

Global Utilities Customer Information Systems Market 2024 by Company, Regions, Type and Application, Forecast to 2030

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Abstracts

According to our (Global Info Research) latest study, the global Utilities Customer Information Systems market size was valued at USD million in 2023 and is forecast to a readjusted size of USD million by 2030 with a CAGR of % during review period.

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 Info Research report includes an overview of the development of the Utilities Customer Information Systems industry chain, the market status of BFSI (Cloud-based, On-premises), Education (Cloud-based, On-premises), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of Utilities Customer Information Systems.

Regionally, the report analyzes the Utilities Customer Information Systems markets in key regions. North America and Europe are experiencing steady growth, driven by government initiatives and increasing consumer awareness. Asia-Pacific, particularly China, leads the global Utilities Customer Information Systems market, with robust

domestic demand, supportive policies, and a strong manufacturing base.

Key Features:

The report presents comprehensive understanding of the Utilities Customer Information Systems market. It provides a holistic view of the industry, as well as detailed insights into individual components and stakeholders. The report analysis market dynamics, trends, challenges, and opportunities within the Utilities Customer Information Systems industry.

The report involves analyzing the market at a macro level:

Market Sizing and Segmentation: Report collect data on the overall market size, including the revenue generated, and market share of different by Type (e.g., Cloud-based, On-premises).

Industry Analysis: Report analyse the broader industry trends, such as government policies and regulations, technological advancements, consumer preferences, and market dynamics. This analysis helps in understanding the key drivers and challenges influencing the Utilities Customer Information Systems market.

Regional Analysis: The report involves examining the Utilities Customer Information Systems market at a regional or national level. Report analyses regional factors such as government incentives, infrastructure development, economic conditions, and consumer behaviour to identify variations and opportunities within different markets.

Market Projections: Report covers the gathered data and analysis to make future projections and forecasts for the Utilities Customer Information Systems market. This may include estimating market growth rates, predicting market demand, and identifying emerging trends.

The report also involves a more granular approach to Utilities Customer Information Systems:

Company Analysis: Report covers individual Utilities Customer Information Systems players, suppliers, and other relevant industry players. This analysis includes studying their financial performance, market positioning, product portfolios, partnerships, and strategies.

Consumer Analysis: Report covers data on consumer behaviour, preferences, and attitudes towards Utilities Customer Information Systems. This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by Application (BFSI, Education).

Technology Analysis: Report covers specific technologies relevant to Utilities Customer Information Systems. It assesses the current state, advancements, and potential future developments in Utilities Customer Information Systems areas.

Competitive Landscape: By analyzing individual companies, suppliers, and consumers, the report present insights into the competitive landscape of the Utilities Customer Information Systems market. This analysis helps understand market share, competitive advantages, and potential areas for differentiation among industry players.

Market Validation: The report involves validating findings and projections through primary research, such as surveys, interviews, and focus groups.

Market Segmentation

Utilities Customer Information Systems market is split by Type and by Application. For the period 2019-2030, the growth among segments provides accurate calculations and forecasts for consumption value by Type, and by Application in terms of value.

Market segment by Type

Cloud-based

On-premises

Market segment by Application

BFSI

Education

Government

Telecom & IT

Others

Market segment by players, this report covers

Oracle

Efluid SAS

SAP

Itineris

Indra

Cayenta

Advanced Utility Systems

Gruppo Engineering

Fluentgrid Limited

Ferranti Computer

Gentrack

Open International

NorthStar

Vertex

Hansen Technologies

Cayenta CIS

Market segment by regions, regional analysis covers

North America (United States, Canada, and Mexico)

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

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

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

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe Utilities Customer Information Systems product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Utilities Customer Information Systems, with revenue, gross margin and global market share of Utilities Customer Information Systems from 2019 to 2024.

Chapter 3, the Utilities Customer Information Systems competitive situation, revenue and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and application, with consumption value and growth rate by Type, application, from 2019 to 2030.

