



Company Overview

Your partner for utility business transformation
and CIS modernization



Utility leaders understand that they must modernize to meet today's customer demands, regulatory mandates, and staff efficiency expectations, but what that looks like—what's needed, how to implement it, and how to ensure adoption and long-term success—is often unclear.

That uncertainty compounds with the reality that business transformation doesn't happen overnight at utilities. Leaders must create internal alignment, manage risk, avoid unnecessary disruptions to staff and customer service, and move at a pace that tenured employees and new hires can keep up with.

CIS modernization is the foundation for a future-ready utility

Rising customer expectations, increasing operational complexity, and evolving regulatory requirements are prompting utilities to rethink how they operate and whether their legacy systems can continue to support them. For many utilities, Customer Information System (CIS) modernization is the critical path to meeting those demands and is the foundation for a connected, efficient, and future-ready utility.

But successful business transformations aren't achieved simply by purchasing new technology and software. While the platform matters, business improvements are often determined by how it's delivered, operationalized, and continuously improved. This requires the right partner who delivers best-in-class technology, understands how utilities work, has proven implementation methodologies, and builds platform and process adoption into the solution to achieve long-term success.

SpryPoint is that partner, every step of the way. That's our purpose and mission at SpryPoint.

Meeting the needs of today and in the future with a modern CIS

"This investment is about more than replacing software — it's about building a stronger foundation for how we serve our community. Partnering with SpryPoint allows us to modernize our internal operations while delivering a more intuitive and transparent experience for Missoulians today and into the future"



Rebecca Anciaux

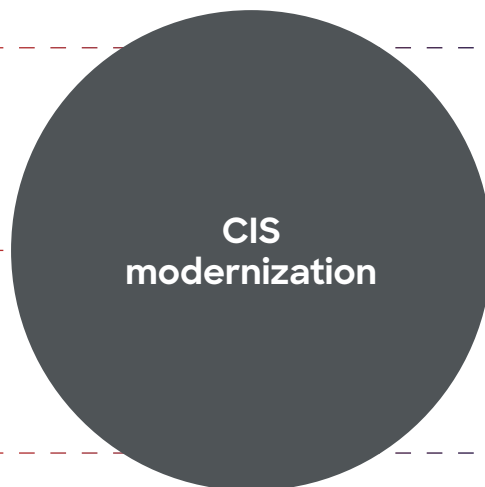
Business Manager at the City of Missoula Public Works & Mobility Department

Today's utility challenges

Rising customer expectations

Increasing operational complexity

Evolving regulatory requirements



Utility business outcomes

24/7 customer self-service and faster resolution

Improved staff productivity and streamline workflows

Meet regulatory requirements without costly upgrades

SpryPoint is your partner in utility business transformation.

Utilities are our sole focus. Drawing on decades of collective utility experience, our founding team built SpryPoint working alongside utilities, with a clear view of the industry's complexities and what leaders need from their technology and their partners.

That experience shaped SpryPoint's technology, the first-to-market cloud native, secure platform designed for how utilities actually work, with the features and capabilities expected of a modern organization. SpryPoint's platform continuously evolves without expensive overhauls to deliver improvements in customer service, operational efficiency, and staff productivity.

Combined with a best-in-class modern platform is a collaborative team of problem solvers.

While CIS modernization is a once-every-20-years initiative for utilities, it's our day-to-day focus. Our team leverages that experience and works alongside you to identify customer service, business process, and operational improvements using technology and automation, while preserving the institutional knowledge that makes your utility successful.

Utilities discovering opportunities to rethink how work gets done

"One of the most valuable aspects of the project was discovering opportunities we didn't initially anticipate. This process challenged us to rethink how work gets done. We found ways to automate routine tasks, simplify processes, and create efficiencies that continue to deliver value every day."



Nick Devine
Systems Director at Dakota Electric Association



SpryPoint employees fulfill our mission every day

"SpryPoint's level of support, their professionalism, and refreshing responsiveness were the perfect match for our Agency's implementation. No implementation moves forward without a few glitches, but Kevin and his team consistently demonstrated that our Agency's success was their top priority – thank you!"



Matt Young
Director of Customer Services
for Placer County Water Agency, California

SpryPoint makes modernization achievable for utilities. Every day, the SpryPoint team fulfills our mission to be the long-term transformation partner for utilities at every step by combining a best-in-class platform, proven implementation and adoption methodologies, expertise, and dedicated, ongoing collaboration as your business, regulations, and customer demands evolve.

A smart platform built for continuous modernization

SpryPoint delivers the industry's first cloud-native platform built specifically for utilities. Designed with an open architecture and productized integrations, the platform securely connects customer information, billing, payments, AML, customer engagement, field operations, and enterprise systems into a unified ecosystem.

Utilities benefit from an integrated, standardized platform that supports configurable business processes and evolves with the industry and in response to client feedback and changing requirements. SpryPoint's platform design delivers continuous innovation and ensures clients benefit from new capabilities without disruptive upgrades or costly replacement projects.

