



Platform Overview

Your utility meter-to-cash platform built
for continuous modernization



The urgency to modernize is often driven by the recognition that maintaining legacy systems and technology is no longer the lowest-risk option. What were once manageable workarounds by tenured staff are now barriers to efficiency, customer service, innovation, and the ability to meet evolving business and regulatory requirements.

Investing in a modern Customer Information System (CIS) is a critical foundation for utilities to meet growing demands and build a connected, efficient, and future-ready utility. And while the platform and technology are integral, the right partner can make the difference between simply changing software and achieving measurable, long-term improvements in customer service, operations, and business processes.

SpryPoint is your partner, every step of the way.

SpryPoint is your modern platform built for the way utilities work

Utilities are our sole focus. Our founding team worked alongside utilities, building a deep understanding of the industry's complexities and what leaders need from their CIS technology and partner.

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, continuously evolving with the features and capabilities expected of a modern organization.

Built on AWS—with enterprise-ready infrastructure, security and compliance, productized integrations, and an open architecture—the SpryPoint platform connects customer information, billing, payments, AMI, customer engagement, field operations, and enterprise systems into a unified meter-to-cash ecosystem.

The outcomes we've partnered with utility leaders and teams to achieve:



Improved staff productivity and customer satisfaction

Intuitive, streamlined workflows that eliminate manual steps and empower customers with useful information.



Reduced inbound call volume

24/7 customer self-service portal to view and pay bills, track usage, manage accounts, and communicate with the utility on any device.



Real-time account and business visibility

A single source of truth across customer service, billing, and operations, giving every team real-time, accurate data to service customers and leadership with business analytics and reporting to make informed decisions.



Faster service order cycles

Streamline field operations and reduce truck rolls with shared, real-time field and back-office teams to maximize productivity.



Proactive customer communications

Customers receive proactive alerts for leaks, unusual consumption, and service disruptions — resolving issues before they escalate into complaints.



Greater billing accuracy

Eliminate manual processes with automation and integrated workflows to deliver greater billing accuracy.



Compliance without disruption

Continuous software updates deliver new capabilities and support changing business needs and regulatory requirements without costly disruptions.

"No utility team wants to change systems without careful consideration of the complexity involved. The partnership and trust we built with the SpryPoint team, combined with the modern technology we have implemented, created a positive experience for our staff and better service for our customers."



Lisa Tyer

Director of Customer Engagement
for City of Waco, TX

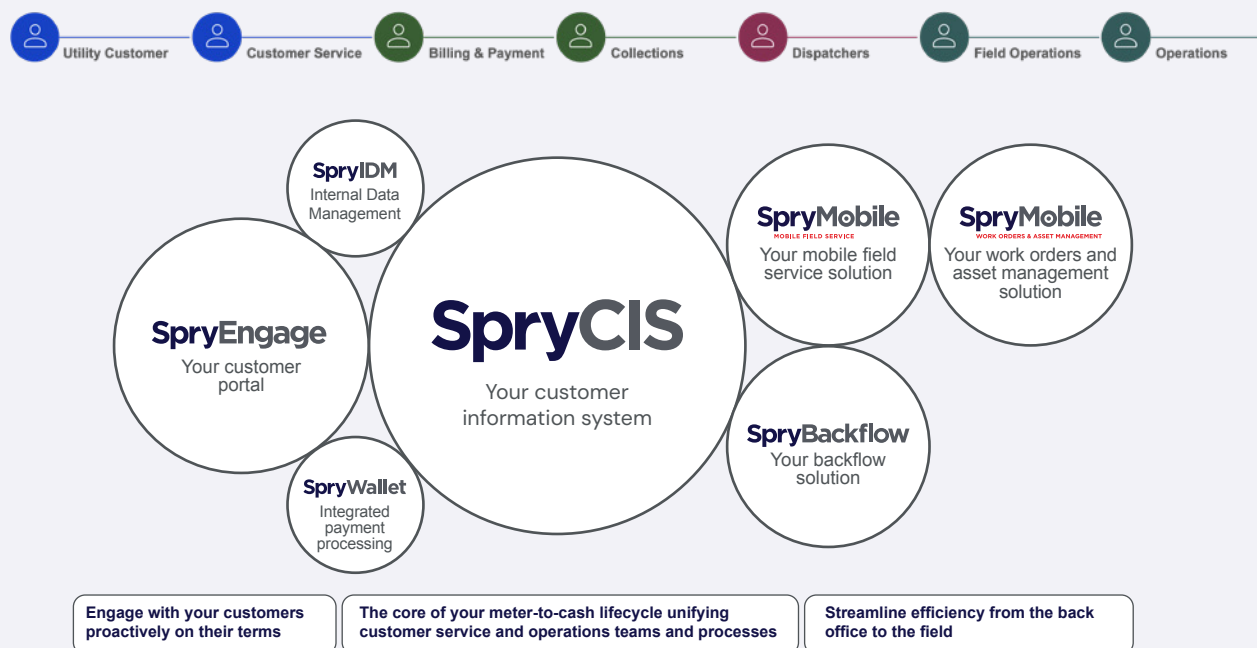


The SpryPoint Platform: Architected for today's utility requirements and future demands

Vendor-mandated upgrades and highly customized software have become costly burdens as utilities adapt to customer demands and regulations. With SpryPoint, you benefit from an integrated, standardized platform that supports configurable business processes and streamlines operations. By continuously deploying tools and updates to deliver incremental value and address your growing needs for staff and customers, you adopt innovation at your own pace without disrupting your business or people.