Chapter 6, 7, 8, 9, and 10, to break the market size data at the country level, with revenue and market share for key countries in the world, from 2019 to 2024. and Utilities Customer Information Systems market forecast, by regions, type and application, with consumption value, from 2025 to 2030.

Chapter 11, market dynamics, drivers, restraints, trends and Porters Five Forces analysis.

Chapter 12, the key raw materials and key suppliers, and industry chain of Utilities

Customer Information Systems.

Chapter 13, to describe Utilities Customer Information Systems research findings and conclusion.

Contents

1 MARKET OVERVIEW

- 1.1 Product Overview and Scope of Utilities Customer Information Systems
- 1.2 Market Estimation Caveats and Base Year
- 1.3 Classification of Utilities Customer Information Systems by Type
 - 1.3.1 Overview: Global Utilities Customer Information Systems Market Size by Type: 2019 Versus 2023 Versus 2030
 - 1.3.2 Global Utilities Customer Information Systems Consumption Value Market Share by Type in 2023
 - 1.3.3 Cloud-based
 - 1.3.4 On-premises
- 1.4 Global Utilities Customer Information Systems Market by Application
 - 1.4.1 Overview: Global Utilities Customer Information Systems Market Size by Application: 2019 Versus 2023 Versus 2030
 - 1.4.2 BFSI
 - 1.4.3 Education
 - 1.4.4 Government
 - 1.4.5 Telecom & IT
 - 1.4.6 Others
- 1.5 Global Utilities Customer Information Systems Market Size & Forecast
- 1.6 Global Utilities Customer Information Systems Market Size and Forecast by Region
 - 1.6.1 Global Utilities Customer Information Systems Market Size by Region: 2019 VS 2023 VS 2030
 - 1.6.2 Global Utilities Customer Information Systems Market Size by Region, (2019-2030)
 - 1.6.3 North America Utilities Customer Information Systems Market Size and Prospect (2019-2030)
 - 1.6.4 Europe Utilities Customer Information Systems Market Size and Prospect (2019-2030)
 - 1.6.5 Asia-Pacific Utilities Customer Information Systems Market Size and Prospect (2019-2030)
 - 1.6.6 South America Utilities Customer Information Systems Market Size and Prospect (2019-2030)
 - 1.6.7 Middle East and Africa Utilities Customer Information Systems Market Size and Prospect (2019-2030)

2 COMPANY PROFILES

2.1 Oracle

2.1.1 Oracle Details

2.1.2 Oracle Major Business

2.1.3 Oracle Utilities Customer Information Systems Product and Solutions

2.1.4 Oracle Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.1.5 Oracle Recent Developments and Future Plans

2.2 Efluid SAS

2.2.1 Efluid SAS Details

2.2.2 Efluid SAS Major Business

2.2.3 Efluid SAS Utilities Customer Information Systems Product and Solutions

2.2.4 Efluid SAS Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.2.5 Efluid SAS Recent Developments and Future Plans

