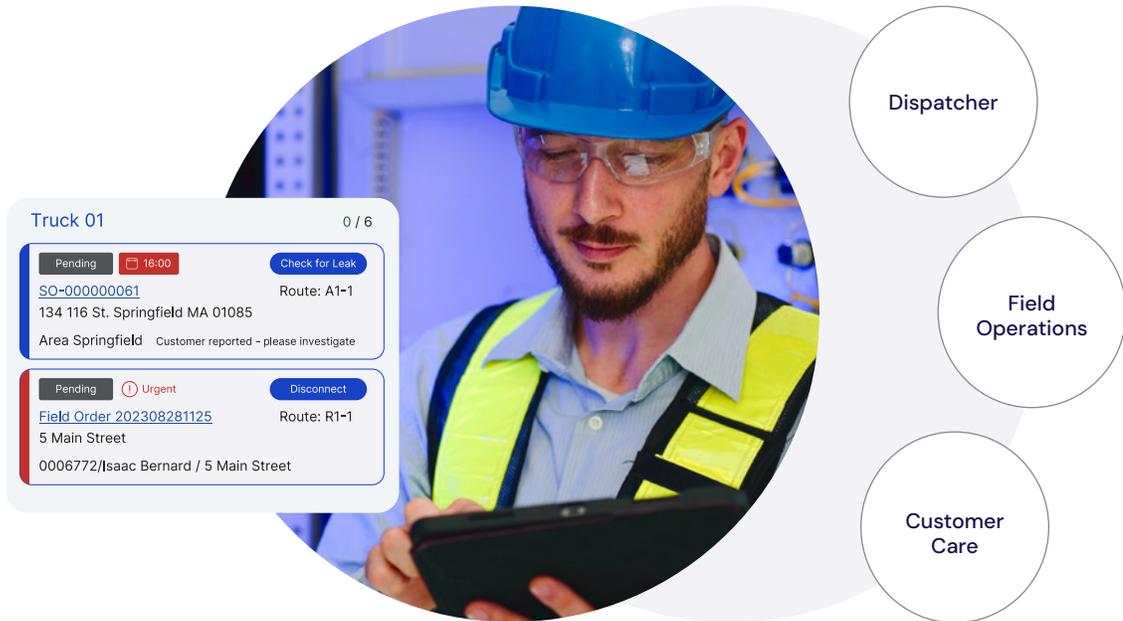
For too long, utilities have been asked to settle for outdated technology and platforms that have not evolved at the speed of their business. Limited interoperability with your legacy systems or manual paper methods used by your field service teams prevents real-time data, communication, and collaboration between your dispatchers and technicians. This makes it difficult for dispatchers to make informed resource allocation decisions and technicians from managing and updating service orders while on the field.

To succeed, utilities need to adapt to these challenges and find partners to support you on that journey. Today's multi-service, water, sewer, gas, or electric utility doesn't have to settle for outdated platforms, inefficient manual methods, or subpar service from legacy vendors.

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

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

SpryMobile is SpryPoint's mobile field service solution. It seamlessly connects your back office with field operations to manage service orders, deploy resources, and collaborate efficiently for superior customer service. 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.



## The essential capabilities architected and designed into your SpryMobile solution include:



### Mobile-optimized and configuration management

Streamline your technician workflow with a mobile-optimized platform tailored to how they work to manage their time and jobs more effectively.



### Back office to field collaboration

Empower field teams to update service order data in the field, ensuring seamless data flow to the back office for improved communication, efficiency, and collaboration.



### Unified dispatching experience

Make informed resource allocation decisions to manage schedules, dynamically assign team members, and maximize productivity.



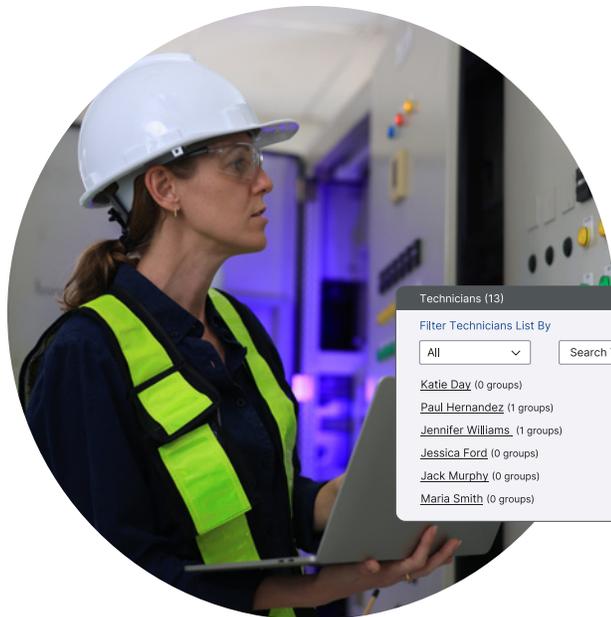
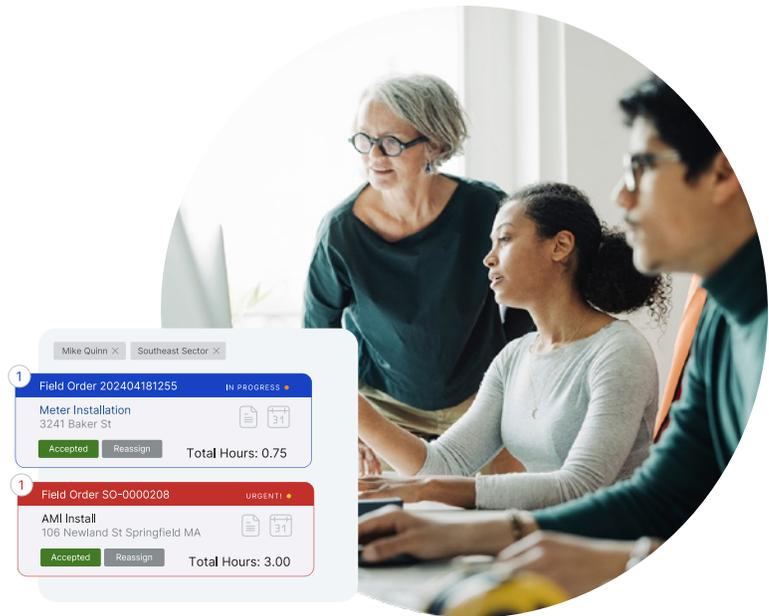
### Integrated with your CIS

