

Global Utilities' Customer Information System (CIS) Software Market Growth (Status and Outlook) 2024-2030

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Abstracts

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According to our LPI (LP Information) latest study, the global Utilities' Customer Information System (CIS) Software market size was valued at US\$ 543.9 million in 2023. With growing demand in downstream market, the Utilities' Customer Information System (CIS) Software is forecast to a readjusted size of US\$ 956.8 million by 2030 with a CAGR of 8.4% during review period.

The research report highlights the growth potential of the global Utilities' Customer Information System (CIS) Software market. Utilities' Customer Information System (CIS) Software are expected to show stable growth in the future market. However, product differentiation, reducing costs, and supply chain optimization remain crucial for the widespread adoption of Utilities' Customer Information System (CIS) Software. Market players need to invest in research and development, forge strategic partnerships, and align their offerings with evolving consumer preferences to capitalize on the immense opportunities presented by the Utilities' Customer Information System (CIS) Software market.

Utilities' Customer Information System (CIS) Software is a type of software designed to manage and maintain customer accounts and billing systems for utility companies. A CIS is a software application that enables electric, gas, and water utilities to manage and share customer data with external organizations such as billing agents and state regulatory agencies. A CIS typically covers functions such as account management, order processing, product and service management, rate design, billing, credit and collections, accounts receivable, statement preparation, payment processing, customer

service, and revenue analysis. A CIS is a key component of the meter-to-cash (M2C) value chain for utilities that offer metered delivery of commodities.

The industry trend of Utilities' Customer Information System (CIS) Software is driven by the needs of digital business transformation and the demands of line-of-business managers. The market is undergoing dramatic change as more utilities adopt cloud-based applications and services, remote work models, and software-defined approaches to networking. According to Gartner's 2021 Magic Quadrant for Utilities' Customer Information System (CIS) Software, some of the key trends are:

The convergence of Utilities' Customer Information System (CIS) Software with secure access service edge (SASE): SASE is an emerging architecture that combines software-defined wide area network (SD-WAN) with cloud-based security services to provide secure and efficient access for users located anywhere to applications on any cloud. Gartner predicts that by 2024, more than 70% of Utilities' Customer Information System (CIS) Software customers will have implemented SASE.

The evolution of Utilities' Customer Information System (CIS) Software from hardware appliances to software platforms: Software platforms offer more flexibility, scalability, agility, and cost-effectiveness than hardware appliances. They also enable easier integration with other network functions and services. Gartner expects that by 2025, more than 50% of Utilities' Customer Information System (CIS) Software refresh initiatives will be based on virtualized customer premises equipment (vCPE) or SASE platforms versus traditional routers.

The increasing importance of analytics and automation for Utilities' Customer Information System (CIS) Software: Analytics and automation enable better visibility, control, optimization, and troubleshooting of Utilities' Customer Information System (CIS) Software. They also help improve user experience, application performance, network efficiency, and security posture. Gartner advises that infrastructure and operations (I&O) leaders should prioritize vendors that offer advanced analytics and automation capabilities for their Utilities' Customer Information System (CIS) Software solutions.

Key Features:

The report on Utilities' Customer Information System (CIS) Software market reflects various aspects and provide valuable insights into the industry.

Market Size and Growth: The research report provide an overview of the current size and growth of the Utilities' Customer Information System (CIS) Software market. It may include historical data, market segmentation by Type (e.g., Cloud Based, Web Based), and regional breakdowns.

Market Drivers and Challenges: The report can identify and analyse the factors driving the growth of the Utilities' Customer Information System (CIS) Software market, such as government regulations, environmental concerns, technological advancements, and changing consumer preferences. It can also highlight the challenges faced by the industry, including infrastructure limitations, range anxiety, and high upfront costs.

Competitive Landscape: The research report provides analysis of the competitive landscape within the Utilities' Customer Information System (CIS) Software market. It includes profiles of key players, their market share, strategies, and product offerings. The report can also highlight emerging players and their potential impact on the market.