2.3 SAP

2.3.1 SAP Details

2.3.2 SAP Major Business

2.3.3 SAP Utilities Customer Information Systems Product and Solutions

2.3.4 SAP Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.3.5 SAP Recent Developments and Future Plans

2.4 Itineris

2.4.1 Itineris Details

2.4.2 Itineris Major Business

2.4.3 Itineris Utilities Customer Information Systems Product and Solutions

2.4.4 Itineris Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.4.5 Itineris Recent Developments and Future Plans

2.5 Indra

2.5.1 Indra Details

2.5.2 Indra Major Business

2.5.3 Indra Utilities Customer Information Systems Product and Solutions

2.5.4 Indra Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.5.5 Indra Recent Developments and Future Plans

2.6 Cayenta

2.6.1 Cayenta Details

2.6.2 Cayenta Major Business

- 2.6.3 Cayenta Utilities Customer Information Systems Product and Solutions
- 2.6.4 Cayenta Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)
- 2.6.5 Cayenta Recent Developments and Future Plans
- 2.7 Advanced Utility Systems
 - 2.7.1 Advanced Utility Systems Details
 - 2.7.2 Advanced Utility Systems Major Business
 - 2.7.3 Advanced Utility Systems Utilities Customer Information Systems Product and Solutions
 - 2.7.4 Advanced Utility Systems Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)
 - 2.7.5 Advanced Utility Systems Recent Developments and Future Plans
- 2.8 Gruppo Engineering
 - 2.8.1 Gruppo Engineering Details
 - 2.8.2 Gruppo Engineering Major Business
 - 2.8.3 Gruppo Engineering Utilities Customer Information Systems Product and Solutions
 - 2.8.4 Gruppo Engineering Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)
 - 2.8.5 Gruppo Engineering Recent Developments and Future Plans
- 2.9 Fluentgrid Limited
 - 2.9.1 Fluentgrid Limited Details
 - 2.9.2 Fluentgrid Limited Major Business
 - 2.9.3 Fluentgrid Limited Utilities Customer Information Systems Product and Solutions
 - 2.9.4 Fluentgrid Limited Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)
 - 2.9.5 Fluentgrid Limited Recent Developments and Future Plans
- 2.10 Ferranti Computer
 - 2.10.1 Ferranti Computer Details
 - 2.10.2 Ferranti Computer Major Business
 - 2.10.3 Ferranti Computer Utilities Customer Information Systems Product and Solutions
 - 2.10.4 Ferranti Computer Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)
 - 2.10.5 Ferranti Computer Recent Developments and Future Plans
- 2.11 Gentrack
 - 2.11.1 Gentrack Details
 - 2.11.2 Gentrack Major Business
 - 2.11.3 Gentrack Utilities Customer Information Systems Product and Solutions

2.11.4 Gentrack Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.11.5 Gentrack Recent Developments and Future Plans

2.12 Open International

2.12.1 Open International Details

2.12.2 Open International Major Business

2.12.3 Open International Utilities Customer Information Systems Product and Solutions

2.12.4 Open International Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.12.5 Open International Recent Developments and Future Plans

2.13 NorthStar

2.13.1 NorthStar Details

2.13.2 NorthStar Major Business

2.13.3 NorthStar Utilities Customer Information Systems Product and Solutions

2.13.4 NorthStar Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.13.5 NorthStar Recent Developments and Future Plans

2.14 Vertex

2.14.1 Vertex Details

2.14.2 Vertex Major Business

2.14.3 Vertex Utilities Customer Information Systems Product and Solutions

2.14.4 Vertex Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.14.5 Vertex Recent Developments and Future Plans

2.15 Hansen Technologies

2.15.1 Hansen Technologies Details

2.15.2 Hansen Technologies Major Business

2.15.3 Hansen Technologies Utilities Customer Information Systems Product and Solutions

2.15.4 Hansen Technologies Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.15.5 Hansen Technologies Recent Developments and Future Plans

