



# Itron Global Delivery Services

Providing Business Results



“National Grid has leveraged Itron’s Global Delivery Services team to oversee the implementation of the innovative Worcester pilot which encompasses IPv6, demand response, outage notification and restoration, and consumer engagement. The Itron team partnered with us through managing the deployment, demonstrating expertise and flexibility, and delivering the outcomes that enabled our pilot program and results.” — *Bill Jones, Director, Smart Energy Solutions Program, National Grid*

The utility industry is undergoing a significant shift in generation, distribution and metering strategies. Those that take advantage of smart metering deployments are reaping the benefits of faster, more comprehensive, actionable data with the power to optimize the efficiency and reliability of delivery systems and empower consumers to manage resources more responsibly. Yet utilities face significant challenges in evaluating the feasibility of smart metering projects, selecting the right solution and managing solution deployment. From mobile to smart grid and smart networks, successful deployment of today’s metering solutions requires deep expertise and experience.

That’s why it makes sense to partner with an industry expert. No matter the challenge, the Itron Global Delivery Services team combines industry-leading knowledge, resources, experience and customer focus to ensure your success. From business case through implementation and support, from cloud services and outsourcing to business consulting and analysis, Itron will design a package—an Itron solution—to meet your specific business needs and objectives in the most reliable, cost-effective and timely manner possible.

#### **BUILD A PARTNERSHIP WITH THE EXPERTS**

Our solution offering can be scaled to complement the size of your organization and designed to accomplish today’s business objectives while planning for future needs. When you partner with Itron, you can rest assured knowing that you have enlisted the help and support of a team with an unequalled track record of success.

#### **WHY ITRON?**

For decades, Itron’s innovative solutions have transformed the ways in which utilities manage energy and water resources, streamline operations and serve customers. We draw heavily on this knowledge and experience to help our customers implement smart metering outcomes. Our past and future successes are due to the talented group of professionals who comprise our Global Delivery Services team. With hundreds of satisfied services customers and over 160 million smart devices deployed globally, our team’s insight, experience and professionalism is unrivaled in the industry. Our team is globally dispersed, therefore providing you technical expertise and support right when you need it. No matter

#### **DELIVERY SERVICES OUTCOMES**

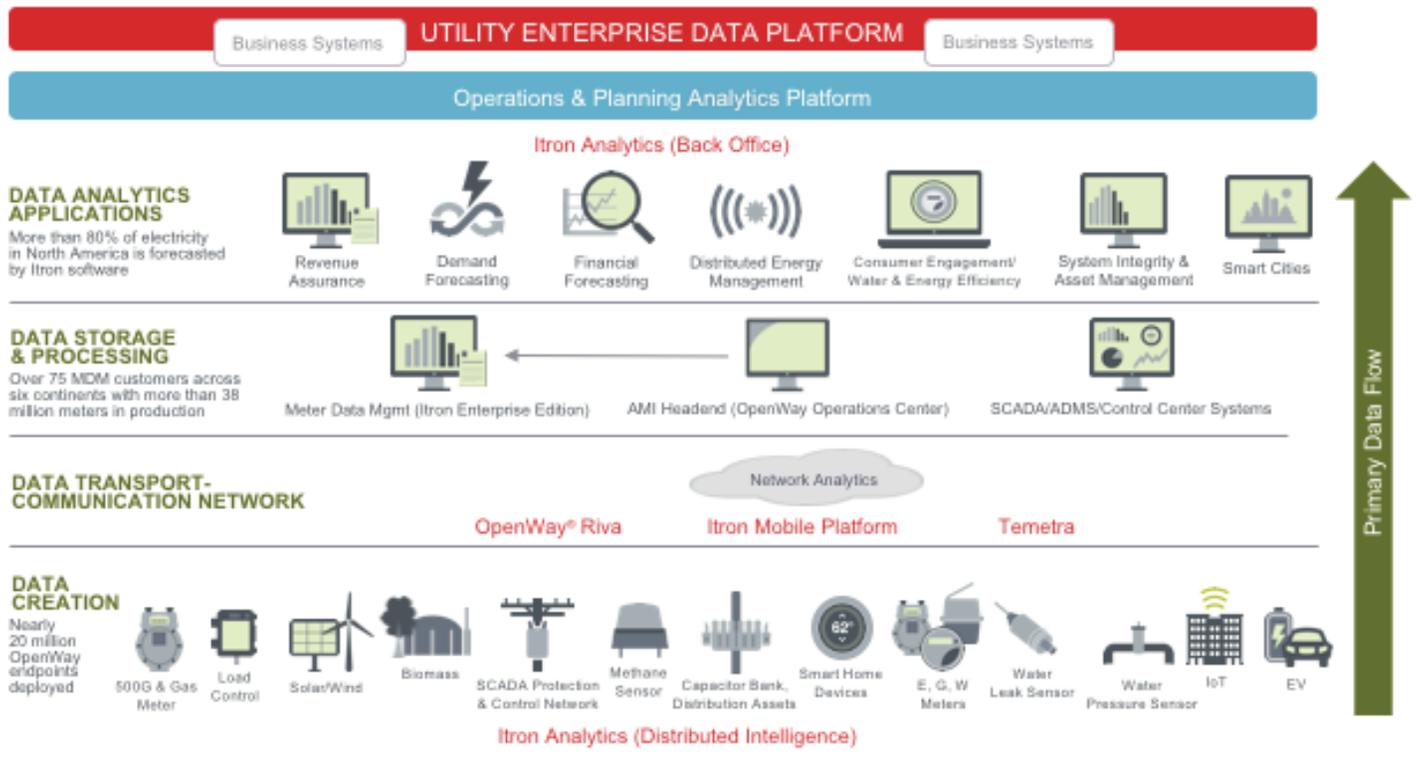
- » Ensure sound business and technical decisions through deep industry knowledge
- » Mitigate financial and operational risks through proven experience
- » Improve system performance and reliability with professional installation and management
- » Streamline operations and maintenance with business process consulting and implementation
- » Improve customer service with access to reliable analytics data
- » Meet and exceed management and customer expectations through proven project management methodology
- » Mitigate risks through proactive management & data analysis
- » Maximize return on investment in collaboration with an industry-leading team