Technological Developments: The research report can delve into the latest technological developments in the Utilities' Customer Information System (CIS) Software industry. This include advancements in Utilities' Customer Information System (CIS) Software technology, Utilities' Customer Information System (CIS) Software new entrants, Utilities' Customer Information System (CIS) Software new investment, and other innovations that are shaping the future of Utilities' Customer Information System (CIS) Software.

Downstream Procumbent Preference: The report can shed light on customer procumbent behaviour and adoption trends in the Utilities' Customer Information System (CIS) Software market. It includes factors influencing customer ' purchasing decisions, preferences for Utilities' Customer Information System (CIS) Software product.

Government Policies and Incentives: The research report analyse the impact of government policies and incentives on the Utilities' Customer Information System (CIS) Software market. This may include an assessment of regulatory frameworks, subsidies, tax incentives, and other measures aimed at promoting Utilities' Customer Information System (CIS) Software market. The report also evaluates the effectiveness of these policies in driving market growth.

Environmental Impact and Sustainability: The research report assess the environmental impact and sustainability aspects of the Utilities' Customer Information System (CIS)

Software market.

Market Forecasts and Future Outlook: Based on the analysis conducted, the research report provide market forecasts and outlook for the Utilities' Customer Information System (CIS) Software industry. This includes projections of market size, growth rates, regional trends, and predictions on technological advancements and policy developments.

Recommendations and Opportunities: The report conclude with recommendations for industry stakeholders, policymakers, and investors. It highlights potential opportunities for market players to capitalize on emerging trends, overcome challenges, and contribute to the growth and development of the Utilities' Customer Information System (CIS) Software market.

Market Segmentation:

Utilities' Customer Information System (CIS) Software 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.

Segmentation by type

Cloud Based

Web Based

Segmentation by application

Large Enterprises

SMEs

This report also splits the market by region:

Americas

United States

Canada

Mexico

Brazil

APAC

China

Japan

Korea

Southeast Asia

India

Australia

Europe

Germany

France

UK

Italy

Russia

Middle East & Africa

Egypt

South Africa

Israel

Turkey

GCC Countries

The below companies that are profiled have been selected based on inputs gathered from primary experts and analyzing the company's coverage, product portfolio, its market penetration.

Oracle

SAP

CIS Infinity

Cayenta

Datalogic

efluid

EnergyCIS

Fluentgrid

Gentrack

Contents

1 SCOPE OF THE REPORT

- 1.1 Market Introduction
- 1.2 Years Considered
- 1.3 Research Objectives
- 1.4 Market Research Methodology
- 1.5 Research Process and Data Source
- 1.6 Economic Indicators
- 1.7 Currency Considered
- 1.8 Market Estimation Caveats

2 EXECUTIVE SUMMARY

- 2.1 World Market Overview
 - 2.1.1 Global Utilities' Customer Information System (CIS) Software Market Size 2019-2030
 - 2.1.2 Utilities' Customer Information System (CIS) Software Market Size CAGR by Region 2019 VS 2023 VS 2030
- 2.2 Utilities' Customer Information System (CIS) Software Segment by Type
 - 2.2.1 Cloud Based
 - 2.2.2 Web Based
- 2.3 Utilities' Customer Information System (CIS) Software Market Size by Type
 - 2.3.1 Utilities' Customer Information System (CIS) Software Market Size CAGR by Type (2019 VS 2023 VS 2030)
 - 2.3.2 Global Utilities' Customer Information System (CIS) Software Market Size Market Share by Type (2019-2024)
- 2.4 Utilities' Customer Information System (CIS) Software Segment by Application
 - 2.4.1 Large Enterprises
 - 2.4.2 SMEs
- 2.5 Utilities' Customer Information System (CIS) Software Market Size by Application
 - 2.5.1 Utilities' Customer Information System (CIS) Software Market Size CAGR by Application (2019 VS 2023 VS 2030)
 - 2.5.2 Global Utilities' Customer Information System (CIS) Software Market Size Market Share by Application (2019-2024)