SpryPoint delivers the platform, functions, and features expected of a modern utility

"We were looking for a cloud platform with the functions and features expected by customers from a modern utility. Throughout the evaluation process, we were very impressed by the experience and knowledge of the SpryPoint team, their understanding of our vision for the future, and ultimately the modern functions and features available in their platform. We felt very comfortable selecting SpryPoint as a long-term partner who will continue to support our operations into the future."



Peter Abraham

Director of Water Oro Valley Utility, Arizona



Oro Valley
Water Utility

The SpryPoint Difference

SpryPoint concentrates on the critical success factors for utility business transformation to meet today's requirements and customer demands.



A best-in-class platform and technology architecture required for a modern utility



Proven implementation and adoption methodologies with people-centered organizational change management practices embedded into every stage of the process



Expertise and business process best practices drawn from solving challenges and supporting utilities through business transformation and CIS modernization initiatives for over a decade



Continuous innovation and dedicated, long-term client success focused on helping your utility adapt, optimize, and adopt new SpryPoint tools and features as your utility evolves

Proven implementation and transformation expertise

The success of a technology project depends as much on organizational readiness as it does on the technology itself.

SpryPoint combines proven implementation methodologies with deep utility expertise to help utilities reduce risk, accelerate deployment, and achieve measurable business outcomes. Our teams work alongside utility leaders to align stakeholders, streamline business processes, preserve institutional knowledge, and prepare employees for change.

The platform is preconfigured with utility best practices developed over years of successful utility modernization projects, reducing implementation complexity while allowing flexibility to meet each utility's unique requirements.

At your side is a dedicated implementation team from project kickoff through go-live and beyond, providing a structured, consultative partnership using proven methodologies, proactive project management, and fully scoped SOWs so there's no ambiguity or surprises.

For SpryPoint, success is not getting to go-live. Success is measured by the business improvements achieved after go-live.

The impact of having the right modernization partner

"Change is difficult. It's expensive. Oftentimes, you're wearing two hats. And so when you make that commitment to have a partner walk alongside with you, and then have that energy through the life of the project and beyond, it's impactful."



Alexandra Casey

Customer Service and Utility
Services Manager, Plano, Texas



Adoption-centered change management

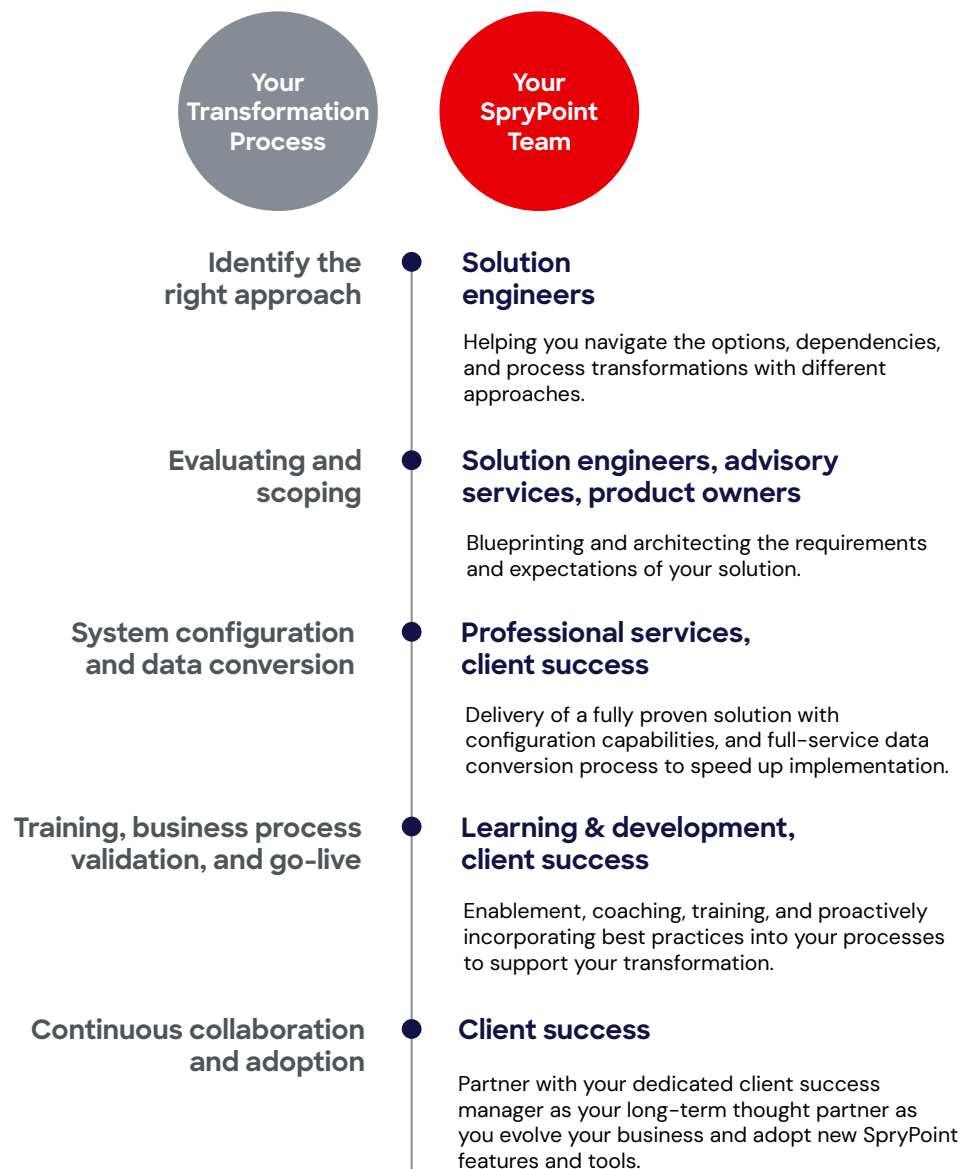
We understand that utility business transformation is ultimately a people initiative.