2.16 Cayenta CIS

2.16.1 Cayenta CIS Details

2.16.2 Cayenta CIS Major Business

2.16.3 Cayenta CIS Utilities Customer Information Systems Product and Solutions

2.16.4 Cayenta CIS Utilities Customer Information Systems Revenue, Gross Margin and Market Share (2019-2024)

2.16.5 Cayenta CIS Recent Developments and Future Plans

3 MARKET COMPETITION, BY PLAYERS

3.1 Global Utilities Customer Information Systems Revenue and Share by Players (2019-2024)

3.2 Market Share Analysis (2023)

3.2.1 Market Share of Utilities Customer Information Systems by Company Revenue

3.2.2 Top 3 Utilities Customer Information Systems Players Market Share in 2023

3.2.3 Top 6 Utilities Customer Information Systems Players Market Share in 2023

3.3 Utilities Customer Information Systems Market: Overall Company Footprint Analysis

3.3.1 Utilities Customer Information Systems Market: Region Footprint

3.3.2 Utilities Customer Information Systems Market: Company Product Type Footprint

3.3.3 Utilities Customer Information Systems Market: Company Product Application

Footprint

3.4 New Market Entrants and Barriers to Market Entry

3.5 Mergers, Acquisition, Agreements, and Collaborations

4 MARKET SIZE SEGMENT BY TYPE

4.1 Global Utilities Customer Information Systems Consumption Value and Market Share by Type (2019-2024)

4.2 Global Utilities Customer Information Systems Market Forecast by Type (2025-2030)

5 MARKET SIZE SEGMENT BY APPLICATION

5.1 Global Utilities Customer Information Systems Consumption Value Market Share by Application (2019-2024)

5.2 Global Utilities Customer Information Systems Market Forecast by Application (2025-2030)

6 NORTH AMERICA

6.1 North America Utilities Customer Information Systems Consumption Value by Type (2019-2030)

6.2 North America Utilities Customer Information Systems Consumption Value by Application (2019-2030)

6.3 North America Utilities Customer Information Systems Market Size by Country

6.3.1 North America Utilities Customer Information Systems Consumption Value by Country (2019-2030)

6.3.2 United States Utilities Customer Information Systems Market Size and Forecast (2019-2030)

6.3.3 Canada Utilities Customer Information Systems Market Size and Forecast (2019-2030)

6.3.4 Mexico Utilities Customer Information Systems Market Size and Forecast (2019-2030)

7 EUROPE

7.1 Europe Utilities Customer Information Systems Consumption Value by Type (2019-2030)

7.2 Europe Utilities Customer Information Systems Consumption Value by Application (2019-2030)

7.3 Europe Utilities Customer Information Systems Market Size by Country

7.3.1 Europe Utilities Customer Information Systems Consumption Value by Country (2019-2030)

7.3.2 Germany Utilities Customer Information Systems Market Size and Forecast (2019-2030)

7.3.3 France Utilities Customer Information Systems Market Size and Forecast (2019-2030)

7.3.4 United Kingdom Utilities Customer Information Systems Market Size and Forecast (2019-2030)

7.3.5 Russia Utilities Customer Information Systems Market Size and Forecast (2019-2030)

7.3.6 Italy Utilities Customer Information Systems Market Size and Forecast (2019-2030)

8 ASIA-PACIFIC

8.1 Asia-Pacific Utilities Customer Information Systems Consumption Value by Type (2019-2030)

8.2 Asia-Pacific Utilities Customer Information Systems Consumption Value by Application (2019-2030)

8.3 Asia-Pacific Utilities Customer Information Systems Market Size by Region

8.3.1 Asia-Pacific Utilities Customer Information Systems Consumption Value by Region (2019-2030)

8.3.2 China Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

8.3.3 Japan Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

8.3.4 South Korea Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

8.3.5 India Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

8.3.6 Southeast Asia Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

8.3.7 Australia Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

9 SOUTH AMERICA

9.1 South America Utilities Customer Information Systems Consumption Value by Type

(2019-2030)

9.2 South America Utilities Customer Information Systems Consumption Value by

Application (2019-2030)

9.3 South America Utilities Customer Information Systems Market Size by Country

9.3.1 South America Utilities Customer Information Systems Consumption Value by

Country (2019-2030)

9.3.2 Brazil Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

9.3.3 Argentina Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

10 MIDDLE EAST & AFRICA

10.1 Middle East & Africa Utilities Customer Information Systems Consumption Value
by Type (2019-2030)

10.2 Middle East & Africa Utilities Customer Information Systems Consumption Value
by Application (2019-2030)

10.3 Middle East & Africa Utilities Customer Information Systems Market Size by
Country

10.3.1 Middle East & Africa Utilities Customer Information Systems Consumption
Value by Country (2019-2030)

10.3.2 Turkey Utilities Customer Information Systems Market Size and Forecast
(2019-2030)

10.3.3 Saudi Arabia Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

10.3.4 UAE Utilities Customer Information Systems Market Size and Forecast

(2019-2030)