3 UTILITIES' CUSTOMER INFORMATION SYSTEM (CIS) SOFTWARE MARKET SIZE BY PLAYER

3.1 Utilities' Customer Information System (CIS) Software Market Size Market Share by Players

3.1.1 Global Utilities' Customer Information System (CIS) Software Revenue by Players (2019-2024)

3.1.2 Global Utilities' Customer Information System (CIS) Software Revenue Market Share by Players (2019-2024)

3.2 Global Utilities' Customer Information System (CIS) Software Key Players Head office and Products Offered

3.3 Market Concentration Rate Analysis

3.3.1 Competition Landscape Analysis

3.3.2 Concentration Ratio (CR3, CR5 and CR10) & (2022-2024)

3.4 New Products and Potential Entrants

3.5 Mergers & Acquisitions, Expansion

4 UTILITIES' CUSTOMER INFORMATION SYSTEM (CIS) SOFTWARE BY REGIONS

4.1 Utilities' Customer Information System (CIS) Software Market Size by Regions (2019-2024)

4.2 Americas Utilities' Customer Information System (CIS) Software Market Size Growth (2019-2024)

4.3 APAC Utilities' Customer Information System (CIS) Software Market Size Growth (2019-2024)

4.4 Europe Utilities' Customer Information System (CIS) Software Market Size Growth (2019-2024)

4.5 Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size Growth (2019-2024)

5 AMERICAS

5.1 Americas Utilities' Customer Information System (CIS) Software Market Size by Country (2019-2024)

5.2 Americas Utilities' Customer Information System (CIS) Software Market Size by Type (2019-2024)

5.3 Americas Utilities' Customer Information System (CIS) Software Market Size by Application (2019-2024)

5.4 United States

5.5 Canada

5.6 Mexico

5.7 Brazil

6 APAC

6.1 APAC Utilities' Customer Information System (CIS) Software Market Size by Region (2019-2024)

6.2 APAC Utilities' Customer Information System (CIS) Software Market Size by Type (2019-2024)

6.3 APAC Utilities' Customer Information System (CIS) Software Market Size by Application (2019-2024)

6.4 China

6.5 Japan

6.6 Korea

6.7 Southeast Asia

6.8 India

6.9 Australia

7 EUROPE

7.1 Europe Utilities' Customer Information System (CIS) Software by Country (2019-2024)

7.2 Europe Utilities' Customer Information System (CIS) Software Market Size by Type (2019-2024)

7.3 Europe Utilities' Customer Information System (CIS) Software Market Size by Application (2019-2024)

7.4 Germany

7.5 France

7.6 UK

7.7 Italy

7.8 Russia

8 MIDDLE EAST & AFRICA

8.1 Middle East & Africa Utilities' Customer Information System (CIS) Software by Region (2019-2024)

8.2 Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size by Type (2019-2024)

8.3 Middle East & Africa Utilities' Customer Information System (CIS) Software Market

Size by Application (2019-2024)