where you are in your journey, Itron Global Delivery Services has the solutions and experts to meet your business goals.

#### **Proven Expertise and Experience**

- » More than 25 years offering delivery services
- » Nearly 450 dedicated team members globally

**PROVIDING BUSINESS RESULTS & DELIVERING EXPERTISE SPANNING THE COMPLETE UTILITY DATA ENVIRONMENT**



- » 3 million energy management devices enrolled and deployed via mass market demand management programs
- » 160 million smart devices deployed
- » 400 simultaneous projects managed globally
- » 48 countries with nearly 17 million meters using Temetra cloud-based, SaaS water mobile data collection software translated in 17 languages
- » Decades of established partnerships with industry specialists

**ITRON SERVICES OPTIONS**

Itron Global Delivery Services is comprised of six main service categories, each with a solution offering that caters to your unique business needs.

**Consulting & Analysis Services**

Utilities around the world are beginning to grapple with both the benefits and the complications associated with higher penetrations of rooftop solar, electric vehicles and connected devices. At the same time, these changes behind the meter are happening within an aging transmission and distribution

infrastructure, declining load growth and increasing competition from third-party providers. All of these dynamics highlight the need to maximize the benefits of distributed energy resources (DERs) to utilities and their customers and develop new utility business models associated with delivering those benefits.

Itron’s Consulting and Analysis (C&A) group has been at the leading edge of the DER technology, policy, planning, measurement and evaluation issues for the last two decades. The expertise has led to engagements with the California Public Utilities Commission to manage its \$50 million California Solar Initiative research and development portfolio, developing a research roadmap to achieve California’s ambitious Zero Net Energy goals for the California Energy Commission and authoring the national protocol for Combined Heat and Power evaluation.

Itron’s C&A group also applies the principles of energy demand analysis to water demand and supply. These AMI-based water analytics form a critical bridge into the world of the “water-

energy nexus”, smart cities and resource optimization strategies that cross electricity, gas and water. Our interdisciplinary team is poised to deliver a wide range of customized energy and water research, evaluation and consulting services that address the unique challenges facing individual utilities today and in the future.

