



# 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



**200M**  
smart devices  
deployed worldwide for  
electricity, gas and water



**Over 10.2M**  
DI-enabled endpoints  
shipped and over 7.9M  
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



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



**18 + 14 + 2**  
Vibrant DI ecosystem with  
**18** partners, **14** 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 89M**

endpoints on managed services  
**9M+** APAC | **27M+** EMEA  
**1M+** LAM | **49M+** NAM



**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.



**14**

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



**66.9**

Net Promoter Score



**100%**

response within Severity 1 & 2 commitments

To learn more visit [itron.com](https://www.itron.com)

We create a more resourceful world

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**Itron**

2111 North Molter Road  
Liberty Lake, WA 99019 USA