Itron Global Delivery Services

Who We Serve
» Electric, Gas and Water Utilities
» Smart Cities

What We Enable
» AMR & AMI
» Analytics
» Distributed Energy Management
» Distributed Intelligence
» Distribution Automation
» Meter Data Management
» Prepayment
» Smart City Solutions
» Industrial IoT Solutions

What We Deliver
» Program Management
» Field Services
  • Installation
» Business Consulting and Solution Architecture
» Technical Consulting
» Supplemental Services

The utility industry is constantly undergoing changes in generation, distribution and metering strategies. From improving reliability, managing peak loads, meeting safety requirements, integrating distributed energy resources, reducing carbon footprint

and distribution losses, and expanding customer engagement, proactively addressing these changes is the ultimate goal. Those that take advantage of these use cases through their 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 and assessing the right outcomes-based solutions to optimize the business case.

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, managed services and outsourcing, to business consulting and outcomes-based delivery models, we 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. Our on-site team of professionals will be on hand to drive your implementation and roll-out, offering everything from project management to back-office integration. And they'll make sure your solution does what we promised it would do.

BUILD A PARTNERSHIP WITH THE EXPERTS
Our solution offerings 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 us, you can rest assured knowing that you have enlisted the help and support of a team with an unequaled track record of success.

WHY ITRON?
For decades, Itron's innovative solutions have transformed the ways in which utilities manage resources, streamline operations and serve customers. We draw heavily on this knowledge and experience to help our customers implement solutions and realize value-based 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 200 million smart devices deployed globally, our team's insight, experience and professionalism are unrivaled in the industry. Our team is globally dispersed, but we are designed to support you at a local level—providing you with technical expertise and assistance right when you need it. As an end-to-end solution provider, we collaborate with partners and other vendors to deliver a "one-stop shop" experience, allowing you to focus on other priorities. No matter where you are in your journey, Itron Global Delivery Services has the solutions and industry experts to meet your business goals.

Proven Expertise and Experience

27+ years offering delivery services

6,500+ years cumulative experience across **760+** dedicated team members globally

200 million smart

400 simultaneous projects managed globally

GLOBAL DELIVERY SERVICES OPTIONS

Itron Global Delivery Services supports electric, gas, water utilities and smart cities all over the world primarily through implementation services that cater to your unique business drivers, use cases and needs. In addition, we also provide complementary services that extend beyond our implementation offerings and span across numerous areas.

Implementation Services

Itron's Global Delivery Services team offers a range of services to accelerate your success and benefit realization with the deployment of our software and hardware solutions. Our team has the tools and expertise to help integrate data from distributed intelligence to back-office offerings.

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, we employ a proven project management methodology with a singular focus—to develop implementation strategies which achieve the objectives set forth in each of your unique business cases.

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. We offer implementation services in the areas of: program management, field services, business consultation and solution architecture and technical consulting.

Program Management

Our Global Delivery Services are an integral part of any Itron solution. Implementing a solution requires strong project management and a project team with knowledge of your energy and water management needs, both from a technical and a functional perspective.

Itron Advantage is Itron's proven method for implementing our solutions. This methodology leverages implementation best practices and establishes a project framework to guide program execution while also preparing your organization and program for success. It is a measurable approach based on the PMI Project Management Body of Knowledge (PMBOK) and PRINCE2. Having a clear understanding of what will be delivered and keeping your expectations set is key to both project success and overall customer satisfaction.

