

Global Utility Customer Information Systems Cis Market Research Report 2026(Status and Outlook)

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Abstracts

The utility customer information system (CIS) market is composed of utility companies looking for commercial off-the-shelf (COTS) software packages that address business-critical utility meter-to-cash (M2C) and customer service business processes. M2C functions covered include: account maintenance, order processing, product/service management, rate design, billing, credit collection, accounts receivable, statement preparation, and payment processing. For customer service, CISs support multiple client interaction channels ? such as call centers, interactive voice response/voice response units (IVR/VRUs). They also support various digital engagement channels (social media and, more recently, virtual assistants/chatbots) ? as well as customer self-service needs.

The global Utility Customer Information Systems Cis market size was estimated at USD 850.25 million in 2025 and is projected to grow at a compound annual growth rate (CAGR) of 7.85% during the forecast period.

This report offers a comprehensive and in-depth analysis of the global Utility Customer Information Systems Cis market, covering all critical facets from a broad macroeconomic overview to detailed micro-level insights. It examines market size, competitive landscape, emerging development trends, niche segments, key drivers and challenges, as well as conducts SWOT and value chain analyses.

The insights provided enable readers to understand the competitive dynamics within the industry and formulate effective strategies to enhance profitability and market positioning. Additionally, the report presents a clear framework for evaluating the current status and future outlook of business organizations operating in this sector.

A significant focus of this report lies in the competitive landscape of the global Utility Customer Information Systems Cis market. It offers detailed profiles of major players, including their market shares, performance metrics, product portfolios, and operational status. This enables stakeholders to identify leading competitors and gain a nuanced understanding of market rivalry and structure.

In summary, this report serves as an essential resource for industry participants, investors, researchers, consultants, and business strategists, as well as anyone planning to enter or expand their presence in the Utility Customer Information Systems Cis market.

Global Utility Customer Information Systems Cis Market: Market Segmentation Analysis

This research report provides a detailed segmentation of the market by region (country), key manufacturers, product type, and application. Market segmentation divides the overall market into distinct subsets based on factors such as product categories, end-user industries, geographic locations, and other relevant criteria.

A clear understanding of these market segments enables decision-makers to tailor their product development, sales, and marketing strategies more effectively to meet the unique needs of each segment. Leveraging market segmentation insights can significantly enhance targeted approaches, optimize resource allocation, and accelerate product innovation cycles by aligning offerings with the specific demands of diverse customer groups.

Key Company

Open International Systems

Oracle

SAP

NorthStar

Fluentgrid Limited

efluid SAS

Ferranti Computer Systems

Gruppo Engineering

Indra

Itineris

Vertex

Advanced Utility Systems

Hansen Technologies

Cayenta
Gentrack
Asseco Group

Market Segmentation (by Type)

Cloud-Based
On-Premises

Market Segmentation (by Application)

Large Enterprises (1000+ Users)
Medium-Sized Enterprise (499-1000 Users)
Small Enterprises (1-499 Users)

Geographic Segmentation

North America (USA, Canada, Mexico)

Europe (Germany, UK, France, Russia, Italy, Rest of Europe)

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia, Rest of Asia-Pacific)

South America (Brazil, Argentina, Columbia, Rest of South America)

The Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria, South Africa, Rest of MEA)

Key Benefits of This Market Research:

Industry drivers, restraints, and opportunities covered in the study

Neutral perspective on the market performance

Recent industry trends and developments

Competitive landscape & strategies of key players

Potential & niche segments and regions exhibiting promising growth covered

Historical, current, and projected market size, in terms of value

In-depth analysis of the Utility Customer Information Systems Cis Market

Overview of the regional outlook of the Utility Customer Information Systems Cis Market:

Customization of the Report

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Chapter Outline

Chapter 1 mainly introduces the statistical scope of the report, market division standards, and market research methods.

Chapter 2 is an executive summary of different market segments (by region, product type, application, etc), including the market size of each market segment, future development potential, and so on. It offers a high-level view of the current state of the Utility Customer Information Systems Cis Market and its likely evolution in the short to mid-term, and long term.