11 MARKET DYNAMICS

11.1 Utilities Customer Information Systems Market Drivers

11.2 Utilities Customer Information Systems Market Restraints

11.3 Utilities Customer Information Systems Trends Analysis

11.4 Porters Five Forces Analysis

11.4.1 Threat of New Entrants

11.4.2 Bargaining Power of Suppliers

11.4.3 Bargaining Power of Buyers

11.4.4 Threat of Substitutes

11.4.5 Competitive Rivalry

12 INDUSTRY CHAIN ANALYSIS

12.1 Utilities Customer Information Systems Industry Chain

12.2 Utilities Customer Information Systems Upstream Analysis

12.3 Utilities Customer Information Systems Midstream Analysis

12.4 Utilities Customer Information Systems Downstream Analysis

13 RESEARCH FINDINGS AND CONCLUSION

14 APPENDIX

14.1 Methodology

14.2 Research Process and Data Source

14.3 Disclaimer

List Of Tables

LIST OF TABLES

Table 1. Global Utilities Customer Information Systems Consumption Value by Type, (USD Million), 2019 & 2023 & 2030

Table 2. Global Utilities Customer Information Systems Consumption Value by Application, (USD Million), 2019 & 2023 & 2030

Table 3. Global Utilities Customer Information Systems Consumption Value by Region (2019-2024) & (USD Million)

Table 4. Global Utilities Customer Information Systems Consumption Value by Region (2025-2030) & (USD Million)

Table 5. Oracle Company Information, Head Office, and Major Competitors

Table 6. Oracle Major Business

Table 7. Oracle Utilities Customer Information Systems Product and Solutions

Table 8. Oracle Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 9. Oracle Recent Developments and Future Plans

Table 10. Efluid SAS Company Information, Head Office, and Major Competitors

Table 11. Efluid SAS Major Business

Table 12. Efluid SAS Utilities Customer Information Systems Product and Solutions

Table 13. Efluid SAS Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 14. Efluid SAS Recent Developments and Future Plans

Table 15. SAP Company Information, Head Office, and Major Competitors

Table 16. SAP Major Business

Table 17. SAP Utilities Customer Information Systems Product and Solutions

Table 18. SAP Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 19. SAP Recent Developments and Future Plans

Table 20. Itineris Company Information, Head Office, and Major Competitors

Table 21. Itineris Major Business

Table 22. Itineris Utilities Customer Information Systems Product and Solutions

Table 23. Itineris Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 24. Itineris Recent Developments and Future Plans

Table 25. Indra Company Information, Head Office, and Major Competitors

Table 26. Indra Major Business

Table 27. Indra Utilities Customer Information Systems Product and Solutions

Table 28. Indra Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 29. Indra Recent Developments and Future Plans

Table 30. Cayenta Company Information, Head Office, and Major Competitors

Table 31. Cayenta Major Business

Table 32. Cayenta Utilities Customer Information Systems Product and Solutions

Table 33. Cayenta Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 34. Cayenta Recent Developments and Future Plans

Table 35. Advanced Utility Systems Company Information, Head Office, and Major Competitors

Table 36. Advanced Utility Systems Major Business

Table 37. Advanced Utility Systems Utilities Customer Information Systems Product and Solutions

Table 38. Advanced Utility Systems Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 39. Advanced Utility Systems Recent Developments and Future Plans

Table 40. Gruppo Engineering Company Information, Head Office, and Major Competitors

Table 41. Gruppo Engineering Major Business

Table 42. Gruppo Engineering Utilities Customer Information Systems Product and Solutions

Table 43. Gruppo Engineering Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 44. Gruppo Engineering Recent Developments and Future Plans

Table 45. Fluentgrid Limited Company Information, Head Office, and Major Competitors

Table 46. Fluentgrid Limited Major Business

Table 47. Fluentgrid Limited Utilities Customer Information Systems Product and Solutions

Table 48. Fluentgrid Limited Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 49. Fluentgrid Limited Recent Developments and Future Plans

Table 50. Ferranti Computer Company Information, Head Office, and Major Competitors

