SpryPoint

Your Work Orders & Asset Management Solution

SpryMobile WAMs is a work order and asset management solution that manages distribution and vertical assets while maximizing technician schedules and productivity.

Streamlining efficiency from your back office to the field is critical to maximizing technician productivity while managing and ensuring distribution and vertical asset compliance.

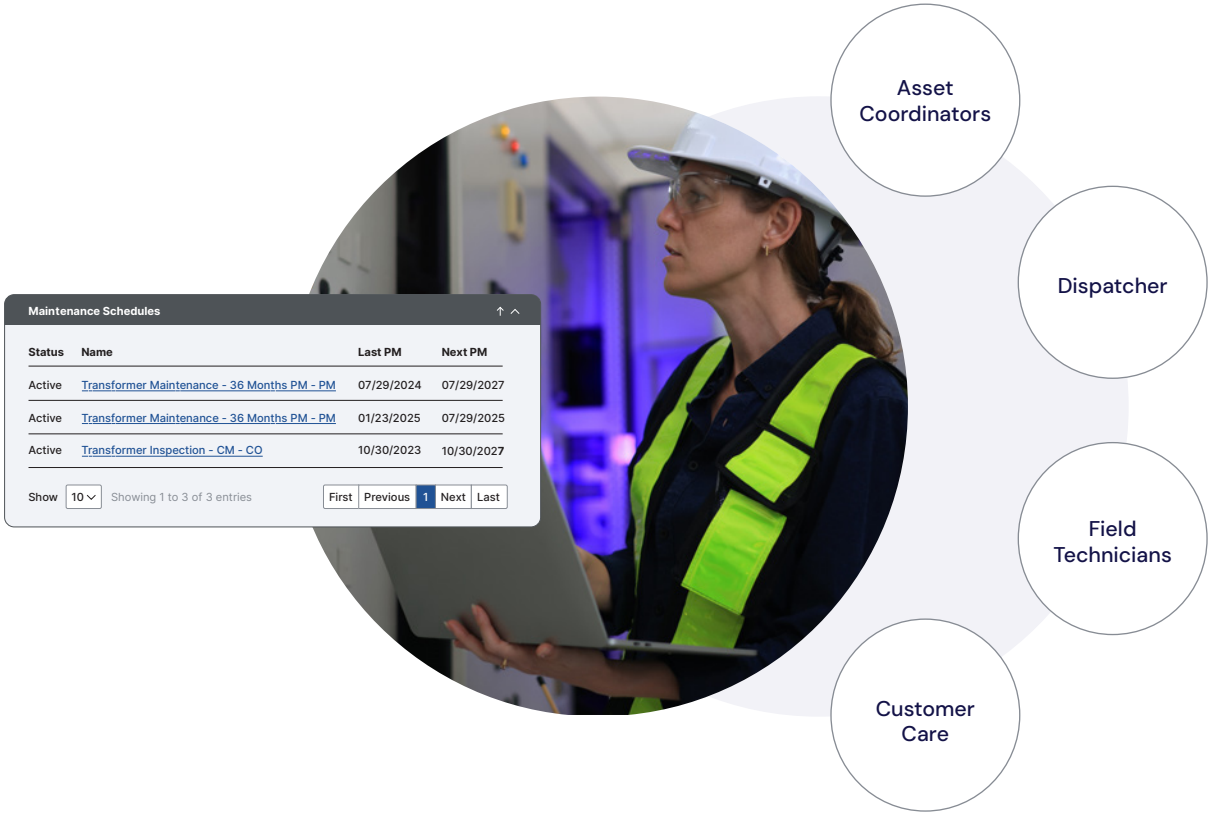
To date, utilities have been asked to settle for outdated technology and platforms that have not evolved at the speed of their business. Limited interoperability with your legacy systems or manual paper methods used by your field service teams prevent real-time data, communication, and collaboration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

To adapt to these challenges, you need a partner who can 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 Today's multi-service, water, sewer, gas, or electric utility doesn't have to settle for outdated platforms, inefficient manual methods, or subpar service from legacy vendors.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 WAMs. That's our mission and commitment at SpryPoint.

SpryMobile WAMs is a work order and asset management solution that manages distribution and vertical assets while maximizing technician schedules and productivity. 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.



Here are the essential capabilities architected and designed into your SpryMobile solution:

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.

Ensure distribution and vertical asset compliance

Manage preventative, planned, and ad hoc maintenance schedules to ensure your assets remain up and running to keep your utility services flowing.

Unified dispatching experience

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

Integrate with your existing systems or as a standalone

Operate SpryMobile as your asset and work order management system of record or integrate it with other IT and operations technology systems like GIS and ERP.

