



# 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 54 GWhs 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 14.4M**  
AI-enabled endpoints  
shipped and over 15.3M  
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 + 3**  
40 SDK-qualified partners,  
**18** active partners and **3**  
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



**69.7**  
Net Promoter  
Score



**100%**  
response within Severity  
1 & 2 commitments

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

We create a more resourceful world

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