8.4 Egypt

8.5 South Africa

8.6 Israel

8.7 Turkey

8.8 GCC Countries

9 MARKET DRIVERS, CHALLENGES AND TRENDS

9.1 Market Drivers & Growth Opportunities

9.2 Market Challenges & Risks

9.3 Industry Trends

10 GLOBAL UTILITIES' CUSTOMER INFORMATION SYSTEM (CIS) SOFTWARE MARKET FORECAST

10.1 Global Utilities' Customer Information System (CIS) Software Forecast by Regions (2025-2030)

10.1.1 Global Utilities' Customer Information System (CIS) Software Forecast by Regions (2025-2030)

10.1.2 Americas Utilities' Customer Information System (CIS) Software Forecast

10.1.3 APAC Utilities' Customer Information System (CIS) Software Forecast

10.1.4 Europe Utilities' Customer Information System (CIS) Software Forecast

10.1.5 Middle East & Africa Utilities' Customer Information System (CIS) Software Forecast

10.2 Americas Utilities' Customer Information System (CIS) Software Forecast by Country (2025-2030)

10.2.1 United States Utilities' Customer Information System (CIS) Software Market Forecast

10.2.2 Canada Utilities' Customer Information System (CIS) Software Market Forecast

10.2.3 Mexico Utilities' Customer Information System (CIS) Software Market Forecast

10.2.4 Brazil Utilities' Customer Information System (CIS) Software Market Forecast

10.3 APAC Utilities' Customer Information System (CIS) Software Forecast by Region (2025-2030)

10.3.1 China Utilities' Customer Information System (CIS) Software Market Forecast

10.3.2 Japan Utilities' Customer Information System (CIS) Software Market Forecast

10.3.3 Korea Utilities' Customer Information System (CIS) Software Market Forecast

10.3.4 Southeast Asia Utilities' Customer Information System (CIS) Software Market Forecast

- 10.3.5 India Utilities' Customer Information System (CIS) Software Market Forecast
- 10.3.6 Australia Utilities' Customer Information System (CIS) Software Market Forecast
- 10.4 Europe Utilities' Customer Information System (CIS) Software Forecast by Country (2025-2030)
 - 10.4.1 Germany Utilities' Customer Information System (CIS) Software Market Forecast
 - 10.4.2 France Utilities' Customer Information System (CIS) Software Market Forecast
 - 10.4.3 UK Utilities' Customer Information System (CIS) Software Market Forecast
 - 10.4.4 Italy Utilities' Customer Information System (CIS) Software Market Forecast
 - 10.4.5 Russia Utilities' Customer Information System (CIS) Software Market Forecast
- 10.5 Middle East & Africa Utilities' Customer Information System (CIS) Software Forecast by Region (2025-2030)
 - 10.5.1 Egypt Utilities' Customer Information System (CIS) Software Market Forecast
 - 10.5.2 South Africa Utilities' Customer Information System (CIS) Software Market Forecast
 - 10.5.3 Israel Utilities' Customer Information System (CIS) Software Market Forecast
 - 10.5.4 Turkey Utilities' Customer Information System (CIS) Software Market Forecast
 - 10.5.5 GCC Countries Utilities' Customer Information System (CIS) Software Market Forecast
- 10.6 Global Utilities' Customer Information System (CIS) Software Forecast by Type (2025-2030)
- 10.7 Global Utilities' Customer Information System (CIS) Software Forecast by Application (2025-2030)

11 KEY PLAYERS ANALYSIS

- 11.1 Oracle
 - 11.1.1 Oracle Company Information
 - 11.1.2 Oracle Utilities' Customer Information System (CIS) Software Product Offered
 - 11.1.3 Oracle Utilities' Customer Information System (CIS) Software Revenue, Gross Margin and Market Share (2019-2024)
 - 11.1.4 Oracle Main Business Overview
 - 11.1.5 Oracle Latest Developments
- 11.2 SAP
 - 11.2.1 SAP Company Information
 - 11.2.2 SAP Utilities' Customer Information System (CIS) Software Product Offered
 - 11.2.3 SAP Utilities' Customer Information System (CIS) Software Revenue, Gross Margin and Market Share (2019-2024)