Itron Advantage provides the technical and administrative support needed to ensure success. Built-in project governance processes provide project controls, risk management, change management and status reports through the life of the project. This methodology guides teams through the requirements-gathering process which, in turn, facilitates solution designs including technical architecture, business requirements, test plans, training plans, etc. that are signed off as deliverables. As the program executes throughout the Build and Deploy/Operate phases, these deliverables provide a reference for teams and benchmarks that define key success criteria. This process also supports project governance by which any change can be readily identified, evaluated and tracked throughout the implementation process.
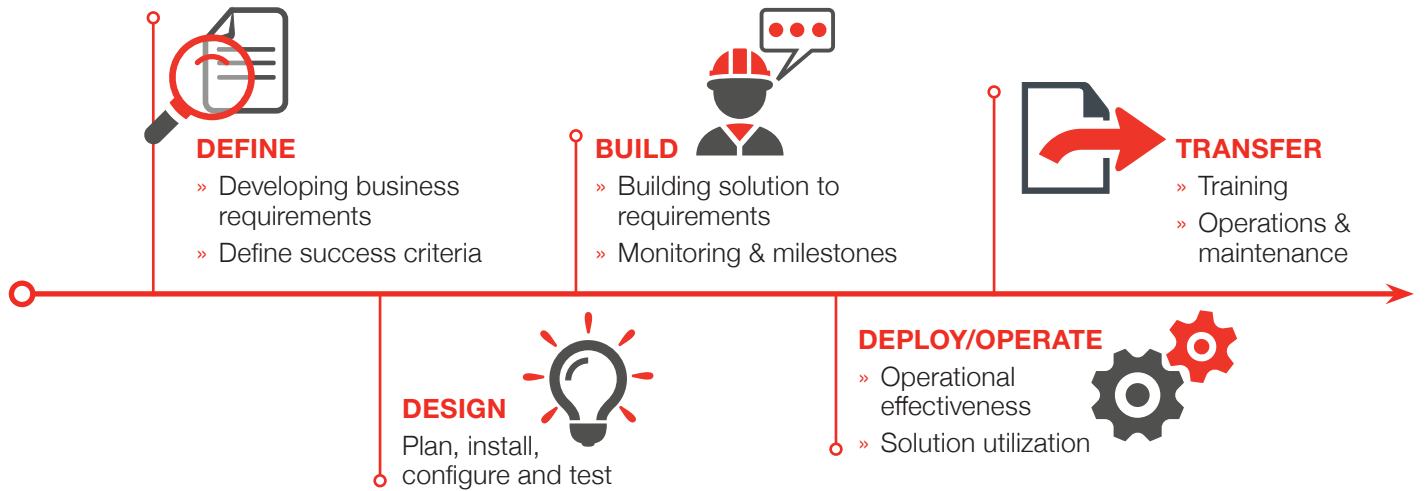
Through project and industry expertise, ample knowledge transfer opportunities

DELIVERING VALUE

» 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 and maximize operations and maintenance with business process consulting and implementation

» Deliver actionable insights by extracting value from key use cases spanning operations, data management, consumer engagement, DER, etc.

» 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 through collaboration with an industry-leading team

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"Thanks to your team for responding to our escalations, working late nights and weekends, as we resolved our issue. Our project manager has been an absolute champion throughout this process. I'm sure we would not have endured without his customer focus, steady leadership and tenacity. I'm so thrilled that he remains on our account. I have never met someone who has such passion for standing up and delivering for his customer".

-Mark Fullerton | Delivery Manager, Energy Data | Trustpower

DEFINE
» Developing business requirements
» Define success criteria

BUILD
» Building solution to requirements
» Monitoring & milestones

TRANSFER
» Training
» Operations & maintenance

DESIGN
Plan, install, configure and test

DEPLOY/OPERATE
» Operational effectiveness
» Solution utilization

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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.

Itron Advantage mitigates the risks associated with large-scale projects by tightly controlling project tasks, deliverables and variables. It ensures that each task and deliverable is identified, documented, assigned, tracked and managed to a successful conclusion, and that appropriate resources are made available as needed throughout the project. Focus remains on mitigating risk, stakeholder communication, task execution and accountability, and closely managing change.

Finally, we provide lessons learned from previous projects. This is the most important knowledge a resource can have, because a smart grid implementation touches so many organizations, operations, processes and day-to-day tasks. Itron Advantage is project-proven to deliver on time and within budget.

Transfer from Project to Operations (Business as Usual)

Upon successful completion of final acceptance testing, the project moves into an operational Transfer phase and support mode. During the transition, our project team provides additional training to customer personnel on system operations and maintenance to ensure long-term system performance. The Itron project team also works to perform project closeout activities, such as reviewing user feedback, applying optimizations and project lessons learned.

The final step of the project is for our project team to transfer full operational responsibility of the Itron solution to your operations team, and to assist with the transition to the long-term care of our Global Customer Support Services (GCSS) team. We finalize the standard operating procedures and transfer the system, as built, for ongoing operations and sustainment. You then assume full operation and continue any ongoing field deployment activities, while our GCSS team remains available to provide long-term IT system support under our Maintenance and Service Agreements. Our

transition process begins as early as the Build phase. This process engages our GCSS team, allowing them to understand the intricacies of the environment and the system configuration.

Field Services

From start to finish, Itron offers field services support during planning, deployment and optimization phases of Itron networks.