Chapter 3 makes a detailed analysis of the market's competitive landscape of the market and provides the market share, capacity, output, price, latest development plan, merger, and acquisition information of the main manufacturers in the market.

Chapter 4 is the analysis of the whole market industrial chain, including the upstream and downstream of the industry, as well as Porter's five forces analysis.

Chapter 5 introduces the latest developments of the market, the driving factors and restrictive factors of the market, the challenges and risks faced by manufacturers in the industry, and the analysis of relevant policies in the industry.

Chapter 6 provides the analysis of various market segments according to product types, covering the market size and development potential of each market segment, to help

readers find the blue ocean market in different market segments.

Chapter 7 provides the analysis of various market segments according to application, covering the market size and development potential of each market segment, to help readers find the blue ocean market in different downstream markets.

Chapter 8 provides a quantitative analysis of the market size and development potential of each region and its main countries and introduces the market development, future development prospects, market space, and capacity of each country in the world.

Chapter 9 shares the main producing countries of Utility Customer Information Systems Cis, their output value, profit level, regional supply, production capacity layout, etc. from the supply side.

Chapter 10 introduces the basic situation of the main companies in the market in detail, including product sales revenue, sales volume, price, gross profit margin, market share, product introduction, recent development, etc.

Chapter 11 provides a quantitative analysis of the market size and development potential of each region in the next five years.

Chapter 12 provides a quantitative analysis of the market size and development potential of each market segment in the next five years.

Chapter 13 is the main points and conclusions of the report.

Key Reasons to Buy this Report:

Access to date statistics compiled by our researchers. These provide you with historical and forecast data, which is analyzed to tell you why your market is set to change

This enables you to anticipate market changes to remain ahead of your competitors

You will be able to copy data from the Excel spreadsheet straight into your marketing plans, business presentations, or other strategic documents

The concise analysis, clear graph, and table format will enable you to pinpoint the information you require quickly

Provision of market value data for each segment and sub-segment

Indicates the region and segment that is expected to witness the fastest growth as well as to dominate the market

Analysis by geography highlighting the consumption of the product/service in the region

as well as indicating the factors that are affecting the market within each region

Competitive landscape which incorporates the market ranking of the major players, along with new service/product launches, partnerships, business expansions, and acquisitions in the past five years of companies profiled

Extensive company profiles comprising of company overview, company insights, product benchmarking, and SWOT analysis for the major market players

The current as well as the future market outlook of the industry concerning recent developments which involve growth opportunities and drivers as well as challenges and restraints of both emerging as well as developed regions

Includes in-depth analysis of the market from various perspectives through Porter's five forces analysis

Provides insight into the market through Value Chain

Market dynamics scenario, along with growth opportunities of the market in the years to come

6-month post-sales analyst support

Customization of the Report

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Contents

1 RESEARCH METHODOLOGY AND STATISTICAL SCOPE

- 1.1 Market Definition and Statistical Scope of Utility Customer Information Systems Cis
- 1.2 Key Market Segments
 - 1.2.1 Utility Customer Information Systems Cis Segment by Type
 - 1.2.2 Utility Customer Information Systems Cis Segment by Application
- 1.3 Methodology & Sources of Information
 - 1.3.1 Research Methodology
 - 1.3.2 Research Process
 - 1.3.3 Market Breakdown and Data Triangulation
 - 1.3.4 Base Year
 - 1.3.5 Report Assumptions & Caveats

2 UTILITY CUSTOMER INFORMATION SYSTEMS CIS MARKET OVERVIEW

- 2.1 Global Market Overview
- 2.2 Market Segment Executive Summary
- 2.3 Global Market Size by Region