- 11.2.4 SAP Main Business Overview
- 11.2.5 SAP Latest Developments
- 11.3 CIS Infinity
 - 11.3.1 CIS Infinity Company Information
 - 11.3.2 CIS Infinity Utilities' Customer Information System (CIS) Software Product Offered
 - 11.3.3 CIS Infinity Utilities' Customer Information System (CIS) Software Revenue, Gross Margin and Market Share (2019-2024)
 - 11.3.4 CIS Infinity Main Business Overview
 - 11.3.5 CIS Infinity Latest Developments
- 11.4 Cayenta
 - 11.4.1 Cayenta Company Information
 - 11.4.2 Cayenta Utilities' Customer Information System (CIS) Software Product Offered
 - 11.4.3 Cayenta Utilities' Customer Information System (CIS) Software Revenue, Gross Margin and Market Share (2019-2024)
 - 11.4.4 Cayenta Main Business Overview
 - 11.4.5 Cayenta Latest Developments
- 11.5 Datalogic
 - 11.5.1 Datalogic Company Information
 - 11.5.2 Datalogic Utilities' Customer Information System (CIS) Software Product Offered
 - 11.5.3 Datalogic Utilities' Customer Information System (CIS) Software Revenue, Gross Margin and Market Share (2019-2024)
 - 11.5.4 Datalogic Main Business Overview
 - 11.5.5 Datalogic Latest Developments
- 11.6 efluid
 - 11.6.1 efluid Company Information
 - 11.6.2 efluid Utilities' Customer Information System (CIS) Software Product Offered
 - 11.6.3 efluid Utilities' Customer Information System (CIS) Software Revenue, Gross Margin and Market Share (2019-2024)
 - 11.6.4 efluid Main Business Overview
 - 11.6.5 efluid Latest Developments
- 11.7 EnergyCIS
 - 11.7.1 EnergyCIS Company Information
 - 11.7.2 EnergyCIS Utilities' Customer Information System (CIS) Software Product Offered
 - 11.7.3 EnergyCIS Utilities' Customer Information System (CIS) Software Revenue, Gross Margin and Market Share (2019-2024)

11.7.4 EnergyCIS Main Business Overview

11.7.5 EnergyCIS Latest Developments

11.8 Fluentgrid

11.8.1 Fluentgrid Company Information

11.8.2 Fluentgrid Utilities' Customer Information System (CIS) Software Product Offered

11.8.3 Fluentgrid Utilities' Customer Information System (CIS) Software Revenue, Gross Margin and Market Share (2019-2024)

11.8.4 Fluentgrid Main Business Overview

11.8.5 Fluentgrid Latest Developments

11.9 Gentrack

11.9.1 Gentrack Company Information

11.9.2 Gentrack Utilities' Customer Information System (CIS) Software Product Offered

11.9.3 Gentrack Utilities' Customer Information System (CIS) Software Revenue, Gross Margin and Market Share (2019-2024)

11.9.4 Gentrack Main Business Overview

11.9.5 Gentrack Latest Developments

12 RESEARCH FINDINGS AND CONCLUSION

List Of Tables

LIST OF TABLES

Table 1. Utilities' Customer Information System (CIS) Software Market Size CAGR by Region (2019 VS 2023 VS 2030) & (\$ Millions)

Table 2. Major Players of Cloud Based

Table 3. Major Players of Web Based

Table 4. Utilities' Customer Information System (CIS) Software Market Size CAGR by Type (2019 VS 2023 VS 2030) & (\$ Millions)

Table 5. Global Utilities' Customer Information System (CIS) Software Market Size by Type (2019-2024) & (\$ Millions)

Table 6. Global Utilities' Customer Information System (CIS) Software Market Size Market Share by Type (2019-2024)

Table 7. Utilities' Customer Information System (CIS) Software Market Size CAGR by Application (2019 VS 2023 VS 2030) & (\$ Millions)

Table 8. Global Utilities' Customer Information System (CIS) Software Market Size by Application (2019-2024) & (\$ Millions)

Table 9. Global Utilities' Customer Information System (CIS) Software Market Size Market Share by Application (2019-2024)

Table 10. Global Utilities' Customer Information System (CIS) Software Revenue by Players (2019-2024) & (\$ Millions)

Table 11. Global Utilities' Customer Information System (CIS) Software Revenue Market Share by Player (2019-2024)

Table 12. Utilities' Customer Information System (CIS) Software Key Players Head office and Products Offered

