



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



3 million
devices under control
and 60 GW/hs of energy
dispatched by 30 active
utility programs



Over 69
countries
with over 40 million
endpoints using Temetra
cloud-based, SaaS meter
data collection software
translated in 17 languages



285M
smart devices
deployed worldwide for
electricity, gas and water



Over 16M
AI-enabled endpoints
shipped and over 19.9M
application licenses issued



Global leader
in prepayment systems
for electricity and gas
supporting over **20**
countries and over **25**
million prepayment devices



Over 100
IEE MDM customers across
six continents with more
than **50** million meters
in production



90% & 100%
of the ISOs in North America
and Australia, respectively,
leverage Itron Forecasting
services



40 + 18 + 5
40 SDK-qualified partners,
18 active partners and **5**
partner apps in progress

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 1,200

utilities utilize Itron Global Managed Services



Over 98M

endpoints on managed services
8M+ APAC | **32M+** EMEA
1M+ LAM | **56M+** 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.



10

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



73.3

Net Promoter Score



100%

response within Severity 1 & 2 commitments

To learn more visit itron.com

We create a more resourceful world

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