Table 51. Ferranti Computer Major Business

Table 52. Ferranti Computer Utilities Customer Information Systems Product and Solutions

Table 53. Ferranti Computer Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 54. Ferranti Computer Recent Developments and Future Plans

- Table 55. Gentrack Company Information, Head Office, and Major Competitors
- Table 56. Gentrack Major Business
- Table 57. Gentrack Utilities Customer Information Systems Product and Solutions
- Table 58. Gentrack Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 59. Gentrack Recent Developments and Future Plans
- Table 60. Open International Company Information, Head Office, and Major Competitors
- Table 61. Open International Major Business
- Table 62. Open International Utilities Customer Information Systems Product and Solutions
- Table 63. Open International Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 64. Open International Recent Developments and Future Plans
- Table 65. NorthStar Company Information, Head Office, and Major Competitors
- Table 66. NorthStar Major Business
- Table 67. NorthStar Utilities Customer Information Systems Product and Solutions
- Table 68. NorthStar Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 69. NorthStar Recent Developments and Future Plans
- Table 70. Vertex Company Information, Head Office, and Major Competitors
- Table 71. Vertex Major Business
- Table 72. Vertex Utilities Customer Information Systems Product and Solutions
- Table 73. Vertex Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 74. Vertex Recent Developments and Future Plans
- Table 75. Hansen Technologies Company Information, Head Office, and Major Competitors
- Table 76. Hansen Technologies Major Business
- Table 77. Hansen Technologies Utilities Customer Information Systems Product and Solutions
- Table 78. Hansen Technologies Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 79. Hansen Technologies Recent Developments and Future Plans
- Table 80. Cayenta CIS Company Information, Head Office, and Major Competitors
- Table 81. Cayenta CIS Major Business
- Table 82. Cayenta CIS Utilities Customer Information Systems Product and Solutions
- Table 83. Cayenta CIS Utilities Customer Information Systems Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 84. Cayenta CIS Recent Developments and Future Plans

Table 85. Global Utilities Customer Information Systems Revenue (USD Million) by Players (2019-2024)

Table 86. Global Utilities Customer Information Systems Revenue Share by Players (2019-2024)

Table 87. Breakdown of Utilities Customer Information Systems by Company Type (Tier 1, Tier 2, and Tier 3)

Table 88. Market Position of Players in Utilities Customer Information Systems, (Tier 1, Tier 2, and Tier 3), Based on Revenue in 2023

Table 89. Head Office of Key Utilities Customer Information Systems Players

Table 90. Utilities Customer Information Systems Market: Company Product Type Footprint

Table 91. Utilities Customer Information Systems Market: Company Product Application Footprint

Table 92. Utilities Customer Information Systems New Market Entrants and Barriers to Market Entry

Table 93. Utilities Customer Information Systems Mergers, Acquisition, Agreements, and Collaborations

Table 94. Global Utilities Customer Information Systems Consumption Value (USD Million) by Type (2019-2024)

Table 95. Global Utilities Customer Information Systems Consumption Value Share by Type (2019-2024)

Table 96. Global Utilities Customer Information Systems Consumption Value Forecast by Type (2025-2030)

Table 97. Global Utilities Customer Information Systems Consumption Value by Application (2019-2024)

Table 98. Global Utilities Customer Information Systems Consumption Value Forecast by Application (2025-2030)

Table 99. North America Utilities Customer Information Systems Consumption Value by Type (2019-2024) & (USD Million)

Table 100. North America Utilities Customer Information Systems Consumption Value by Type (2025-2030) & (USD Million)

Table 101. North America Utilities Customer Information Systems Consumption Value by Application (2019-2024) & (USD Million)

Table 102. North America Utilities Customer Information Systems Consumption Value by Application (2025-2030) & (USD Million)

Table 103. North America Utilities Customer Information Systems Consumption Value by Country (2019-2024) & (USD Million)

Table 104. North America Utilities Customer Information Systems Consumption Value

by Country (2025-2030) & (USD Million)

