



Outcomes: **DID YOU KNOW?**

Technology is not only changing the way you do business—it's also transforming the way your customers interact with you. To be successful today, you need a partner who can help you navigate the technology landscape and provide the insights and experience to help you stay connected. At Itron, our expanding portfolio of value-based outcomes are guaranteed to help you make the most of your operations and reinvent the experience for your customers.

Itron Hosting Locations:

- » Australia
- » Canada
- » China
- » France
- » Germany
- » Ireland
- » Netherlands
- » United States



99.5%

average read rate
service-level agreements
available depending on solution



Over 99.6%

average application
availability worldwide



1.3 million

behind-the-meter devices
controlled by 25 active DR/
DER programs using the
IntelliSOURCE® distributed
energy resource
management system



Over 69
countries

with over **45 million**
endpoints using Temetra
cloud-based, SaaS meter
data collection software
translated in **17 languages**



Over 200

EMMSYS (water MDM
SaaS) customers across five
continents with over **700k**
meters in production



200 M

smart devices
deployed worldwide for
electricity, gas and water



Over 8.1M

DI-enabled endpoints
shipped and over **7.5M**
application licenses
issued



Over 8,000

utility customers in **100**
countries, spanning six
continents



**Global leader
in prepayment systems**

for electricity and gas
supporting over **24**
countries and over **21**
million prepayment devices



Over 100

IEE MDM customers across
six continents with more
than **50 million** meters
in production



Forecasting services to
80% & 100%
of the ISOs in North
America and Australia,
respectively



18 + 5 + 2

Vibrant DI ecosystem with
18 partners, **8** Itron apps
released and **2** partner
apps in progress



44 million
endpoints

analyzed in North America
by **78** analytics customers

GLOBAL MANAGED SERVICES

A fully supported managed services model allows your resources to focus on the critical issues that drive your business while Itron keeps your technology solutions current, optimized for performance and efficiently maintained, allowing you to maximize the value from your key metering applications. Through a managed services model that utilizes a secure, cost-effective and scalable platform, we'll gather, host and analyze terabytes of data from your network—and then leverage it to help you make the most of your smart metering data.



Over 1,300
utilities utilize Itron
Global Managed
Services



Over 110M
endpoints on
managed services



Over 240
Customers Globally:
50+ OpenWay
110+ GenX
80+ Fixed Network

GLOBAL DELIVERY SERVICES

Itron is here to save you time, resources and money. Our proven experience will minimize financial and operational risks while maximizing your return on investment. Using time-tested deployment strategies, Itron's Global Delivery Services team minimizes your overall risk by delivering projects within established timelines and budgets. We employ a proven project management methodology and business consulting services with a singular focus—to develop deployment strategies, which achieve the objectives set forth in your unique business case. Global leaders in energy management and critical infrastructure projects that deliver innovative results to utilities, cities and industries across the world.



Over 6,500
cumulative years of
delivery expertise



Nearly 725
delivery services
professionals with
mobility between regions



Over 500
simultaneous projects
managed globally

GLOBAL CUSTOMER SUPPORT SERVICES

The Itron Global Customer Support Services team has the knowledge and tools necessary to help you improve operational efficiencies and derive more value from your business solutions. We also provide Enhanced Maintenance Services designed specifically around your business outcome objectives.



15
Average tenure (years)
of Technical Support
Services subject matter
experts with Itron



95%
Issues resolved without
engineering assistance



24/7
Technical
Assistance Center



4.7
Customer
Satisfaction Score



66
Net Promoter
Score



100%
response within Severity
1 & 2 commitments



Join us in creating a more **resourceful world**.
To learn more visit **itron.com**

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