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's best-in-class configuration management enables you to innovate your business processes while ensuring consistency, reliability, and efficiency in an increasingly complex meter-to-cash lifecycle.
- **Productized integrations and seamless connections**
SpryPoint's productized integrations and open architecture eliminate data silos, ensuring a unified view and consistent, high-performance, reliable integrations with core systems.
- **Communication and engagement capabilities**
SpryPoint empowers your team with the data, insights, and omnichannel communication tools to meet your customers' growing demands through proactive notifications about suspected leaks and usage increases.
- **Security-first approach**
SpryPoint takes a security-first approach, proactively identifying and addressing potential threats as an integral part of the decision-making process for every deployment and update, safeguarding your data.



Learn more about the SpryPoint Platform at [SpryPoint.com](https://sprypoint.com).

SpryCIS

Your modern Customer Information System.

SpryCIS is the core of your meter-to-cash lifecycle, unifying customer service and operations to drive productivity in today's evolving utility.

SpryEngage

Your omnichannel 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.

SpryWallet

Your integrated payment processing feature.

SpryWallet is your secure, seamless payment-processing feature within SpryCIS and SpryEngage, making payment flows and reconciliation first-class citizens in your meter-to-cash processes.

SpryMobile

MOBILE FIELD SERVICE

Your mobile field service solution.

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

SpryBackflow

Your backflow solution.

SpryBackflow is the platform for your teams, customers, and testers to verify equipment, manage testing, and track regulatory compliance all in one place.

SpryMobile

WORK ORDERS & ASSET MANAGEMENT

Your work orders and asset management solution.

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

SpryIDM

Your integrated data management solution.

SpryIDM seamlessly integrates with AMI head-end systems, SpryCIS, and SpryEngage to provide a comprehensive, scalable, interval data management-as-a-service solution that enhances data consumption, analysis, and delivers actionable insights.

Designed to work better together with your core systems

SpryPoint's open architecture gives you the freedom to bring together the right solutions for your utility while ensuring data flows securely and efficiently across all systems. SpryPoint integrates with your embedded ERP, AMI or smart meter, payment processor, customer portal, or other core systems through an open architecture and productized integrations.

Productized integrations mean our product and engineering teams design, test, and maintain connections to provide reliable, secure, and repeatable connectivity. This approach reduces the implementation risk, maintenance costs, and unexpected upgrades that often derail long-term adoption at utilities.



SpryPoint is enterprise-ready with the technology, security, and architecture to operate at the speed of your business



Scalability and agility

Scale up or down resources based on demand, ensuring optimal performance and cost management even as your business grows.



Innovation and speed

Rapidly develop, test, and deploy new applications and features.



Reliability and uptime

Use AWS' distributed infrastructure with multiple data centers and availability zones to ensure high availability and minimal downtime.



Security and compliance

Strict adherence to the highest standards of information security, including SOC 2 Type II and GDPR, ensuring your data is protected and compliant.



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

"SpryPoint delivers a suite of cutting-edge solutions (SpryCIS, SpryEngage, SpryIDM, & SpryMobile) designed to put us in the best position to leverage technology in achieving our mission of providing Quality, Service and Value. With SpryPoint at the helm, we are driving continuous improvement, ensuring seamless customer experiences, and enhancing operational efficiencies well into the foreseeable future."



Thomas Zetusky, Sr.
Chester Water Authority, Director, Business Office

The right modernization partner matters as much as the right technology

As utility professionals understand, modernization doesn't happen by new technology or software alone. While having a best-in-class platform matters, outcomes are determined by how it's delivered, operationalized, and continuously improved. This requires the right partner who understands how utilities work, has proven implementation methodologies, and builds change management, platform, and process adoption into the solution to achieve long-term success.

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



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 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.



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

We're with you every step of the way as your long-term partner

Modernization doesn't end at go-live. Your business, your regulations, and your customers keep changing, and your CIS and platform must keep pace. Adopting new capabilities and transforming how your team works takes time, the right tools, and a partner who's invested in your long-term success.