3 UTILITY CUSTOMER INFORMATION SYSTEMS CIS MARKET COMPETITIVE LANDSCAPE

- 3.1 Company Assessment Quadrant
- 3.2 Global Utility Customer Information Systems Cis Product Life Cycle
- 3.3 Global Utility Customer Information Systems Cis Revenue Market Share by Company (2020-2025)
- 3.4 Utility Customer Information Systems Cis Market Share by Company Type (Tier 1, Tier 2, and Tier 3)
- 3.5 Headquarters, Areas Served, and Product Types of Major Players
- 3.6 Utility Customer Information Systems Cis Market Competitive Situation and Trends
 - 3.6.1 Utility Customer Information Systems Cis Market Concentration Rate
 - 3.6.2 Global 5 and 10 Largest Utility Customer Information Systems Cis Players
- Market Share by Revenue
 - 3.6.3 Mergers & Acquisitions, Expansion

4 UTILITY CUSTOMER INFORMATION SYSTEMS CIS VALUE CHAIN ANALYSIS

- 4.1 Utility Customer Information Systems Cis Value Chain Analysis
- 4.2 Midstream Market Analysis
- 4.3 Downstream Customer Analysis

5 THE DEVELOPMENT AND DYNAMICS OF UTILITY CUSTOMER INFORMATION SYSTEMS CIS MARKET

- 5.1 Key Development Trends
- 5.2 Driving Factors
- 5.3 Market Challenges
- 5.4 Industry News
 - 5.4.1 New Product Developments
 - 5.4.2 Mergers & Acquisitions
 - 5.4.3 Expansions
 - 5.4.4 Collaboration/Supply Contracts
- 5.5 PEST Analysis
 - 5.5.1 Industry Policies Analysis
 - 5.5.2 Economic Environment Analysis
 - 5.5.3 Social Environment Analysis
 - 5.5.4 Technological Environment Analysis
- 5.6 Global Utility Customer Information Systems Cis Market Porter's Five Forces Analysis

6 UTILITY CUSTOMER INFORMATION SYSTEMS CIS MARKET SEGMENTATION BY TYPE

- 6.1 Evaluation Matrix of Segment Market Development Potential (Type)
- 6.2 Global Utility Customer Information Systems Cis Market by Type (2020-2025)
- 6.3 Global Utility Customer Information Systems Cis Market Size Growth Rate by Type (2021-2025)

7 UTILITY CUSTOMER INFORMATION SYSTEMS CIS MARKET SEGMENTATION BY APPLICATION

- 7.1 Evaluation Matrix of Segment Market Development Potential (Application)
- 7.2 Global Utility Customer Information Systems Cis Market Size (M USD) by Application (2020-2025)
- 7.3 Global Utility Customer Information Systems Cis Market Size Growth Rate by Application (2021-2025)