SpryMobile WAMs arms your asset coordinators, dispatching, and field operations teams with the tools to maximize productivity and deliver superior customer service

Asset Coordinators

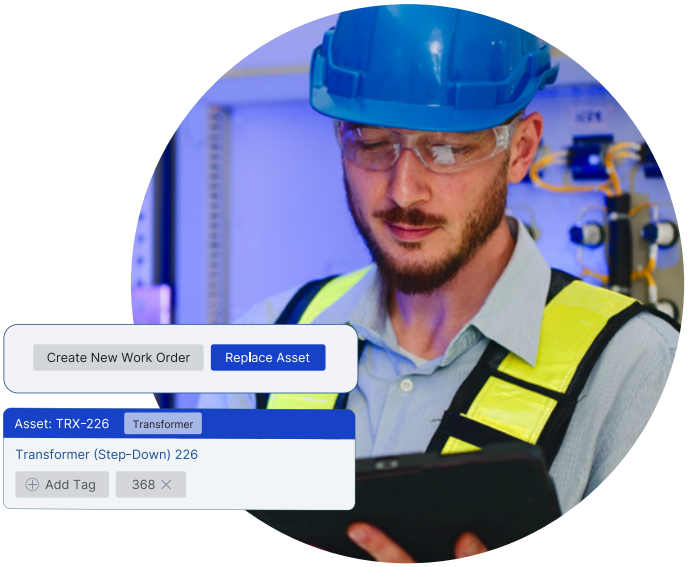
- Detailed asset reporting for informed budgeting and forecasting decisions to ensure distribution and vertical asset compliance

Dispatching Team

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

Field Operations Team

- Mobile-optimized and configurable to the way technicians work
- Real-time work 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 job costing to organize work orders and assets in one place



SpryMobile WAMs integrates with IT and operations systems or as a standalone system of record

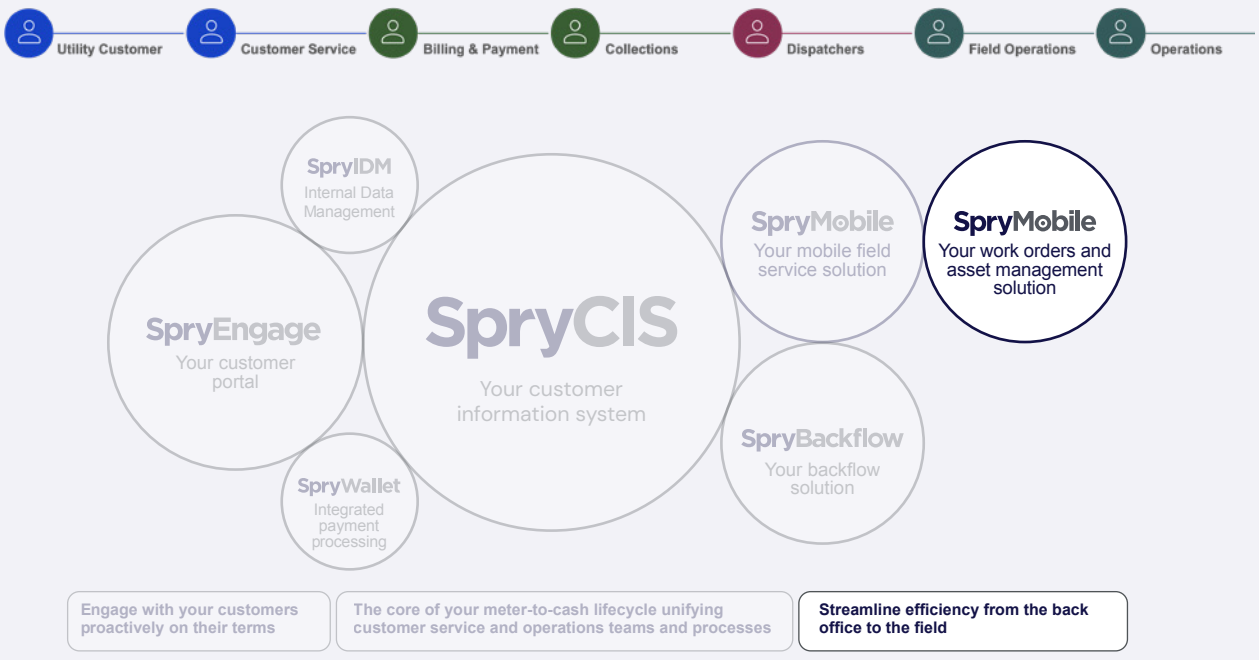
The SpryPoint Platform

Expertise, advanced technology, and process-focused design

SpryMobile work orders and asset management natively integrate with 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.

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

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

What our clients say about SpryPoint

Aurora Water

"The City is in the midst of a technology modernization project where we are upgrading multiple systems simultaneously. To address the needs of Aurora Water, we looked for a modern platform that could evolve with our customers' rapidly changing expectations. After a diligent 10-month evaluation, our selection committee selected SpryPoint because their platform was the most technologically advanced and functionally rich suite of applications that we reviewed. Our staff is impressed by the experience and professionalism of the SpryPoint team as well as the flexibility and modern feel of their platform."

Jo Ann Giddings
Deputy Director of Aurora Water Colorado

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

SpryPoint

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