

Global Customer Information System by Component (Solutions and Services), by Application (Water and Wastewater Management, Electricity and Power Management, and Utility Gas Management), By Service (Legacy extension consulting service, Customer Information System implementation service, Support service) by Deployment Type (Cloud, On-premises), and Regional Forecasts 2021-2027

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Abstracts

Global Customer Information System Market is valued approximately at USD 1.10 Billion in 2020 and is anticipated to grow with a healthy growth rate of more than 11.9% over the forecast period 2021-2027. Customer information system or CIS is a system used by the organizations to manage the customer information efficiently. It includes all the rating, billing and invoice generation for a corporation's offerings. It includes user-defined fields and helps in services such as water, gas, and electricity utility billing using the CIS software. The growing government initiatives for smart city has also propelled the growth of the market. Governments are adopting the use of CIS to analyze and study behavior of the consumer and correlate this data with changing preference. For instance: - The US government is expected to invest 41 trillion in the smart cities project to develop the regions infrastructure with the help of emerging technologies, which will further boost the market.. But this system includes information of the customers which increases the risk of data breach and data security. The installation of CIS requires high initial investment and has complex infrastructure which makes adopting it a little difficult. The growth of the CIS is rising with increasing demand of digital trends and changing customer behavior which are driving the need of the market. Recent developments in IoT has improved the way that provides billing information with greater clarity, boosting

customer confidence and will help in creating new opportunities for the market in the forecasted period.

The key regions such as Asia Pacific, North America, Europe, Latin America, and Rest of the World are considered for the regional analysis of global Customer Information System market. Europe holds a significant share in the global customer information system market having 25% share in 2019. This is because of rapid industrial development in IoT based billing technologies and growing market demand for smart utility meters. North America is expected to hold the largest market share. The North American countries have been implementing CIS in energy, government initiatives and grid modernizations projects.

Major market player included in this report are

Advanced Utility Systems

Agility CIS, Inc.

ATS, Inc.

IBM Corporation

Indra

Northstar Utilities

Open International

Oracle Corporation

SAP SE

Wipro Limited.

The objective of the study is to define market sizes of different segments & countries in recent years and to forecast the values to the coming eight years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within each of the regions and countries involved in the study. Furthermore, the report also caters the detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, the report shall also incorporate available opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and product offerings of key players. The detailed segments and sub-segment of the market are explained below:

By Component:

Solutions

Services

By Service:

Legacy extension consulting service

Customer Information System implementation service

Support service

By Application:

Water and wastewater management

Electricity and power management

Utility gas management

By Deployment Type:

Cloud

On-premises

By Region:

North America

U.S.

Canada

Europe

UK

Germany

France

Spain

Italy

ROE

Asia Pacific

China

India

Japan

Australia

South Korea

RoAPAC

Latin America

Brazil

Mexico

Rest of the World

Furthermore, years considered for the study are as follows:

Historical year – 2018, 2019

Base year – 2020

Forecast period – 2021 to 2027.

Target Audience of the Global Customer Information System Marketl in Market Study:

Key Consulting Companies & Advisors

Large, medium-sized, and small enterprises

Venture capitalists

Value-Added Resellers (VARs)

Third-party knowledge providers

Investment bankers

Investors

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