Table 13. Utilities' Customer Information System (CIS) Software Concentration Ratio (CR3, CR5 and CR10) & (2022-2024)

Table 14. New Products and Potential Entrants

Table 15. Mergers & Acquisitions, Expansion

Table 16. Global Utilities' Customer Information System (CIS) Software Market Size by Regions 2019-2024 & (\$ Millions)

Table 17. Global Utilities' Customer Information System (CIS) Software Market Size Market Share by Regions (2019-2024)

Table 18. Global Utilities' Customer Information System (CIS) Software Revenue by Country/Region (2019-2024) & (\$ millions)

Table 19. Global Utilities' Customer Information System (CIS) Software Revenue Market Share by Country/Region (2019-2024)

Table 20. Americas Utilities' Customer Information System (CIS) Software Market Size

by Country (2019-2024) & (\$ Millions)

Table 21. Americas Utilities' Customer Information System (CIS) Software Market Size Market Share by Country (2019-2024)

Table 22. Americas Utilities' Customer Information System (CIS) Software Market Size by Type (2019-2024) & (\$ Millions)

Table 23. Americas Utilities' Customer Information System (CIS) Software Market Size Market Share by Type (2019-2024)

Table 24. Americas Utilities' Customer Information System (CIS) Software Market Size by Application (2019-2024) & (\$ Millions)

Table 25. Americas Utilities' Customer Information System (CIS) Software Market Size Market Share by Application (2019-2024)

Table 26. APAC Utilities' Customer Information System (CIS) Software Market Size by Region (2019-2024) & (\$ Millions)

Table 27. APAC Utilities' Customer Information System (CIS) Software Market Size Market Share by Region (2019-2024)

Table 28. APAC Utilities' Customer Information System (CIS) Software Market Size by Type (2019-2024) & (\$ Millions)

Table 29. APAC Utilities' Customer Information System (CIS) Software Market Size Market Share by Type (2019-2024)

Table 30. APAC Utilities' Customer Information System (CIS) Software Market Size by Application (2019-2024) & (\$ Millions)

Table 31. APAC Utilities' Customer Information System (CIS) Software Market Size Market Share by Application (2019-2024)

Table 32. Europe Utilities' Customer Information System (CIS) Software Market Size by Country (2019-2024) & (\$ Millions)

Table 33. Europe Utilities' Customer Information System (CIS) Software Market Size Market Share by Country (2019-2024)

Table 34. Europe Utilities' Customer Information System (CIS) Software Market Size by Type (2019-2024) & (\$ Millions)

Table 35. Europe Utilities' Customer Information System (CIS) Software Market Size Market Share by Type (2019-2024)

Table 36. Europe Utilities' Customer Information System (CIS) Software Market Size by Application (2019-2024) & (\$ Millions)

Table 37. Europe Utilities' Customer Information System (CIS) Software Market Size Market Share by Application (2019-2024)

Table 38. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size by Region (2019-2024) & (\$ Millions)

Table 39. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size Market Share by Region (2019-2024)

Table 40. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size by Type (2019-2024) & (\$ Millions)

Table 41. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size Market Share by Type (2019-2024)

Table 42. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size by Application (2019-2024) & (\$ Millions)

Table 43. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size Market Share by Application (2019-2024)

Table 44. Key Market Drivers & Growth Opportunities of Utilities' Customer Information System (CIS) Software

Table 45. Key Market Challenges & Risks of Utilities' Customer Information System (CIS) Software

Table 46. Key Industry Trends of Utilities' Customer Information System (CIS) Software

Table 47. Global Utilities' Customer Information System (CIS) Software Market Size Forecast by Regions (2025-2030) & (\$ Millions)

Table 48. Global Utilities' Customer Information System (CIS) Software Market Size Market Share Forecast by Regions (2025-2030)

Table 49. Global Utilities' Customer Information System (CIS) Software Market Size Forecast by Type (2025-2030) & (\$ Millions)

