



UtilityIQ® Application Suite

Universal Headend

Utilities are under pressure to get more out of less - delivering better outcomes with fewer resources across increasingly complex environments. Achieving this goal at scale depends on interoperability: the ability to bring together diverse endpoints and vendors under a common operating model. That means unified device management, network management, and consistent data collection so utilities can securely configure and update devices, maintain network performance, and reliably collect and deliver the right data to downstream systems and operations. That's where Itron's universal headend software becomes essential.

TURN CONNECTIVITY INTO ACTION—NOT COMPLEXITY

As utilities deploy edge intelligence and multi-vendor devices that generate increasingly granular data, utilities face growing challenges with legacy infrastructure, fragmented systems, and costly upgrades that slow progress. Without a modern foundation, edge insights remain difficult to operationalize, limiting improvements in customer engagement, energy efficiency, and day-to-day performance.

UtilityIQ Application Suite is Itron's universal headend, purpose-built to simplify this complexity across devices, networks and edge operations. Acting as the centralized hub between connected devices, intelligent networks and core utility operations - such as meter data management, billing, outage management, and remote service connect/disconnect - UtilityIQ streamlines integration and modernizes how devices and networks are managed, and how data moves across the enterprise.

UtilityIQ enables interoperability and data collection across multiple manufacturers and networks, continuously normalizing and optimizing how devices and information flows integrate with upstream business systems, applications, and utility teams. By serving as the operational "hub" above a diverse ecosystem of

endpoints, including devices from multiple manufacturers, UtilityIQ helps utilities move beyond basic connectivity to scalable, real-world outcomes.

UtilityIQ provides built-in device and network management along with a network abstraction layer that decouples applications from underlying transport complexity -enabling utilities and cities to deploy cellular, mesh, and hybrid architectures flexibly and scale them with confidence. This delivers better coverage, improved reliability, faster response, simpler operations, and greater adaptability as needs evolve.

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"Enabling even greater flexibility and interoperability, our Gen6 network platform and UtilityIQ application suite allows utilities and cities to develop telecom strategies that can evolve as needed over decades without extensive IT or integration costs."

— John Marcolini,

Senior Vice President, Networked Solutions, Itron
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UTILITYIQ PLATFORM CAPABILITIES

- » **Best-in-Class Interoperability:** UtilityIQ delivers industry-leading interoperability, supporting a wide range of manufacturers and device types at scale across electric, gas, and water, including first-to-market DLMS-UA Generic Companion Profile support.
- » **Multiple Use Cases:** UtilityIQ supports the devices and use cases that utilities and cities need, including electric, gas, and water metering, distribution automation, distribution automation, distributed energy resource management, sensor enablement, and streetlighting.
- » **Multi-Transport Flexibility:** UtilityIQ enables hybrid, multi-transport deployments across mesh, cellular and battery-mesh networks. Utilities can deploy Itron and third-party devices and applications together under a common, interoperable headend.
- » **Network Aware:** UtilityIQ actively manages network load and performance optimized for each transport to deliver consistent use case execution-reducing complexity and closing accountability gaps left by generic platforms.
- » **Cloud-Ready and Scalable:** UtilityIQ scales with utility needs through new and flexible deployment options, including secure cloud hosting for rapid rollout, simplified upkeep and seamless updates.
- » **Proven, Reliable, and Risk Resilient:** Tested in the harshest utility environments and at the highest scale demand, UtilityIQ supports failover, recovery and exception handling.

SOFTWARE AS A SERVICE ADVANTAGE

Itron's UtilityIQ cloud-based SaaS offering provides software, supporting infrastructure, maintenance and coordinated upgrades through a subscription model. By shifting to SaaS, utilities accelerate deployment, avoid on premise IT hardware and maintenance costs, and gain ongoing access to Itron's expertise. Today, over 1,400 utilities worldwide rely on Itron's SaaS and managed services to drive efficiency and measurable outcomes.



FEATURES & BENEFITS

Core Application Capabilities

Unified Data Collection & Analytics

UtilityIQ provides reliable, real-time data collection across electric, gas, and water networks - normalizing data from multi-vendor devices and multiple communication transports. Built-in network analytics give utilities visibility into performance, usage, and system health to support day-to-day operations and advanced use cases.

Device, Network & Carrier Management

UtilityIQ centrally manages devices, networks, and carriers through a single operational platform. Utilities can configure, update, monitor, and optimize devices and network performance across mesh, cellular, and hybrid environments—simplifying operations while maintaining control and consistency at scale.

Security & HAN Management

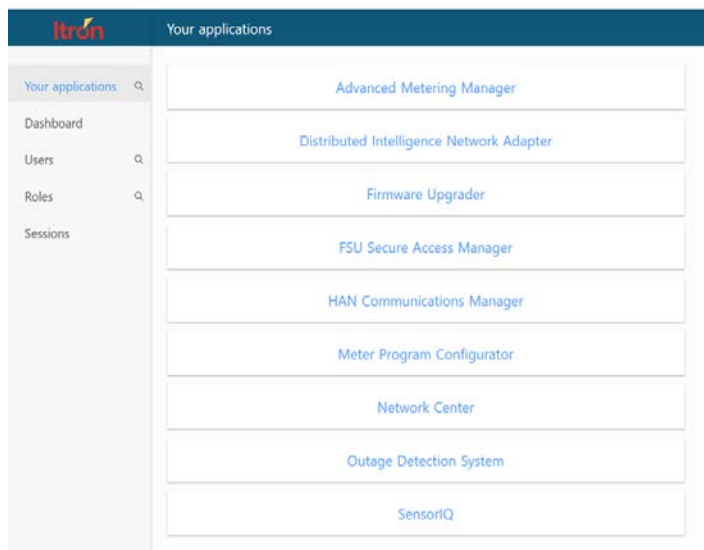
UtilityIQ includes integrated security management with layered controls, continuous monitoring, and secure device communications. Home Area Network (HAN) management is built in, enabling secure onboarding and support for customer-facing and grid-edge applications, ensuring trusted connectivity across the ecosystem.

Cloud, NOC & Operational Services

Cloud-ready by design and built for flexible deployment, UtilityIQ supports secure SaaS deployments with integrated NOC services and operational tooling. Field tools and operational services help utilities monitor system health, accelerate issue resolution, and scale efficiently without added IT burden.

A UNIFIED PLATFORM FOR THE GRID EDGE

While UtilityIQ is widely deployed as the foundation for AMI, its value extends far beyond metering. As a unified application suite for managing connectivity, devices, and data, UtilityIQ supports a broader range of grid-edge assets beyond metering—including distribution automation, distributed energy resources, sensing, and streetlighting - when paired with the appropriate multi-vendor devices and applications. This enables utilities to apply consistent intelligence, visibility, and control across AMI and adjacent grid use cases using a single, unified operational platform.



To learn more visit itron.com

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