



Implementation and Adoption Overview

Your trusted partner for CIS implementation and adoption success by design



Few initiatives have a greater impact on a utility's future than the modernization of its core customer technology and business operations. Leaders must create internal alignment, manage risk, avoid unnecessary disruptions to staff and customer service, and move at a pace that both tenured employees and new hires can keep up with, all while meeting fiscal commitments.

While selecting the right platform and Customer Information System (CIS) with the features and functionalities expected of a modern utility is critical, success often depends as much on the partner behind the platform as the platform itself. The right partner can make the difference between simply changing software and achieving measurable, long-term improvements in customer service, operations, and business processes by strengthening implementation and enablement for continuous growth.

SpryPoint is your partner, every step of the way.

SpryPoint is your partner in utility business transformation

Utilities are our sole focus. Our founding team built SpryPoint working alongside utilities, with a clear view of the industry's complexities and what leaders, utility system users, and technology partners need to succeed.

SpryPoint brings that utility domain expertise, process-focused design principles, and innovative technology to architect the first-to-market cloud-native, secure platform designed for how utilities work, with the features and capabilities expected of a modern organization.

But as utility professionals understand, modernization doesn't happen by buying new technology or software alone. The platform and technology matter, but the outcomes utilities care about—fewer truck rolls, increased customer self-service, faster issue resolution, and a more productive workforce—depend on how well the solution is delivered, operationalized, and optimized over time. Technology gives utilities an easier path to ongoing optimization, but doing so efficiently requires the right partner.

Combined with the best-in-class modern SpryPoint 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 implementation and adoption team draws on that experience and works alongside you to identify customer service, business process, and operational improvements through technology and automation, while leveraging 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



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

The SpryPoint implementation and adoption experience

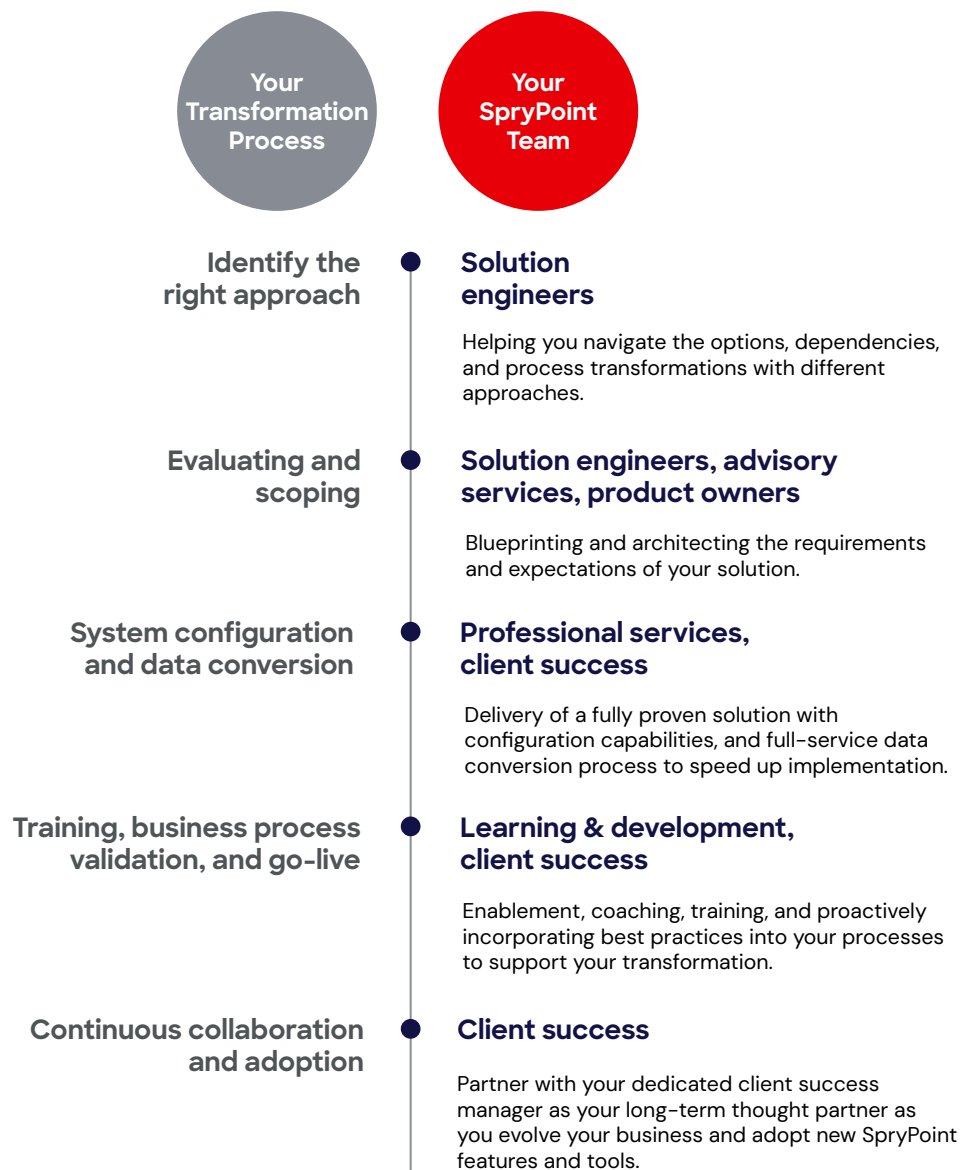
Your SpryPoint experience starts with an acknowledgment that getting to go-live is just the beginning. True success comes when the system is fully integrated into everyday operations, and you can demonstrate improved customer satisfaction, greater self-service adoption, fewer truck rolls, streamlined billing reconciliation, and increased staff productivity.