**Implementation Services**

Itron’s Global Delivery Services team offers a range of services to accelerate your success and benefit realization with the deployment of Itron software and hardware solutions. Our team has the tools and expertise to help integrate data from distributed intelligence to the backoffice. To fully realize the benefits and business outcomes of a secure smart metering solution, all hardware, software and business processes must be fully integrated and optimized. In partnership with you, Itron employs a proven project management methodology with a singular focus—to develop implementation strategies which achieve the objectives set forth in each unique business case.



“Itron’s support and collaboration has enabled us to really understand how we can use the data we gather to report on key performance indicators, track trends to help us identify and proactively address issues, and evaluate processes for improvement opportunities.”

— Tom Pierpoint, Director, Business Applications, PHI, an Exelon Company

The project must be fully defined and understood by all stakeholders; tasks must be identified, assigned and tracked. Our methodology supports risk identification and mitigation, communications, reporting, change management, quality control and issue resolution. But more importantly, our time-tested implementation strategies deliver consistent results and valuable business outcomes enabling you to advance your smart grid and smart networks initiatives.

### Energy Forecasting Services

For three decades, Itron has been helping utilities understand and anticipate changes in energy demand. Our software solutions and services are designed specifically to address your forecasting needs.

- » For energy system operators, we can help you save valuable resources by improving the accuracy of day-ahead forecasts.
- » For financial analysts, we can help you improve your budget forecasts and build better processes to understand variances

from budget.

- » For executives, we can help you understand business outcomes by using AMI data to track results against budget on a daily basis.
- » For long-term planners, we can help you anticipate resource needs in an increasingly complex future with renewable generation, storage, electric vehicles and other technology changes.
- » For energy suppliers, we can help you anticipate the requirements of your customer portfolio to help minimize the cost of meeting your energy obligations.

In all cases, our goal is to provide improved visibility looking forward as well as improved clarity looking backward. This translates into tighter operations, reduced uncertainty and higher confidence that operating and investment decisions are based on a solid understanding of current business fundamentals and business directions.

Itron’s staff includes industry experts with deep experience in all aspects of energy forecasting. Through our work around the world, we have developed a set of proven and tested approaches and a clear understanding of industry best practices.

We provide forecasting services to 75% and 100% of the ISOs in North America and Australia, respectively. Our forecasting services range from model review and process consulting to full outsourcing of the forecasting function. Look to Itron as a strategic partner to help meet your energy forecasting needs.

### Demand Management Services

Itron offers a wide range of services that enable utilities to deliver successful demand response, energy efficiency and customer engagement programs. From small first-phase deployments to massive program rollouts, Itron demand management services can help ensure your program objectives are achieved on-time and on-budget.

Itron offers targeted and segmented marketing solutions designed to engage utility customers. Our marketing experts develop and execute multi-channel campaigns to attract and retain demand management program participants, ensuring that you reach the enrollment rates necessary to achieve your megawatt objectives.



Itron also provides a complete set of program management services from field service to device installation and maintenance to call center support, allowing utilities to focus on core operations. With extensive experience delivering programs with high customer satisfaction rates, Itron successfully manages the details important to the implementation and success of your program.

From verifying signals to profiling loads in real time, Itron provides expansive measurement and verification (M&V) services to track and measure the quantity and quality of any reduction during load control events. Our team of energy scientists utilize insight from customer behavior, equipment functionality, energy use, and energy demand to determine how much capacity can be provided under various scenarios.