8 UTILITY CUSTOMER INFORMATION SYSTEMS CIS MARKET SEGMENTATION BY REGION

8.1 Global Utility Customer Information Systems Cis Market Size by Region

8.1.1 Global Utility Customer Information Systems Cis Market Size by Region

8.1.2 Global Utility Customer Information Systems Cis Market Size Market Share by Region

8.2 North America

8.2.1 North America Utility Customer Information Systems Cis Market Size by Country

8.2.2 U.S.

8.2.3 Canada

8.2.4 Mexico

8.3 Europe

8.3.1 Europe Utility Customer Information Systems Cis Market Size by Country

8.3.2 Germany

8.3.3 France

8.3.4 U.K.

8.3.5 Italy

8.3.6 Spain

8.4 Asia Pacific

8.4.1 Asia Pacific Utility Customer Information Systems Cis Market Size by Region

8.4.2 China

8.4.3 Japan

8.4.4 South Korea

8.4.5 India

8.4.6 Southeast Asia

8.5 South America

8.5.1 South America Utility Customer Information Systems Cis Market Size by Country

8.5.2 Brazil

8.5.3 Argentina

8.5.4 Columbia

8.6 Middle East and Africa

8.6.1 Middle East and Africa Utility Customer Information Systems Cis Market Size by Region

8.6.2 Saudi Arabia

8.6.3 UAE

8.6.4 Egypt

8.6.5 Nigeria

8.6.6 South Africa

9 KEY COMPANIES PROFILE

9.1 Open International Systems

9.1.1 Open International Systems Basic Information

9.1.2 Open International Systems Utility Customer Information Systems Cis Product Overview

9.1.3 Open International Systems Utility Customer Information Systems Cis Product Market Performance

9.1.4 Open International Systems SWOT Analysis

9.1.5 Open International Systems Business Overview

9.1.6 Open International Systems Recent Developments

9.2 Oracle

9.2.1 Oracle Basic Information

9.2.2 Oracle Utility Customer Information Systems Cis Product Overview

9.2.3 Oracle Utility Customer Information Systems Cis Product Market Performance

9.2.4 Oracle SWOT Analysis

9.2.5 Oracle Business Overview

9.2.6 Oracle Recent Developments

9.3 SAP

9.3.1 SAP Basic Information

9.3.2 SAP Utility Customer Information Systems Cis Product Overview

9.3.3 SAP Utility Customer Information Systems Cis Product Market Performance

9.3.4 SAP SWOT Analysis

9.3.5 SAP Business Overview

9.3.6 SAP Recent Developments

9.4 NorthStar

9.4.1 NorthStar Basic Information

9.4.2 NorthStar Utility Customer Information Systems Cis Product Overview

9.4.3 NorthStar Utility Customer Information Systems Cis Product Market Performance

9.4.4 NorthStar Business Overview

9.4.5 NorthStar Recent Developments

9.5 Fluentgrid Limited

9.5.1 Fluentgrid Limited Basic Information

9.5.2 Fluentgrid Limited Utility Customer Information Systems Cis Product Overview

9.5.3 Fluentgrid Limited Utility Customer Information Systems Cis Product Market Performance

9.5.4 Fluentgrid Limited Business Overview

- 9.5.5 Fluentgrid Limited Recent Developments
- 9.6 efluid SAS
 - 9.6.1 efluid SAS Basic Information
 - 9.6.2 efluid SAS Utility Customer Information Systems Cis Product Overview
 - 9.6.3 efluid SAS Utility Customer Information Systems Cis Product Market Performance
 - 9.6.4 efluid SAS Business Overview
 - 9.6.5 efluid SAS Recent Developments
- 9.7 Ferranti Computer Systems
 - 9.7.1 Ferranti Computer Systems Basic Information
 - 9.7.2 Ferranti Computer Systems Utility Customer Information Systems Cis Product Overview
 - 9.7.3 Ferranti Computer Systems Utility Customer Information Systems Cis Product Market Performance
 - 9.7.4 Ferranti Computer Systems Business Overview
 - 9.7.5 Ferranti Computer Systems Recent Developments
- 9.8 Gruppo Engineering
 - 9.8.1 Gruppo Engineering Basic Information
 - 9.8.2 Gruppo Engineering Utility Customer Information Systems Cis Product Overview
 - 9.8.3 Gruppo Engineering Utility Customer Information Systems Cis Product Market Performance
 - 9.8.4 Gruppo Engineering Business Overview
 - 9.8.5 Gruppo Engineering Recent Developments
- 9.9 Indra
 - 9.9.1 Indra Basic Information
 - 9.9.2 Indra Utility Customer Information Systems Cis Product Overview
 - 9.9.3 Indra Utility Customer Information Systems Cis Product Market Performance
 - 9.9.4 Indra Business Overview
 - 9.9.5 Indra Recent Developments
- 9.10 Itineris
 - 9.10.1 Itineris Basic Information
 - 9.10.2 Itineris Utility Customer Information Systems Cis Product Overview
 - 9.10.3 Itineris Utility Customer Information Systems Cis Product Market Performance
 - 9.10.4 Itineris Business Overview
 - 9.10.5 Itineris Recent Developments
- 9.11 Vertex
 - 9.11.1 Vertex Basic Information
 - 9.11.2 Vertex Utility Customer Information Systems Cis Product Overview
 - 9.11.3 Vertex Utility Customer Information Systems Cis Product Market Performance

