IntelliSUPPORT®

Comprehensive services to deliver successful demand management programs on-time and on-budget

Itron's IntelliSUPPORT® provides the services that support the full lifecycle of demand response, energy efficiency and customer engagement programs and delivers their benefits on-time and on-budget with high rates of customer satisfaction. The core competencies of IntelliSUPPORT include program management; field service, installation and maintenance; contact center; network operations center; and delivery services. With extensive experience, IntelliSUPPORT services manage the details that are important to the implementation and success of your program.

PROGRAM MANAGEMENT

Effective end-to-end program management is critical to support the implementation and maintenance of a demand management program of any size. IntelliSUPPORT program management includes all activities required to manage a demand management program, coordinate activities, and assemble and lead a team of professionals who will execute every contract deliverable. The project management team is responsible for all project-related activities, including:

» Serving as the primary point of contact and management interface for the project

» Working in close partnership with the utility to ensure project success

» Accounting for all deliverables produced by the Itron team

» Managing the project and delivering a quality product on schedule and within budget (size, effort and cost)

FIELD SERVICE, INSTALLATION AND MAINTENANCE

Itron's field service offering delivers the ideal combination of demand expertise and a localized program presence. Itron's field support personnel are highly trained in HVAC and have deep experience installing Itron smart thermostats and load control switches at participants' homes. We are also prepared to form productive working partnerships with local installation companies as needed. Features of IntelliSUPPORT field service, installation and maintenance include:

» Extensive installation experience with both Itron and third-party devices to control load

» Mobile workforce management tools that allow all work orders to be processed and closed in real time

» GPS vehicle tracking for effective routing of technicians and timely service call response, with 24/7 dispatch available as necessary

» Weekly safety training for all field teams that addresses both high- and low-voltage equipment

CONTACT CENTER

Itron's centralized contact center provides a cost-effective client support and acquisition model that is scalable and dynamic for demand management programs of all kinds. The contact center is prepared to provide customers information regarding the program, offer assistance from signup to installation and perform ongoing customer support. Capabilities of the contact center include:

» Efficient processing of customer enrollments, including installation scheduling and addressing customer questions and concerns

» Increased customer satisfaction rates through efficient enrollment, post-install support and prompt resolution management

» Fully integrated business information systems software that provides information on customer recruitment, enrollment, installation and service

» Live customer service within 30 seconds of calling in and a 95 percent success rate in issue resolution over the phone

NETWORK OPERATIONS CENTER

Staffed 24/7/365 by an experienced team of energy analysts and engineers, the Itron Network Operations Center (NOC) makes demand management program operation seamless and secure. From executing and managing events to providing 24/7 emergency response, the NOC ensures utilities receive a consistent and reliable energy supply and real-time data flow. Services offered by the NOC include:

» Initiation of curtailment strategies during peak conditions

» Load-shedding control

» Event compliance verification

» Real-time monitoring of infrastructure needed, including paging systems, IT infrastructure and field M&V sites

» Control, maintenance and troubleshooting of electrical assets

DELIVERY SERVICES

IntelliSUPPORT delivery services works with you to identify project success criteria, architect the technology solution, define business processes and plan system integrations to ensure that your program is a success. Our team of experts brings extensive knowledge of customer information systems, SCADA systems and other back office systems for smooth system deployments that deliver return on investment. Looking for opportunities for efficiency and improvement along the way, delivery services ensures that your goals and requirements are fully achieved. Capabilities of IntelliSUPPORT delivery services include:

» Implementation of fully integrated complex systems, products and services

» Thorough end-to-end testing to confirm that the proposed solution will meet the project's success criteria through a well-defined user acceptance test phase

» Additional resources and expertise that works as an extension to your IT, demand response and energy efficiency teams

» Full knowledge transfer, including training and operationalizing support, to all program stakeholders

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

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