Provide a unified view through seamless, real-time updates to your CIS for informed decision-making, speed up service order cycle times, enhance efficiency, and deliver faster, more responsive customer service.

# SpryMobile arms your dispatching and field operations teams with the tools to maximize productivity and deliver superior customer service

## Dispatching Team & Managers

- Dispatching dashboard for an overview of all service teams and orders
- Drag and drop capabilities for managing service teams and orders
- Real-time communication with field teams to manage workflows and efficiency
- Detailed service order reporting for informed decision-making and maximizing productivity



## Field Operations Team

- Mobile-optimized and configurable to the way technicians work
- Real-time service order updates to collaborate with dispatching teams
- Dynamic search and filter based on service order type, district, route status, crew, and more
- Mapping and GIS integration to optimize productivity
- Field comments and customer signoffs to organize service orders in one place

**SpryMobile integrates with your core systems to maximize interoperability and speed up service order cycle times**



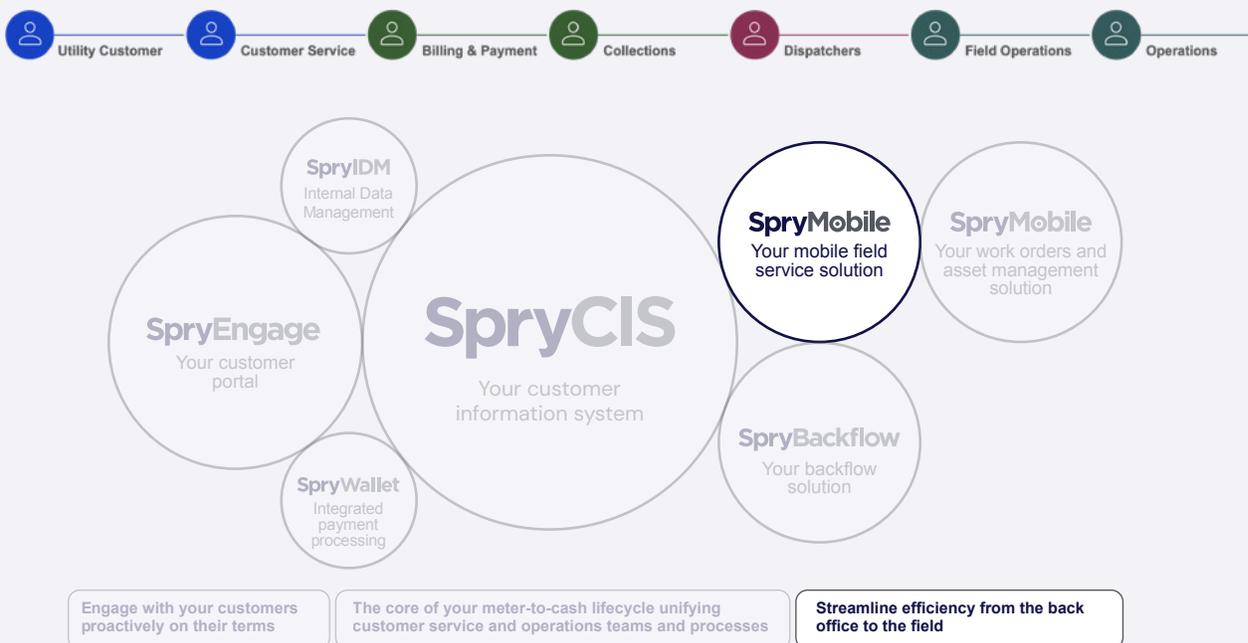
## The SpryPoint Platform

# Expertise, advanced technology, and process-focused design

SpryMobile Mobile Field Service enables you to streamline collaboration from your back office to the field, deliver real-time updates, and meet customer service requirements. SpryMobile Mobile Field Service natively integrates with SpryCIS and the SpryPoint platform, connecting your people, processes, and systems to drive efficiencies, increase productivity, and provide 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.



Learn more about the SpryPoint 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.

## What our clients say about SpryPoint



"SpryPoint's experience working with complex multi-service utilities and their understanding of our goals and specific business needs were the driving factors in selecting SpryPoint. We are confident that the SpryPoint platform will allow us to continue to provide safe, affordable and reliable services to our customers well into the future."

**Bret Carrol**

CEO at Conway Corp

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



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