In the planning phase, field services surveys mounting locations to ensure a balance is struck between network performance and utility standards to ensure the safety of mounted equipment. We train crews on the proper installation of various Itron products.

During the deployment phase, field services conducts periodic audits of the network backbone and endpoint installations. Field services can also monitor the network and address performance issues through in-field investigations when necessary. For more complex deployments utilizing distribution automation, field services provides the staff needed to configure, test and validate the network as it's deployed as well as provide ongoing operational support.

During the optimization phase, Itron field services can conduct in-field assessments of network communication issues and address isolated neighborhoods, meter rooms and even individual endpoints to ensure the network meets or exceeds the contracted service level performance criteria.

Installation Services

Itron provides installation services for all of our products and solutions whereby we leverage many years of experience and best practices to ensure your installation is successful. This includes both endpoints, such as meters and demand response devices, as well as network solutions to operate those devices. We have developed training programs and standard operating procedures for all of our products and services and have refined these processes over many large deployments.

We have several installation models available including Itron installation teams and contractor management. With either model, we are fully responsible for overall project management and installation services. We also utilize a highly flexible and customizable work order management system to manage and track all installation activities including inventory management, optimized routing, mobile devices for field technicians and reporting tools. This results in installation projects being completed on schedule and within budget.

Business Consulting & Solution Architecture

Business Consulting

Our business consultations help align solution requirements, design and business processes to meet your objectives. This includes the following project activities:

» Drive business customer process development

» Drive solution requirements and/or solutions design workshops

» Support client project, solution planning and scope development

» Support solution demos and training via workshops at client site

» Support testing cycle by designing test cases, scripts and writing test plan development

» Assist moving deployment to production and provide post-implementation support

» Assist in loading test data and performing test cycle (product, integration, solution testing)

Solution Architecture

Our value-added software components provide a suite of "out-of-the-box" tools that can be deployed by our delivery services team to provide stable and reliable solutions to common integration problems. These components are designed to be deployed, monitored and managed just like other Itron software products. Components are available to provide fast, reliable solutions to problems in data routing, data translation, data filtering, standards-based integration (MultiSpeak, CMEP) and customized data reporting.

Technical Consulting

Our technical consultations complement business consulting services with the deep product and industry knowledge required to run Itron products. We will work with your IT staff or operation administrators to determine the proper configuration and sizing of your hardware, networking and software environment. We will also manage the installation, configuration and testing of Itron products.

SUPPLEMENTAL SERVICES

In addition to our extensive implementation services, we offer a range of ancillary services that include assessing the health of your AMI system, managing your distributed energy resources and anticipating changes in your demand to addressing non-revenue water loss, managing your network and infrastructure, and ensuring your success through unparalleled support. These services, combined with a strategic implementation, provide the most comprehensive set of offerings to help you extract and realize actionable insights and derive value from your deployment.

AMI Health Assessment Service

AMI Solution Assessment provides a holistic AMI health assessment at peak performance by streamlining existing processes, evaluating systems and architecture, and providing comprehensive recommendations or corrective actions. This service is centered around AMI and customer systems such as headends and MDM.

AMI Health Assessment Benefits:

» Increase operational efficiency

» Reduce operational maintenance costs

» Proactively review AMI solution performance

» Minimize high-priority support issues

» Evaluate future technology (SaaS, Managed Service)

» Reduce IT implementation and maintenance cost

» Minimize solution and operation upgrade scope and risks

» Align business processes and technology

» Reduce future integration complexity

» Adopt, realize benefits, features and functionality

"Whether it was during the initialization of the project or afterwards, the support and competence of your delivery specialist was indispensable—we particularly appreciated his expertise, know-how, advice and availability."

-André Denoyelle | 1st Deputy Mayor | City of Chessy, France

Distributed Energy Management Consulting Services

We offer a wide range of services that enable you to deliver a wide range of successful distributed energy management programs—from bring-your-own device and managed EV charging programs to commercial and industrial demand response and network-enabled direct load control. From small first-phase deployments to massive program rollouts, our demand management services can help ensure your program objectives are achieved on-time and on-budget.

We offer targeted and segmented marketing solutions designed to engage, recruit and retain utility customers in DER programs. Our award-winning 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.

We also provide a complete set of program management services from field service to device installation and maintenance to call center support, allowing you to focus on core operations.

With extensive experience delivering programs with high customer satisfaction rates, we successfully manage the details important to the implementation and success of your program.

