SpryPoint

5 Essential capabilities to expect from your utility Customer Information System (CIS) provider

Your CIS is the heart of your utility operations, integrating billing, payments, collections, and customer service. However, not all CISs are created equal or able to meet the needs of a modern utility. With today's dynamic utility landscape, the increasing challenge of the workforce transition, and customer demands for immediate access to information and answers, you must expect more from your CIS provider.

So, how do you know if your CIS is up to the task?

At SpryPoint, we believe utilities should expect more from their technology and platform vendors. For the past decade, we've focused on architecting a new generation of customer service and operations software to empower utilities to contend with the rapid pace of change. Based on hundreds of conversations with utility leaders, here are five essential CIS features every utility should demand to meet increasing customer expectations, navigate the complexity of their meter-to-cash process, and achieve efficiency goals.

1. Updates, not upgrades, to deliver continuous innovation

We've all been there. Upgrading your traditional on-premise or hosted CIS simpy to stay on a currently supported version. Upgrades are costly, disruptive, and resource-intensive Some upgrades could cost you upwards of six figures when there are multiple versions to catch up on. The solution is investing in a CIS with an "updates, not upgrades approach" for continuous innovation and value. This approach eliminates costly system upgrades and retires software customizations that hamper your processes while streamlining your billing, front-counter, and field services operations.

2. Configurable to your unique requirements and regulations

Utilities must continuously innovate and evolve in today's dynamic landscape. But heavily customized legacy technology locks you into processes and workflows that no longer meet your changing needs and customer demands. Configurability management must be built into your CIS to provide the flexibility to innovate your business processes while ensuring consistency, reliability, and efficiency in an increasingly complex meter-to-cash lifecycle.

## 3. Productized integrations for seamless interoperability between IT and OT

Interoperability between your IT and OT systems is paramount for today's interconnected utility operation. But legacy CIS technology was not built with integrations in mind, requiring you to use 3rd party system integrators to build bespoke integrations that introduce security gaps, and reliability and availability issues. Your CIS vendor must prioritize interoperability between your IT and OT systems with an API-first approach and productized integrations to ensure consistency, reliability, and the ability for your team to focus on efficiency and collaboration.

4. Security, compliance, and governance

The threat of cyberattacks against utilities is greater than ever, which means security is likely at the forefront of your mind. And the unintended consequence of interoperability is the risk of greater security threats. You need a CIS partner with 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.

5. Intuitive user experiences

As your experienced staff considers their retirement plans, the institutional knowledge of your systems and processes is at risk. And as you hire and train new staff, there's a greater expectation that their professional tools are intuitive and easy to use. When considering a new CIS vendor, prioritize a user-centric, intuitive interface that empowers your staff to work smarter, increasing productivity and employee satisfaction while accelerating the learning curve.
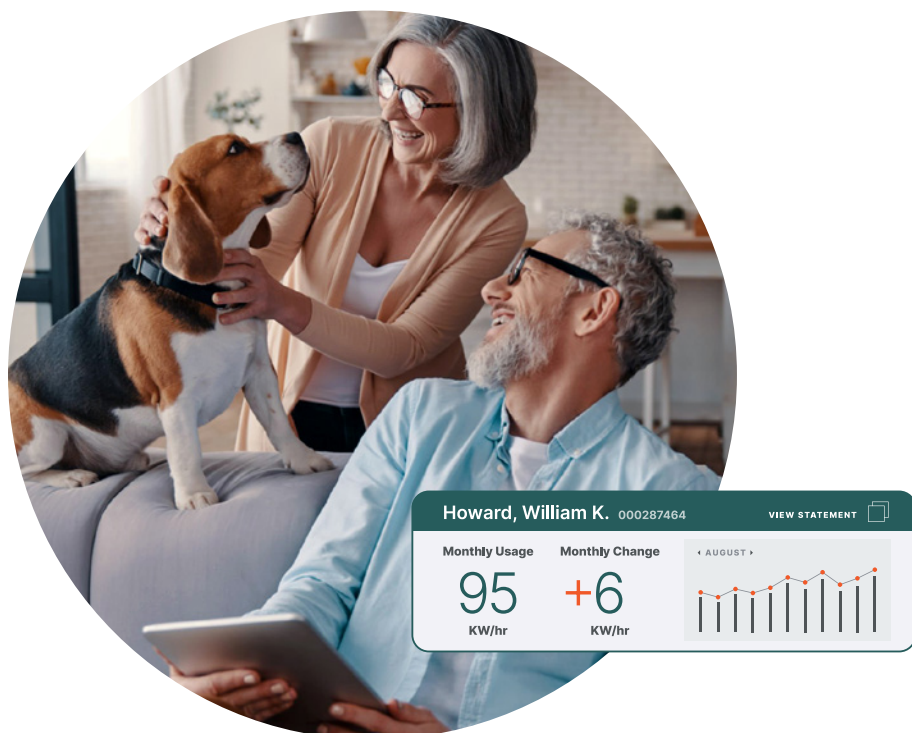
SpryCIS

Whether you're frustrated with your current CIS, tired of lackluster customer service, or interested in learning about the latest technology innovations, SpryPoint is your trusted, long-term partner. We've applied our deep domain expertise and process-focused design to build a new generation of customer service and operations software that streamlines how your teams work across the meter-to-cash lifecycle, reducing friction and frustration from the field to the back office.

If you're interested in an assessment of your existing CIS or learning more about SpryCIS, schedule a consultation with an expert today.

Schedule a demo