- 9.11.4 Vertex Business Overview
- 9.11.5 Vertex Recent Developments
- 9.12 Advanced Utility Systems
 - 9.12.1 Advanced Utility Systems Basic Information
 - 9.12.2 Advanced Utility Systems Utility Customer Information Systems Cis Product Overview
 - 9.12.3 Advanced Utility Systems Utility Customer Information Systems Cis Product Market Performance
 - 9.12.4 Advanced Utility Systems Business Overview
 - 9.12.5 Advanced Utility Systems Recent Developments
- 9.13 Hansen Technologies
 - 9.13.1 Hansen Technologies Basic Information
 - 9.13.2 Hansen Technologies Utility Customer Information Systems Cis Product Overview
 - 9.13.3 Hansen Technologies Utility Customer Information Systems Cis Product Market Performance
 - 9.13.4 Hansen Technologies Business Overview
 - 9.13.5 Hansen Technologies Recent Developments
- 9.14 Cayenta
 - 9.14.1 Cayenta Basic Information
 - 9.14.2 Cayenta Utility Customer Information Systems Cis Product Overview
 - 9.14.3 Cayenta Utility Customer Information Systems Cis Product Market Performance
 - 9.14.4 Cayenta Business Overview
 - 9.14.5 Cayenta Recent Developments
- 9.15 Gentrack
 - 9.15.1 Gentrack Basic Information
 - 9.15.2 Gentrack Utility Customer Information Systems Cis Product Overview
 - 9.15.3 Gentrack Utility Customer Information Systems Cis Product Market Performance
 - 9.15.4 Gentrack Business Overview
 - 9.15.5 Gentrack Recent Developments
- 9.16 Asseco Group
 - 9.16.1 Asseco Group Basic Information
 - 9.16.2 Asseco Group Utility Customer Information Systems Cis Product Overview
 - 9.16.3 Asseco Group Utility Customer Information Systems Cis Product Market Performance
 - 9.16.4 Asseco Group Business Overview
 - 9.16.5 Asseco Group Recent Developments

10 UTILITY CUSTOMER INFORMATION SYSTEMS CIS MARKET FORECAST BY REGION

- 10.1 Global Utility Customer Information Systems Cis Market Size Forecast
- 10.2 Global Utility Customer Information Systems Cis Market Forecast by Region
 - 10.2.1 North America Market Size Forecast by Country
 - 10.2.2 Europe Utility Customer Information Systems Cis Market Size Forecast by Country
 - 10.2.3 Asia Pacific Utility Customer Information Systems Cis Market Size Forecast by Region
 - 10.2.4 South America Utility Customer Information Systems Cis Market Size Forecast by Country
 - 10.2.5 Middle East and Africa Forecasted Sales of Utility Customer Information Systems Cis by Country

11 FORECAST MARKET BY TYPE AND BY APPLICATION (2026-2035)

- 11.1 Global Utility Customer Information Systems Cis Market Forecast by Type (2026-2035)
 - 11.1.1 Global Utility Customer Information Systems Cis Market Size Forecast by Type (2026-2035)
- 11.2 Global Utility Customer Information Systems Cis Market Forecast by Application (2026-2035)
 - 11.2.1 Global Utility Customer Information Systems Cis Market Size (M USD) Forecast by Application (2026-2035)

12 CONCLUSION AND KEY FINDINGS

List Of Tables

LIST OF TABLES

Table 1. Introduction of the Type

Table 2. Introduction of the Application

Table 3. Global Utility Customer Information Systems Cis Market Size by Type (M USD)

Table 4. Global Utility Customer Information Systems Cis Market Size by Application

Table 5. Utility Customer Information Systems Cis Market Size Comparison by Region (M USD)

Table 6. Global Utility Customer Information Systems Cis Revenue (M USD) by Company (2020-2025)

Table 7. Global Utility Customer Information Systems Cis Revenue Share by Company (2020-2025)