### Global Support Services

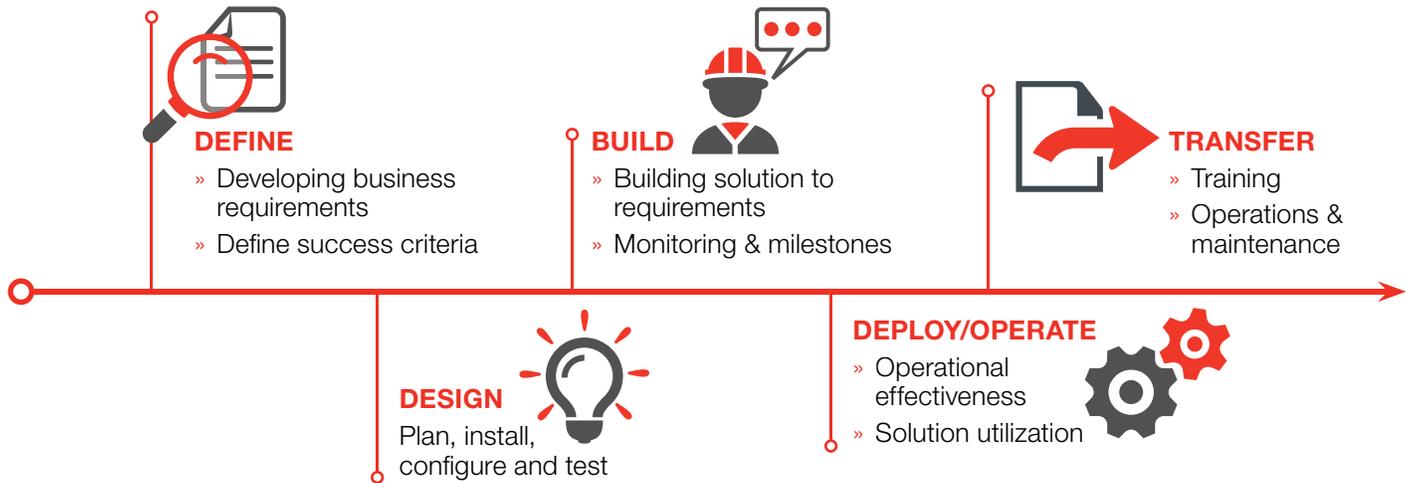
Itron Global Support Services provides unparalleled care to all of our customers—and our relentless dedication ensures those challenges are overcome and our customers succeed. By improving your technical knowledge of Itron solutions, we flatten your learning curve and increase your comfort level and confidence to drive success in daily operations and maintenance. This foundation is important. Not only will you accelerate the benefits of advanced functionalities and capabilities, but you will also know your system intimately enough to build new efficiencies as your organization evolves. Itron Global Support Services is with you at every step, ensuring that your system aligns with peak performance recommendations and quality standards.

- » Facilitate the maintenance and optimization of software, hardware, resources and business processes
- » Ensure success when conducting day-to-day operations, routine maintenance and periodic reconfigurations and upgrades
- » Utilize dedicated technical support resources located around the globe, including four Global DevOps facilities and 24/7 emergency support
- » Access online support and a global user knowledge base through Itron Access
- » Gain access to training and certification programs, both remote and on-site: core, basic, advanced, administration and IT professional courses
- » Offer Supplemental Services such as Enhanced Maintenance Services and Advanced Services (including Technical Assessment Consulting)

### Supplemental Services

Itron Global Delivery Services also provides numerous supplemental services, which include:

- » New system implementation services (test, development, production, disaster recovery)
- » System upgrade services
- » Technical evaluation consulting
- » Customized product and operations training
- » Network server/system consolidations or splits
- » Database administration, management and maintenance
- » Defining SOPs and best practices
- » Providing a temporary operator to fill in during vacation or leave



## Itron Advantage Business Realization Process

### ITRON ADVANTAGE

Itron Advantage is Itron's proven method for implementing Itron solutions. This methodology provides great value to you. It provides a project roadmap and sets expectations within your organization so that appropriate resources can be assigned. Having a clear understanding of what will be delivered and keeping your expectations set is key to both project success and overall customer satisfaction.

The methodology enables you to identify project requirements and then map those requirements to test cases and success criteria, which must be signed off. With clearly defined requirements, you can then design, build and test the solution to meet the specific requirements. This process also provides a method by which any changes to the requirement can be tracked and impacts to the overall project can be identified.

Through project and industry expertise, ample knowledge transfer opportunities and operational readiness planning, we guide you through the business process and organizational changes. As a result, you are better able to plan for change and more quickly realize the business benefits of the solution.

### CONCLUSION

Itron Global Delivery Services offers a proven methodology designed to evaluate your business needs, create and implement unique business outcomes, and provide effective project handover and customer support going forward. Having developed the industry's best and longest-running smart metering solutions, Itron has unique insights into successful business case development; deployment strategies; streamlined, cost-effective cloud services; business consulting and development; and ongoing customer support to keep your system running efficiently and reliably. Our Itron Global Delivery Services staff is the most seasoned smart solutions team in the industry and the preferred partner in smart metering and smart city solution deployments.



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

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