To help get you there, your implementation team is with you 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.

Continuous, collaborative long-term partnership

We're with you every step of the way.

Our experienced teams continuously support your business process transformation journey, delivering a proven, consultative approach as you navigate strategic decisions at every stage. The focus is on organization readiness, adoption, and continuous innovation to support changing business needs.



Proven methodologies, processes, and transformation expertise

SpryPoint combines best-in-class technology, proven implementation and adoption methodologies, and deep expertise to help utilities reduce risk, accelerate deployment, and achieve measurable business outcomes. Our teams work alongside utility teams 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. Our teams provide full-service data conversion, handling the entire extract, transform, and load (ETL) process, ensuring data integrity while freeing your teams to focus on the critical work of preparing staff and providing customer service continuity throughout the transition.

Every integration in the SpryPoint platform is built and maintained by our product and engineering teams—we call these productized integrations. Our teams own the connections to provide reliable, secure, and repeatable connectivity to the systems and processes used across the utility. This approach reduces the implementation risk, maintenance costs, and unexpected upgrades that often derail long-term adoption at utilities.

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."



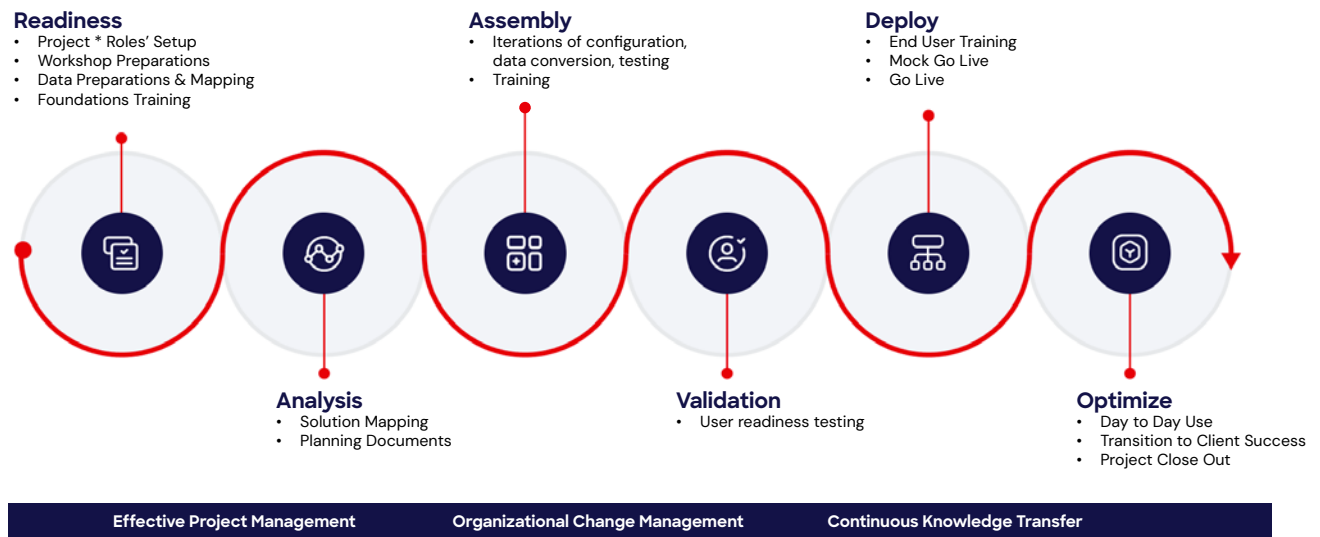
Alexandra Casey

Customer Service and Utility Services Manager, Plano, Texas



A proven implementation methodology

Thorough, iterative, and built to ensure confident team-wide adoption.