Table 8. Company Type (Tier 1, Tier 2, and Tier 3) & (based on the Revenue in Utility Customer Information Systems Cis as of 2025)

Table 9. Headquarters, Areas Served, and Product Types of Major Players

Table 10. Product Type of Major Players

Table 11. Global Utility Customer Information Systems Cis Company Market Concentration Ratio (CR5 and HHI)

Table 12. Mergers & Acquisitions, Expansion Plans

Table 13. Midstream Market Analysis

Table 14. Downstream Customer Analysis

Table 15. Key Development Trends

Table 16. Driving Factors

Table 17. Utility Customer Information Systems Cis Market Challenges

Table 18. Goldman Sachs' forecast real GDP growth rate for 2024-2026

Table 19. S&P Global ' Forecast Real GDP Growth Rate For 2024-2027

Table 20. World Bank ' Forecast Real GDP Growth Rate For 2024-2026

Table 21. Global Utility Customer Information Systems Cis Market Size by Type (M USD)

Table 22. Global Utility Customer Information Systems Cis Market Size (M USD) by Type (2020-2025)

Table 23. Global Utility Customer Information Systems Cis Market Share by Type (2020-2025)

Table 24. Global Utility Customer Information Systems Cis Market Size Growth Rate by Type (2021-2025)

Table 25. Global Utility Customer Information Systems Cis Market Size by Application

Table 26. Global Utility Customer Information Systems Cis Market Size by Application

(2020-2025) & (M USD)

Table 27. Global Utility Customer Information Systems Cis Market Share by Application (2020-2025)

Table 28. Global Utility Customer Information Systems Cis Market Size Growth Rate by Application (2021-2025)

Table 29. Global Utility Customer Information Systems Cis Market Size by Region (2020-2025) & (M USD)

Table 30. Global Utility Customer Information Systems Cis Market Size Market Share by Region (2020-2025)

Table 31. North America Utility Customer Information Systems Cis Market Size by Country (2020-2025) & (M USD)

Table 32. Europe Utility Customer Information Systems Cis Market Size by Country (2020-2025) & (M USD)

Table 33. Asia Pacific Utility Customer Information Systems Cis Market Size by Region (2020-2025) & (M USD)

Table 34. South America Utility Customer Information Systems Cis Market Size by Country (2020-2025) & (M USD)

Table 35. Middle East and Africa Utility Customer Information Systems Cis Market Size by Region (2020-2025) & (M USD)

Table 36. Open International Systems Basic Information

Table 37. Open International Systems Utility Customer Information Systems Cis Product Overview

Table 38. Open International Systems Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)

Table 39. Open International Systems SWOT Analysis

Table 40. Open International Systems Business Overview

Table 41. Open International Systems Recent Developments

Table 42. Oracle Basic Information

Table 43. Oracle Utility Customer Information Systems Cis Product Overview

Table 44. Oracle Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)

Table 45. Oracle SWOT Analysis

Table 46. Oracle Business Overview

Table 47. Oracle Recent Developments

Table 48. SAP Basic Information

Table 49. SAP Utility Customer Information Systems Cis Product Overview

Table 50. SAP Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)

Table 51. SAP SWOT Analysis

- Table 52. SAP Business Overview
- Table 53. SAP Recent Developments
- Table 54. NorthStar Basic Information
- Table 55. NorthStar Utility Customer Information Systems Cis Product Overview
- Table 56. NorthStar Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 57. NorthStar Business Overview
- Table 58. NorthStar Recent Developments
- Table 59. Fluentgrid Limited Basic Information
- Table 60. Fluentgrid Limited Utility Customer Information Systems Cis Product Overview
- Table 61. Fluentgrid Limited Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 62. Fluentgrid Limited Business Overview
- Table 63. Fluentgrid Limited Recent Developments
- Table 64. efluid SAS Basic Information
- Table 65. efluid SAS Utility Customer Information Systems Cis Product Overview
- Table 66. efluid SAS Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 67. efluid SAS Business Overview
- Table 68. efluid SAS Recent Developments
- Table 69. Ferranti Computer Systems Basic Information
- Table 70. Ferranti Computer Systems Utility Customer Information Systems Cis Product Overview
- Table 71. Ferranti Computer Systems Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 72. Ferranti Computer Systems Business Overview
- Table 73. Ferranti Computer Systems Recent Developments
- Table 74. Gruppo Engineering Basic Information
- Table 75. Gruppo Engineering Utility Customer Information Systems Cis Product Overview
- Table 76. Gruppo Engineering Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 77. Gruppo Engineering Business Overview
- Table 78. Gruppo Engineering Recent Developments
- Table 79. Indra Basic Information
- Table 80. Indra Utility Customer Information Systems Cis Product Overview
- Table 81. Indra Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)

