



Client Success Overview

Your long-term partner for continuous
utility modernization and innovation



Modernization doesn't end at go-live. Your business, your regulations, and your customers keep changing, and your Customer Information System (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.

SpryPoint is your partner, every step of the way.

Built by utility people for utility people

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 need from their technology and their partners.

That experience shaped the first cloud-native platform designed for how utilities actually work, one that evolves through continuous updates instead of forcing disruptive overhauls. But we understand software alone doesn't deliver transformation. It takes a dedicated, experienced team to help you implement, adopt, and optimize, so you see measurable gains in customer service, operations, and business performance.

Client success isn't an add-on at SpryPoint. It's part of the experience. Your Client Success Manager acts as a strategic advisor and ongoing relationship anchor, while our broader support team handles the day-to-day work of keeping your operations running smoothly and your staff enabled.

How the Client Success team supports your transformation

Client Success actively partners with you to drive product adoption and long-term value. Our client success team is your first call when something needs attention after your team goes live, and your ongoing guide as the platform evolves.

What it looks like to partner with us:



Ticket and issue management

Structured support across all severity levels, from urgent outages to configuration questions, with defined response and resolution targets built into your Service Level Agreement (SLA)



Preliminary and advanced technical troubleshooting

Our tiered support model means straightforward issues are resolved quickly, while complex technical and database-level problems are escalated to the right specialists without delay



Release guidance and adoption

Applications are updated with new features and fixes on a consistent release cycle. Our team delivers release notes to clients in advance and helps you evaluate, plan for, and adopt what's new



Knowledge base and documentation

Guides, FAQs, and how-to articles written by our documentation team to help you troubleshoot independently and get more from the platform



Staff enablement and training

Hands-on support to help your staff build confidence and get more from SpryPoint

A commitment to exceeding your expectations

Our team is committed to keeping you informed — proactively, frequently, and with information that's relevant to your organization. That means timely product release communications, optimization recommendations, clear updates as tickets progress, and transparent escalation paths when issues move up the chain.

When complex issues arise, our client success and product teams work together to bring implementation expertise directly into the resolution process, reducing the time it takes to get you answers.

"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



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



Driving operational results through new levels of business visibility and data insights

By leveraging data from AMI, digital engagement, and mobile workforces, Client Success helps you achieve measurable improvements, including:



Reduced truck rolls and service calls



Higher self-service adoption



Increased staff productivity



Improved operational efficiency



Enhanced customer experience and higher satisfaction



Better business visibility for data-driven decision making

"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

Feedback-driven innovation

Our best improvements stem from clients solving real-world utility problems. Our support team channels your feedback directly to product development, ensuring new features and fixes benefit the entire SpryPoint community.

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.

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

Let's connect

Visit LinkedIn





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