

# Global Utility Customer Information System Market Growth (Status and Outlook) 2023-2029

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## Abstracts

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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.

LPI (LP Information)' newest research report, the “Utility Customer Information System Industry Forecast” looks at past sales and reviews total world Utility Customer Information System sales in 2022, providing a comprehensive analysis by region and market sector of projected Utility Customer Information System sales for 2023 through 2029. With Utility Customer Information System sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world Utility Customer Information System industry.

This Insight Report provides a comprehensive analysis of the global Utility Customer Information System landscape and highlights key trends related to product segmentation, company formation, revenue, and market share, latest development, and M&A activity. This report also analyzes the strategies of leading global companies with a focus on Utility Customer Information System portfolios and capabilities, market entry

strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Utility Customer Information System market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Utility Customer Information System and breaks down the forecast by type, by application, geography, and market size to highlight emerging pockets of opportunity. With a transparent methodology based on hundreds of bottom-up qualitative and quantitative market inputs, this study forecast offers a highly nuanced view of the current state and future trajectory in the global Utility Customer Information System.

The global Utility Customer Information System market size is projected to grow from US\$ million in 2022 to US\$ million in 2029; it is expected to grow at a CAGR of % from 2023 to 2029.

United States market for Utility Customer Information System is estimated to increase from US\$ million in 2022 to US\$ million by 2029, at a CAGR of % from 2023 through 2029.

China market for Utility Customer Information System is estimated to increase from US\$ million in 2022 to US\$ million by 2029, at a CAGR of % from 2023 through 2029.

Europe market for Utility Customer Information System is estimated to increase from US\$ million in 2022 to US\$ million by 2029, at a CAGR of % from 2023 through 2029.

Global key Utility Customer Information System players cover Oracle, SAP, NorthStar, Gentrack, Open International Systems, Fluentgrid Limited, efluid SAS, Ferranti Computer Systems and Gruppo Engineering, etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2022.

This report presents a comprehensive overview, market shares, and growth opportunities of Utility Customer Information System market by product type, application, key players and key regions and countries.

Market Segmentation:

Segmentation by type

Cloud-Based

On-Premises

### Segmentation by application

Natural Gas Companies

Electricity Companies

Telephone Companies

Water Companies

Others

### 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

NorthStar

Gentrack

Open International Systems

Fluentgrid Limited

efluid SAS

Ferranti Computer Systems

Gruppo Engineering

Indra

Itineris

Vertex

Advanced Utility Systems

Hansen Technologies

Cayenta

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