- Table 82. Indra Business Overview
- Table 83. Indra Recent Developments
- Table 84. Itineris Basic Information
- Table 85. Itineris Utility Customer Information Systems Cis Product Overview
- Table 86. Itineris Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 87. Itineris Business Overview
- Table 88. Itineris Recent Developments
- Table 89. Vertex Basic Information
- Table 90. Vertex Utility Customer Information Systems Cis Product Overview
- Table 91. Vertex Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 92. Vertex Business Overview
- Table 93. Vertex Recent Developments
- Table 94. Advanced Utility Systems Basic Information
- Table 95. Advanced Utility Systems Utility Customer Information Systems Cis Product Overview
- Table 96. Advanced Utility Systems Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 97. Advanced Utility Systems Business Overview
- Table 98. Advanced Utility Systems Recent Developments
- Table 99. Hansen Technologies Basic Information
- Table 100. Hansen Technologies Utility Customer Information Systems Cis Product Overview
- Table 101. Hansen Technologies Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 102. Hansen Technologies Business Overview
- Table 103. Hansen Technologies Recent Developments
- Table 104. Cayenta Basic Information
- Table 105. Cayenta Utility Customer Information Systems Cis Product Overview
- Table 106. Cayenta Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 107. Cayenta Business Overview
- Table 108. Cayenta Recent Developments
- Table 109. Gentrack Basic Information
- Table 110. Gentrack Utility Customer Information Systems Cis Product Overview
- Table 111. Gentrack Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)
- Table 112. Gentrack Business Overview

Table 113. Gentrack Recent Developments

Table 114. Asseco Group Basic Information

Table 115. Asseco Group Utility Customer Information Systems Cis Product Overview

Table 116. Asseco Group Utility Customer Information Systems Cis Revenue (M USD) and Gross Margin (2020-2025)

Table 117. Asseco Group Business Overview

Table 118. Asseco Group Recent Developments

Table 119. Global Utility Customer Information Systems Cis Market Size Forecast by Region (2026-2035) & (M USD)

Table 120. North America Utility Customer Information Systems Cis Market Size Forecast by Country (2026-2035) & (M USD)

Table 121. Europe Utility Customer Information Systems Cis Market Size Forecast by Country (2026-2035) & (M USD)

Table 122. Asia Pacific Utility Customer Information Systems Cis Market Size Forecast by Region (2026-2035) & (M USD)

Table 123. South America Utility Customer Information Systems Cis Market Size Forecast by Country (2026-2035) & (M USD)

Table 124. Middle East and Africa Utility Customer Information Systems Cis Market Size Forecast by Country (2026-2035) & (M USD)

Table 125. Global Utility Customer Information Systems Cis Market Size Forecast by Type (2026-2035) & (M USD)

Table 126. Global Utility Customer Information Systems Cis Market Size Forecast by Application (2026-2035) & (M USD)