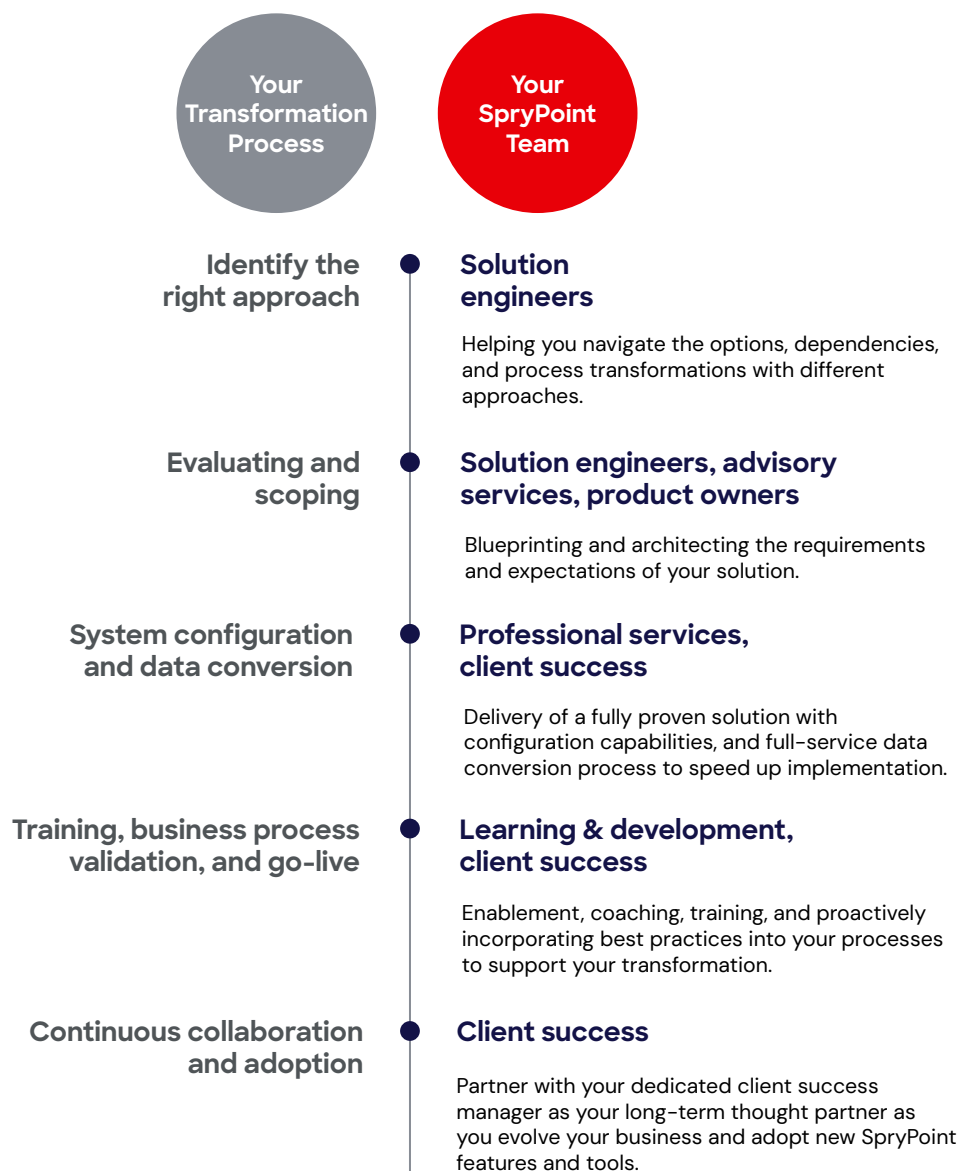
Client success isn't an add-on at SpryPoint. It's part of the experience. Dedicated client success managers align with you during go-live stabilization and serve as strategic advisors, helping you identify opportunities to improve customer engagement, leverage new platform capabilities, adopt emerging technologies, and achieve evolving business goals.

"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



What clients say about SpryPoint's platform and technology

"We've worked diligently since January to weigh the attributes of the RFP responses we received. We reviewed features, costs, ease of implementation and integration and usability. We studied and compared contract language and spoke with numerous references. At the end of this process, SpryCIS was the clear favorite. And with the addition of the SpryEngage and SpryIDM modules, we are confident we are presenting the best possible solution to our associates in Public Power."



Marc Gerken

President and CEO of Hometown Connections

"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

Smart solutions for smart utilities

SpryPoint serves electric, water, wastewater, gas, and multi-service utilities across the Americas as a long-term partner. SpryCIS is the foundation and core of your meter-to-cash lifecycle, connecting your people, processes, and systems to ensure intuitive and streamlined workflows that minimize training, improve operations, and enhance customer experiences. Our integrated utility products empower utilities to provide transparent, proactive customer experiences, streamline field service operations, enhance business visibility, and deliver modern payment experiences.

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

Let's connect

Visit LinkedIn



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