- **Readiness** establishes the essential implementation components for success.
- **Analysis** maps your business processes to the solution design and system configuration.
- **Assembly** refines the solution through structured iterations of configuration, data conversion, and stakeholder feedback to ensure the final system meets your exact requirements.
- **Validation** is when readiness becomes real — your data, your scenarios, your sign-off. We validate through a day-in-the-life approach that puts users through real workflows before go-live.
- **Deploy** is the dress rehearsal and training to ensure full organizational readiness before go-live.
- **Optimize** is a structured stabilization period ensuring the solution is optimal day-to-day before a smooth transition to the client success team and project closeout.

Adoption-centered organizational change management

Utility business transformation is ultimately a people initiative.

SpryPoint embeds organizational change management for every client, helping utilities build confidence, drive adoption, and ensure teams are prepared to embrace new ways of working. Our change management approach is grounded in PROSCI® methodology, ensuring structured and sustainable change across every stage.

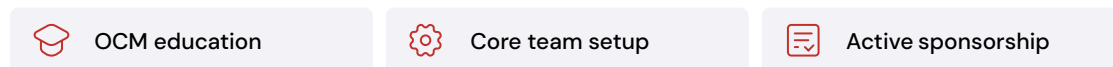
We equip your team with the tools and strategic foundation to lead change confidently, with expert guidance to support your business transformation for long-term adoption and success. The focus on adoption helps utilities accelerate value realization while minimizing disruption to daily operations.

Organizational Change Management (OCM)

Included for every client, every project

Regardless of OCM package selection, every engagement includes foundational change management – building the team, the strategy, and the conditions for lasting adoption.

Always included:



The importance of change management to build confidence and trust with your staff

“When you have team members that don’t want to change, who are used to using paper, filling it out, passing it to someone else, it’s a lot of manual touches. All of a sudden, you’re exposing them to approvals and workflows, so you have to build confidence that they have the ability to give credit on a late fee up to a certain amount. It takes building trust and confidence slowly, and you can’t go from zero to a hundred overnight.”



Madison Power
Implementation Team Lead, SpryPoint

SpryPoint

Extensive user testing and go-live hypercare process

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, ensuring 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.

Long-term client success and continuous improvement

SpryPoint realizes that modernization does not just occur as a one-time event. That is why our implementation is built to recognize that modernization enables utilities with the foundation for long-term client success. Committed client success managers align with you and your SpryPoint implementation team during go-live stabilization and serve as strategic advisors, helping clients identify ongoing opportunities to improve customer engagement, leverage new platform capabilities, adopt emerging technologies, and achieve evolving business goals.

As Easton Utilities Chief Information Officer Fred Christie explains:

"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



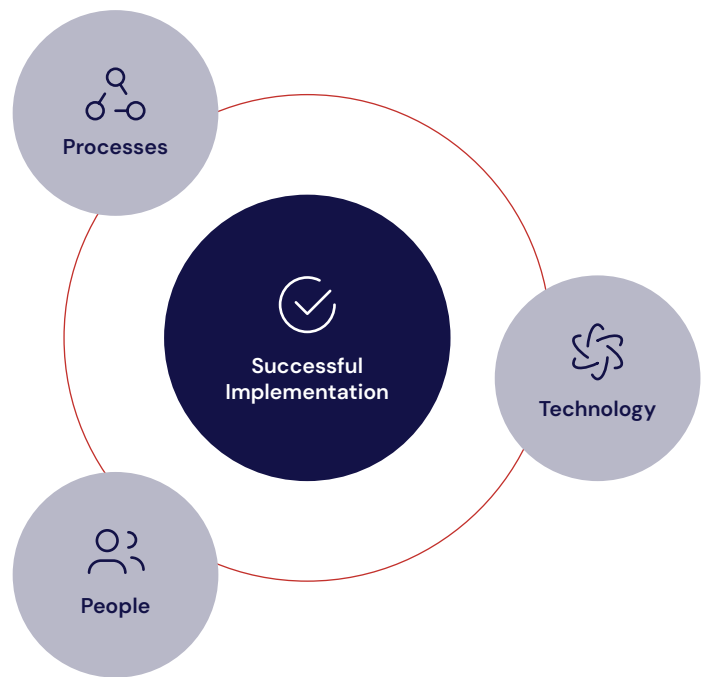
Your trusted partner for utility transformation

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

By combining modern technology, proven implementation expertise and processes, 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.

Three Pillars One Foundation for Success

- Equally critical — no pillar stands alone
- Built into SpryPoint's methodology from day one
- Designed not just for go-live, but for what's next



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

Let's connect

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