Table 105. Europe Utilities Customer Information Systems Consumption Value by Type (2019-2024) & (USD Million)

Table 106. Europe Utilities Customer Information Systems Consumption Value by Type (2025-2030) & (USD Million)

Table 107. Europe Utilities Customer Information Systems Consumption Value by Application (2019-2024) & (USD Million)

Table 108. Europe Utilities Customer Information Systems Consumption Value by Application (2025-2030) & (USD Million)

Table 109. Europe Utilities Customer Information Systems Consumption Value by Country (2019-2024) & (USD Million)

Table 110. Europe Utilities Customer Information Systems Consumption Value by Country (2025-2030) & (USD Million)

Table 111. Asia-Pacific Utilities Customer Information Systems Consumption Value by Type (2019-2024) & (USD Million)

Table 112. Asia-Pacific Utilities Customer Information Systems Consumption Value by Type (2025-2030) & (USD Million)

Table 113. Asia-Pacific Utilities Customer Information Systems Consumption Value by Application (2019-2024) & (USD Million)

Table 114. Asia-Pacific Utilities Customer Information Systems Consumption Value by Application (2025-2030) & (USD Million)

Table 115. Asia-Pacific Utilities Customer Information Systems Consumption Value by Region (2019-2024) & (USD Million)

Table 116. Asia-Pacific Utilities Customer Information Systems Consumption Value by Region (2025-2030) & (USD Million)

Table 117. South America Utilities Customer Information Systems Consumption Value by Type (2019-2024) & (USD Million)

Table 118. South America Utilities Customer Information Systems Consumption Value by Type (2025-2030) & (USD Million)

Table 119. South America Utilities Customer Information Systems Consumption Value by Application (2019-2024) & (USD Million)

Table 120. South America Utilities Customer Information Systems Consumption Value by Application (2025-2030) & (USD Million)

Table 121. South America Utilities Customer Information Systems Consumption Value by Country (2019-2024) & (USD Million)

Table 122. South America Utilities Customer Information Systems Consumption Value by Country (2025-2030) & (USD Million)

Table 123. Middle East & Africa Utilities Customer Information Systems Consumption Value by Type (2019-2024) & (USD Million)

Table 124. Middle East & Africa Utilities Customer Information Systems Consumption Value by Type (2025-2030) & (USD Million)

Table 125. Middle East & Africa Utilities Customer Information Systems Consumption Value by Application (2019-2024) & (USD Million)

Table 126. Middle East & Africa Utilities Customer Information Systems Consumption Value by Application (2025-2030) & (USD Million)

Table 127. Middle East & Africa Utilities Customer Information Systems Consumption Value by Country (2019-2024) & (USD Million)

Table 128. Middle East & Africa Utilities Customer Information Systems Consumption Value by Country (2025-2030) & (USD Million)

Table 129. Utilities Customer Information Systems Raw Material

Table 130. Key Suppliers of Utilities Customer Information Systems Raw Materials

List Of Figures

LIST OF FIGURES

Figure 1. Utilities Customer Information Systems Picture

Figure 2. Global Utilities Customer Information Systems Consumption Value by Type, (USD Million), 2019 & 2023 & 2030

Figure 3. Global Utilities Customer Information Systems Consumption Value Market Share by Type in 2023

Figure 4. Cloud-based

Figure 5. On-premises

Figure 6. Global Utilities Customer Information Systems Consumption Value by Type, (USD Million), 2019 & 2023 & 2030

Figure 7. Utilities Customer Information Systems Consumption Value Market Share by Application in 2023

Figure 8. BFSI Picture

Figure 9. Education Picture

Figure 10. Government Picture

Figure 11. Telecom & IT Picture

Figure 12. Others Picture

Figure 13. Global Utilities Customer Information Systems Consumption Value, (USD Million): 2019 & 2023 & 2030

Figure 14. Global Utilities Customer Information Systems Consumption Value and Forecast (2019-2030) & (USD Million)