Table 50. Global Utilities' Customer Information System (CIS) Software Market Size Forecast by Application (2025-2030) & (\$ Millions)

Table 51. Oracle Details, Company Type, Utilities' Customer Information System (CIS) Software Area Served and Its Competitors

Table 52. Oracle Utilities' Customer Information System (CIS) Software Product Offered

Table 53. Oracle Utilities' Customer Information System (CIS) Software Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 54. Oracle Main Business

Table 55. Oracle Latest Developments

Table 56. SAP Details, Company Type, Utilities' Customer Information System (CIS) Software Area Served and Its Competitors

Table 57. SAP Utilities' Customer Information System (CIS) Software Product Offered

Table 58. SAP Main Business

Table 59. SAP Utilities' Customer Information System (CIS) Software Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 60. SAP Latest Developments

Table 61. CIS Infinity Details, Company Type, Utilities' Customer Information System (CIS) Software Area Served and Its Competitors

Table 62. CIS Infinity Utilities' Customer Information System (CIS) Software Product

Offered

Table 63. CIS Infinity Main Business

Table 64. CIS Infinity Utilities' Customer Information System (CIS) Software Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 65. CIS Infinity Latest Developments

Table 66. Cayenta Details, Company Type, Utilities' Customer Information System (CIS) Software Area Served and Its Competitors

Table 67. Cayenta Utilities' Customer Information System (CIS) Software Product Offered

Table 68. Cayenta Main Business

Table 69. Cayenta Utilities' Customer Information System (CIS) Software Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 70. Cayenta Latest Developments

Table 71. Datalogic Details, Company Type, Utilities' Customer Information System (CIS) Software Area Served and Its Competitors

Table 72. Datalogic Utilities' Customer Information System (CIS) Software Product Offered

Table 73. Datalogic Main Business

Table 74. Datalogic Utilities' Customer Information System (CIS) Software Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 75. Datalogic Latest Developments

Table 76. efluid Details, Company Type, Utilities' Customer Information System (CIS) Software Area Served and Its Competitors

Table 77. efluid Utilities' Customer Information System (CIS) Software Product Offered

Table 78. efluid Main Business

Table 79. efluid Utilities' Customer Information System (CIS) Software Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 80. efluid Latest Developments

Table 81. EnergyCIS Details, Company Type, Utilities' Customer Information System (CIS) Software Area Served and Its Competitors

Table 82. EnergyCIS Utilities' Customer Information System (CIS) Software Product Offered

Table 83. EnergyCIS Main Business

Table 84. EnergyCIS Utilities' Customer Information System (CIS) Software Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 85. EnergyCIS Latest Developments

Table 86. Fluentgrid Details, Company Type, Utilities' Customer Information System (CIS) Software Area Served and Its Competitors

Table 87. Fluentgrid Utilities' Customer Information System (CIS) Software Product

Offered

Table 88. Fluentgrid Main Business

Table 89. Fluentgrid Utilities' Customer Information System (CIS) Software Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 90. Fluentgrid Latest Developments

Table 91. Gentrack Details, Company Type, Utilities' Customer Information System (CIS) Software Area Served and Its Competitors

Table 92. Gentrack Utilities' Customer Information System (CIS) Software Product

Offered

Table 93. Gentrack Main Business

Table 94. Gentrack Utilities' Customer Information System (CIS) Software Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 95. Gentrack Latest Developments

List Of Figures

LIST OF FIGURES

Figure 1. Utilities' Customer Information System (CIS) Software Report Years Considered

Figure 2. Research Objectives

Figure 3. Research Methodology

Figure 4. Research Process and Data Source

Figure 5. Global Utilities' Customer Information System (CIS) Software Market Size Growth Rate 2019-2030 (\$ Millions)

Figure 6. Utilities' Customer Information System (CIS) Software Sales by Geographic Region (2019, 2023 & 2030) & (\$ millions)

Figure 7. Utilities' Customer Information System (CIS) Software Sales Market Share by Country/Region (2023)

