



Outcomes: **DID YOU KNOW?**

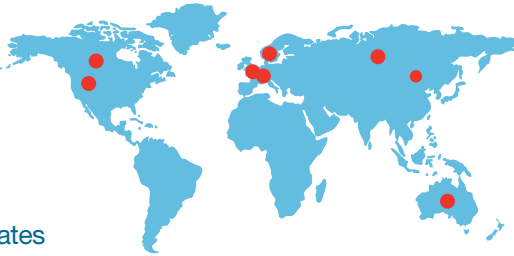
Technology is not only changing the way you do business—it's also transforming the way your customers interact with you. To be successful today, you need a partner who can help you navigate the technology landscape and provide the insights and experience to help you stay connected. At Itron, our expanding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

Cloud Applications:

All Itron software applications can be hosted in our regional data centers or within Microsoft Azure data centers, depending on the solution.

Itron Data Centers:

- o Australia
- o Canada
- o China
- o France
- o Germany
- o Holland
- o Russia
- o United States



up to **99.5%**
read rates

SLA available depending on solution



Over **99.6%**
average application availability worldwide



30+ countries

with over **21 million** endpoints using Temetra cloud-based, SaaS water mobile data collection software translated in **17 languages**

Additional Stats:

- o **78** analytics customers in NAM analyzing data from **44** million endpoints



2 million energy management devices

enrolled and deployed via the IntelliSOURCE® energy management platform

Global Customer Support Services

The Itron Global Customer Support Services team has the knowledge and tools necessary to keep your staff informed on the latest energy and water technologies, 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.



12

Average tenure (years) of Technical Support Services SMEs with Itron



95%

Issues resolved without engineering assistance



24/7
Global Call Center



Customer Satisfaction Score
96%



89%
Net Promoter Score



100%
response within Severity 1 & 2 commitments

Meeting SLA requirements as defined in "Working Effectively with Itron Global Support Services"



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 cloud 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 **1,000 utilities** utilize Itron Global Managed Services

More than **242** North American customers, **50+** OpenWay customers, **35** Gen2 & Gen3 customers, **78** GenX customers, **84** Fixed Network customers

Over **65 million** endpoints on managed services

- **35** million in NAM
- **26** million in EMEA
- **4.6** million in APAC
- **675k** in LAM



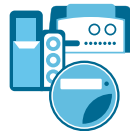
Global Delivery Services

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 saves you money and resources and minimizes your overall risk by delivering projects within established timelines and budgets. We employ a proven project management methodology with a singular focus — to develop deployment strategies, which achieve the objectives set forth in your unique business case.

- Over 27 years offering delivery services
- Nearly 450 delivery services professionals globally with mobility between regions
- 400 simultaneous projects managed globally
- Standard methodology provides the means to meet flexible project workloads
- Experts in utility industry consulting, smart grid transformation and benefits realization
- Ability to supplement utility workforce to support project and operational staffing gaps
- Cisco Secure Network Infrastructure (SNI) knowledge and experience
- Custom development capabilities
- System integration, implementation, configuration and testing expertise
- Network, smart device and sensor installation and maintenance experience
- Operation and maintenance expertise to support and maintain high-availability, high-performing systems
- Adherence to change management and standard operating procedures
- Capability to provide Project Management Office (PMO) capabilities
- Provide solution business operations assessment/audit (health check)
- Network site acquisition (Joint Use Agreements facilitation)
- Supplement standard field maintenance operations staff supporting corrosion checks, meter pit boxes, leak detection/ surveys, etc.

DID YOU KNOW?

Over **400** EMMSYS (water MDM SaaS) customers across five continents with over 700k meters in production



Over **200 million** smart devices deployed

Over **2 million** distributed intelligence-enabled meters installed



8,000 utility customers in **100** countries, spanning six continents



Global leader in prepaid systems

for electricity and gas supporting 40 countries and over 14 million prepaid devices



Over **100** IEE MDM customers across six continents with more than 45 million meters in production

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



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

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