From verifying signals to profiling loads in real time, we provide extensive 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.

Energy Forecasting Consulting Services

For three decades, we have 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 operational and investment decisions are based on a solid understanding of current business fundamentals and business directions.

Our 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.

"Itron continues to outperform themselves. They have highly skilled and competent employees who are able to understand our intricate requirements, deliver them and resolve our issues. The project team was excellent and successfully closed our project. We have partnered with Itron for a long time and the relationship has been wonderful. We will encourage other utilities to partner with them as well."

We provide forecasting services to utilities of all sizes as well as the majority of Independent System Operators in North America and Australia. 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.

Water Operations Management Consulting Services

Extracting and bringing data onto one single platform is a key step towards water digitalization and water loss management. This allows you to enable greater operational efficiencies, better plan for maintenance, provide better performance predictability, optimize your workforce and maximize your return on investment.

Water Operations Management (WOM) consulting services aim to evaluate the existing state of your data systems and map out the path to the desired state of sectorization, which offers a targeted approach to water loss reduction.

Breaking the water loss problem in your network to smaller, more manageable pieces is the start to better water loss control. If you are early in your journey to reduce water loss, we can help you move towards sectorization and ensure your hydraulic model can provide digital twin capabilities to deliver insights like modeling "what-if" scenarios to better manage your existing water infrastructure and plan continuous improvements.

WOM Consulting Services Focus Areas:

» Billing data analysis

» Water data audit

» Hydraulic modelling

» District Metered Area (DMA) design and planning

» Strategic sensor placement

» One-time meter replacement prioritization

The question of data quality often comes up within organizations. The decisions you make pivot around the quality of data that exist within your organization. Accurate consumption data is the foundational base for billing accuracy and quick resolution of customer inquiries, and serves as one of the cornerstones for water loss analysis.

At Itron, we have a dedicated team of experts who will work alongside with you in your journey to optimize your operations, reduce your operating costs, manage your assets effectively and ultimately decrease your non-revenue water losses. Through our consulting services, we work with you every step of the way to reach your targeted goals.

ADDITIONAL ITRON SERVICES

Global Managed Services

There's no system or network we can't manage and nothing is more important than keeping your network, devices and systems operating at peak performance and secure. We provide cloud-based operations and services for more than 1,200 utilities throughout the world—enabling organizations like yours to achieve valuable insights and operational success. With over 72 million endpoints under management, Itron's Global Managed Services (GMS) team provides expert support and administration where Itron manages and administers software and infrastructure on behalf of our customers. Our GMS team ensures systems are available to you 24 hours a day via different delivery models based on your needs. Our Software as a Service (SaaS) with Managed Services delivery model provides you with access to Itron applications running on a private infrastructure while we manage and control the underlying cloud infrastructure, including network, servers, operating systems and storage. This allows for the fastest deployment velocity with the lowest risk. If you own and host the back-office hardware, a Managed Appliance delivery model, we manage your infrastructure and operate your system. A hosted Network as a Service (NaaS) model requires no field network investment. We ensure the ongoing operational integrity of the solution and deploy, monitor and maintain the field network to make it available to your city or municipality. A SaaS model can also be deployed where we own, host and maintain your back-office hardware and systems. Learn more about our Global Managed Services.

Global Customer Support Services

We are committed to ensuring the success of our customers by exceeding your expectations and continuing to provide world-class customer support. Our global customer support services team is staffed with experienced professionals who have the extensive technical, industry and product knowledge needed to provide you with the support you need.

For Information Technology Infrastructure Library (ITIL)-supported products, åour ITIL-based front line, back line and problem management teams are staffed with technology and networking experts that work in parallel with our 24x7 network operations centers to provide your business with the right level of support and service at the right time. Learn more about Global Customer Support Services.

CONCLUSION

With an industry-wide reputation for being a global team with comprehensive technical knowledge, time-tested experience and an unrivaled track record of cost-efficient resource management, Itron Global Delivery Services has been providing proven, holistic and scalable solutions to meet the needs of hundreds of our clients worldwide for decades. Staffed with leading experts in their respective fields, we have burnished a reputation for curating a culture of innovation that is both maximally professional as the results are transformative. We are the industry's premier and most reliable smart meter solutions company. As such, we provide you with unique insights into your business needs and partner with you to ensure performance predictability, optimize solutions and accelerate bottom line success.

Our bottom line is this: **We're more than the safe choice. We're the smart choice.**

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

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