Figure 8. Utilities' Customer Information System (CIS) Software Sales Market Share by Country/Region (2019, 2023 & 2030)

Figure 9. Global Utilities' Customer Information System (CIS) Software Market Size Market Share by Type in 2023

Figure 10. Utilities' Customer Information System (CIS) Software in Large Enterprises

Figure 11. Global Utilities' Customer Information System (CIS) Software Market: Large Enterprises (2019-2024) & (\$ Millions)

Figure 12. Utilities' Customer Information System (CIS) Software in SMEs

Figure 13. Global Utilities' Customer Information System (CIS) Software Market: SMEs (2019-2024) & (\$ Millions)

Figure 14. Global Utilities' Customer Information System (CIS) Software Market Size Market Share by Application in 2023

Figure 15. Global Utilities' Customer Information System (CIS) Software Revenue Market Share by Player in 2023

Figure 16. Global Utilities' Customer Information System (CIS) Software Market Size Market Share by Regions (2019-2024)

Figure 17. Americas Utilities' Customer Information System (CIS) Software Market Size 2019-2024 (\$ Millions)

Figure 18. APAC Utilities' Customer Information System (CIS) Software Market Size 2019-2024 (\$ Millions)

Figure 19. Europe Utilities' Customer Information System (CIS) Software Market Size 2019-2024 (\$ Millions)

Figure 20. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size 2019-2024 (\$ Millions)

Figure 21. Americas Utilities' Customer Information System (CIS) Software Value Market Share by Country in 2023

Figure 22. United States Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 23. Canada Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 24. Mexico Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 25. Brazil Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 26. APAC Utilities' Customer Information System (CIS) Software Market Size Market Share by Region in 2023

Figure 27. APAC Utilities' Customer Information System (CIS) Software Market Size Market Share by Type in 2023

Figure 28. APAC Utilities' Customer Information System (CIS) Software Market Size Market Share by Application in 2023

Figure 29. China Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 30. Japan Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 31. Korea Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 32. Southeast Asia Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 33. India Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 34. Australia Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 35. Europe Utilities' Customer Information System (CIS) Software Market Size Market Share by Country in 2023

Figure 36. Europe Utilities' Customer Information System (CIS) Software Market Size Market Share by Type (2019-2024)

Figure 37. Europe Utilities' Customer Information System (CIS) Software Market Size Market Share by Application (2019-2024)

Figure 38. Germany Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 39. France Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 40. UK Utilities' Customer Information System (CIS) Software Market Size

Growth 2019-2024 (\$ Millions)

Figure 41. Italy Utilities' Customer Information System (CIS) Software Market Size

Growth 2019-2024 (\$ Millions)

Figure 42. Russia Utilities' Customer Information System (CIS) Software Market Size

Growth 2019-2024 (\$ Millions)

Figure 43. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size Market Share by Region (2019-2024)

Figure 44. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size Market Share by Type (2019-2024)

Figure 45. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size Market Share by Application (2019-2024)

Figure 46. Egypt Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 47. South Africa Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 48. Israel Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 49. Turkey Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 50. GCC Country Utilities' Customer Information System (CIS) Software Market Size Growth 2019-2024 (\$ Millions)

Figure 51. Americas Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 52. APAC Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 53. Europe Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 54. Middle East & Africa Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 55. United States Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 56. Canada Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 57. Mexico Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 58. Brazil Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 59. China Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 60. Japan Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 61. Korea Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 62. Southeast Asia Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 63. India Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 64. Australia Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 65. Germany Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 66. France Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 67. UK Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 68. Italy Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 69. Russia Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 70. Spain Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 71. Egypt Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 72. South Africa Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 73. Israel Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 74. Turkey Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 75. GCC Countries Utilities' Customer Information System (CIS) Software Market Size 2025-2030 (\$ Millions)

Figure 76. Global Utilities' Customer Information System (CIS) Software Market Size Market Share Forecast by Type (2025-2030)

Figure 77. Global Utilities' Customer Information System (CIS) Software Market Size Market Share Forecast by Application (2025-2030)

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