Figure 15. Global Market Utilities Customer Information Systems Consumption Value (USD Million) Comparison by Region (2019 & 2023 & 2030)

Figure 16. Global Utilities Customer Information Systems Consumption Value Market Share by Region (2019-2030)

Figure 17. Global Utilities Customer Information Systems Consumption Value Market Share by Region in 2023

Figure 18. North America Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 19. Europe Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 20. Asia-Pacific Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 21. South America Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 22. Middle East and Africa Utilities Customer Information Systems Consumption

Value (2019-2030) & (USD Million)

Figure 23. Global Utilities Customer Information Systems Revenue Share by Players in 2023

Figure 24. Utilities Customer Information Systems Market Share by Company Type (Tier 1, Tier 2 and Tier 3) in 2023

Figure 25. Global Top 3 Players Utilities Customer Information Systems Market Share in 2023

Figure 26. Global Top 6 Players Utilities Customer Information Systems Market Share in 2023

Figure 27. Global Utilities Customer Information Systems Consumption Value Share by Type (2019-2024)

Figure 28. Global Utilities Customer Information Systems Market Share Forecast by Type (2025-2030)

Figure 29. Global Utilities Customer Information Systems Consumption Value Share by Application (2019-2024)

Figure 30. Global Utilities Customer Information Systems Market Share Forecast by Application (2025-2030)

Figure 31. North America Utilities Customer Information Systems Consumption Value Market Share by Type (2019-2030)

Figure 32. North America Utilities Customer Information Systems Consumption Value Market Share by Application (2019-2030)

Figure 33. North America Utilities Customer Information Systems Consumption Value Market Share by Country (2019-2030)

Figure 34. United States Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 35. Canada Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 36. Mexico Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 37. Europe Utilities Customer Information Systems Consumption Value Market Share by Type (2019-2030)

Figure 38. Europe Utilities Customer Information Systems Consumption Value Market Share by Application (2019-2030)

Figure 39. Europe Utilities Customer Information Systems Consumption Value Market Share by Country (2019-2030)

Figure 40. Germany Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 41. France Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

- Figure 42. United Kingdom Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 43. Russia Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 44. Italy Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 45. Asia-Pacific Utilities Customer Information Systems Consumption Value Market Share by Type (2019-2030)
- Figure 46. Asia-Pacific Utilities Customer Information Systems Consumption Value Market Share by Application (2019-2030)
- Figure 47. Asia-Pacific Utilities Customer Information Systems Consumption Value Market Share by Region (2019-2030)
- Figure 48. China Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 49. Japan Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 50. South Korea Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 51. India Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 52. Southeast Asia Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 53. Australia Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 54. South America Utilities Customer Information Systems Consumption Value Market Share by Type (2019-2030)
- Figure 55. South America Utilities Customer Information Systems Consumption Value Market Share by Application (2019-2030)
- Figure 56. South America Utilities Customer Information Systems Consumption Value Market Share by Country (2019-2030)
- Figure 57. Brazil Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 58. Argentina Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)
- Figure 59. Middle East and Africa Utilities Customer Information Systems Consumption Value Market Share by Type (2019-2030)
- Figure 60. Middle East and Africa Utilities Customer Information Systems Consumption Value Market Share by Application (2019-2030)
- Figure 61. Middle East and Africa Utilities Customer Information Systems Consumption

Value Market Share by Country (2019-2030)

Figure 62. Turkey Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 63. Saudi Arabia Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 64. UAE Utilities Customer Information Systems Consumption Value (2019-2030) & (USD Million)

Figure 65. Utilities Customer Information Systems Market Drivers

Figure 66. Utilities Customer Information Systems Market Restraints

Figure 67. Utilities Customer Information Systems Market Trends

Figure 68. Porters Five Forces Analysis

Figure 69. Manufacturing Cost Structure Analysis of Utilities Customer Information Systems in 2023

Figure 70. Manufacturing Process Analysis of Utilities Customer Information Systems

Figure 71. Utilities Customer Information Systems Industrial Chain

Figure 72. Methodology

Figure 73. Research Process and Data Source

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