List Of Figures

LIST OF FIGURES

- Figure 1. Industry Chain of Utility Customer Information Systems Cis
- Figure 2. Data Triangulation
- Figure 3. Key Caveats
- Figure 4. Global Utility Customer Information Systems Cis Market Size (M USD), 2025-2035
- Figure 5. Global Utility Customer Information Systems Cis Market Size (M USD) (2020-2035)
- Figure 6. Evaluation Matrix of Segment Market Development Potential (Type)
- Figure 7. Evaluation Matrix of Segment Market Development Potential (Application)
- Figure 8. Evaluation Matrix of Regional Market Development Potential
- Figure 9. Utility Customer Information Systems Cis Market Size by Country (M USD)
- Figure 10. Company Assessment Quadrant
- Figure 11. Global Utility Customer Information Systems Cis Product Life Cycle
- Figure 12. Global Utility Customer Information Systems Cis Revenue Share by Company in 2025
- Figure 13. Utility Customer Information Systems Cis Market Share by Company Type (Tier 1, Tier 2 and Tier 3): 2025
- Figure 14. The Global 5 and 10 Largest Players: Market Share by Utility Customer Information Systems Cis Revenue in 2025
- Figure 15. Value Chain Map of Utility Customer Information Systems Cis
- Figure 16. Global Utility Customer Information Systems Cis Market PEST Analysis
- Figure 17. Global Utility Customer Information Systems Cis Market Porter's Five Forces Analysis
- Figure 18. Evaluation Matrix of Segment Market Development Potential (Type)
- Figure 19. Global Utility Customer Information Systems Cis Market Share by Type
- Figure 20. Market Share of Utility Customer Information Systems Cis by Type (2020-2025)
- Figure 21. Global Utility Customer Information Systems Cis Market Size Growth Rate by Type (2021-2025)
- Figure 22. Evaluation Matrix of Segment Market Development Potential (Application)
- Figure 23. Global Utility Customer Information Systems Cis Market Share by Application
- Figure 24. Global Utility Customer Information Systems Cis Market Share by Application (2020-2025)
- Figure 25. Global Utility Customer Information Systems Cis Market Share by Application in 2024

Figure 26. Global Utility Customer Information Systems Cis Market Size Growth Rate by Application (2021-2025)

Figure 27. Global Utility Customer Information Systems Cis Market Size Market Share by Region (2020-2025)

Figure 28. North America Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 29. North America Utility Customer Information Systems Cis Market Size Market Share by Country in 2024

Figure 30. U.S. Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 31. Canada Utility Customer Information Systems Cis Market Size (M USD) and Growth Rate (2020-2025)

Figure 32. Mexico Utility Customer Information Systems Cis Market Size (M USD) and Growth Rate (2020-2025)

Figure 33. Europe Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 34. Europe Utility Customer Information Systems Cis Market Share by Country in 2024

Figure 35. Germany Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 36. France Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 37. U.K. Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 38. Italy Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 39. Spain Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 40. Asia Pacific Utility Customer Information Systems Cis Market Size and Growth Rate (M USD)

Figure 41. Asia Pacific Utility Customer Information Systems Cis Market Size Market Share by Region in 2024

Figure 42. China Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 43. Japan Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 44. South Korea Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 45. India Utility Customer Information Systems Cis Market Size and Growth Rate

(2020-2025) & (M USD)

Figure 46. Southeast Asia Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 47. South America Utility Customer Information Systems Cis Market Size and Growth Rate (M USD)

Figure 48. South America Utility Customer Information Systems Cis Market Size Market Share by Country in 2024

Figure 49. Brazil Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 50. Argentina Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 51. Columbia Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 52. Middle East and Africa Utility Customer Information Systems Cis Market Size and Growth Rate (M USD)

Figure 53. Middle East and Africa Utility Customer Information Systems Cis Market Size Market Share by Region in 2024

Figure 54. Saudi Arabia Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 55. UAE Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 56. Egypt Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 57. Nigeria Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 58. South Africa Utility Customer Information Systems Cis Market Size and Growth Rate (2020-2025) & (M USD)

Figure 59. Global Utility Customer Information Systems Cis Market Size Forecast by Value (2020-2035) & (M USD)

Figure 60. Global Utility Customer Information Systems Cis Market Share Forecast by Type (2026-2035)

Figure 61. Global Utility Customer Information Systems Cis Market Share Forecast by Application (2026-2035)

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