SpryPoint embeds organizational change management throughout every phase of modernization to help utilities build confidence, drive adoption, and ensure teams are prepared to embrace new ways of working.

Every test, every fix, and every sign-off is a step towards your team feeling and being ready for go-live. Extensive user engagement ensures employees understand not only how to use the technology, but also how it helps them better serve customers and operate more effectively. Go-live is a shared decision following extensive user testing, validation, and checks against the deployment prerequisites to ensure full readiness.

At go-live, we shift into hypercare. We understand the first weeks and months after go-live are critical for building confidence, reinforcing workflows, and helping teams incorporate the software into day-to-day operations. Your implementation team continues supporting you during the hypercare period, navigating the intricacies and making refinements alongside you and your staff, ensuring an optimal solution before a smooth transition to your dedicated client success manager.

This focus on adoption helps utilities accelerate value realization while minimizing disruption to daily operations.



Long-term client success and continuous improvement

Modernization doesn't end at go-live. Long-term client success is built into the SpryPoint experience. Committed client success managers align with you and your SpryPoint implementation team at go-live and serve as strategic advisors, helping clients identify opportunities to improve customer engagement during go-live stabilization, leverage new platform capabilities, adopt emerging technologies, and achieve evolving business goals.



Day-to-day support

Responsive answers to your ongoing questions as they arise.



Relationship management

A dedicated partner who knows your team, business, and your goals



Staff enablement

Ongoing training and guidance to help your team get the most out of the platform.



System optimization

Identifying opportunities to streamline and improve your processes.

With the rapid pace of change, client success helps you adopt new functionality at your own pace and avoid another costly CIS project or expensive "shelfware." SpryPoint continuously deploys tools and updates to deliver incremental value and address your growing needs without disrupting your business or people.

"Trust has been built over the years, dealing with my core team from SpryPoint. We trust them. We respect their knowledge. They've always been transparent and included us in almost every upcoming decision. They're in tune with our business, and they see us."



Fred Christie

Easton Utilities Chief Information Officer



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Life. Made better.™

Delivering meaningful business outcomes

Modern utility software unlocks access to data through AMI, digital engagement, mobile workforces, and connected systems. Turning that data into meaningful operational improvements requires the right focus and partnership. Client success works with you to identify opportunities and drive tangible business outcomes from SpryPoint: fewer truck rolls, increased customer self-service adoption, faster response to service issues, and a happier, more productive workforce.

As Mark Moore, Utility Controller for the City of Fairmont, shared after implementing AMI and the SpryPoint platform:

"I can tell the public commissioner or council exactly where we stand on key business, customer, and operational metrics. I now sleep well at night."



Mark Moore
Utility Controller for the City of Fairmont



Tap into a community of utility peers and innovators

As part of the SpryPoint community, you gain access to a growing community of peers committed to modernization and continuous improvement. Utility leaders share best practices, learn from each other, and shape the future of utilities. Our annual conference—SpryPoint Connect—is dedicated to our utility clients, focused on learning, product insight, and connecting peers navigating similar transformations. SpryPoint Connect ensures that our community of utility professionals continues to keep pace through rapid change and transformation.

SpryPoint
CONNECT



A trusted partner for utility transformation

SpryPoint serves electric, water, wastewater, gas, and multi-service utilities across North America. Our mission is simple: help utilities modernize with confidence and achieve lasting business value from their technology investments.

By combining a modern platform, proven implementation expertise, adoption-centered change management, and a focus on long-term client success, SpryPoint helps utilities move beyond software replacement and build the foundation for a smarter, more connected, and future-ready organization.

"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 those changes and not just sit 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 and intuitive the platform is, and with the support provided by the SpryPoint team. It feels like a true partnership."



Denise Battle
Customer Service Manager, OWASA, North Carolina

Trusted as a long-term partner by utilities...



...and partners across the Americas.



To learn more about our company and solutions or to connect, visit sprypoint.com.

Let's connect

Visit LinkedIn



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