

# Software & Services: **DID YOU KNOW?**

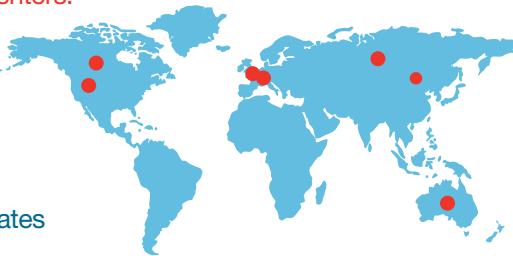
Technology is not only changing the way you do business—it's also transforming the way your customers interact with you. To be successful today, you need a partner who can help you navigate the technology landscape and provide the insights and experience to help you stay connected. At Itron, our expanding portfolio of software and services 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 Russia
- o United States



**96%-99%**  
read rates

Able to deliver higher read rates if required by customers

Over **99.6%**

average application availability worldwide



**48 countries**

with over **20 million** meters using Temetra cloud-based, SaaS water mobile data collection software translated in **17 languages**

### Additional Stats:

- o **63** Itron Analytics customers in NAM analyzing data from **43 million** endpoints



**3 million**  
energy management devices

enrolled and deployed via mass market demand management programs

## Global Support Services

The Itron Global 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.

### Active Customer-Supported Product/Solution Contracts

- o **41,600** (NAM)
- o **30,500** (EMEA)
- o **14,900** (LAM)
- o **2,700** (APAC)

**10**



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

**98%**



Issues resolved without engineering assistance

**24/7**



Global Call Center



Customer Satisfaction Score  
**92%**



**95%**  
Customer Loyalty Index

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



**100%**  
response within Severity 1 & 2 commitments



## 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, **35** Gen4 & Gen5 customers, **79** Fixed Network customers

Over **61.9 million** endpoints on managed services

- **36.8** million in NAM
- **25** million in EMEA
- **100k+** in APAC



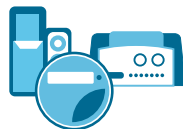
## Global Delivery Services

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 26 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 **150** EMMSYS (*water MDM SaaS*) customers across five continents with over 500k meters in production



**190 million** smart devices deployed

**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 **83** IEE MDM customers across six continents with more than 39 million meters in production

Forecasting services to **75% & 100%** of the ISOs in North America and Australia, respectively



Join us in creating a more **resourceful world**.  
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