

Utility Customer Information System Market, Global Outlook and Forecast 2022-2028

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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.

This report contains market size and forecasts of Utility Customer Information System in Global, including the following market information:

Global Utility Customer Information System Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Utility Customer Information System market was valued at million in 2021 and is projected to reach US\$ million by 2028, at a CAGR of % during the forecast period.

The U.S. Market is Estimated at \$ Million in 2021, While China is Forecast to Reach \$ Million by 2028.

Cloud-Based Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of Utility Customer Information System include Oracle, SAP, NorthStar, Gentrack, Open International Systems, Fluentgrid Limited, efluid SAS, Ferranti Computer Systems and Gruppo Engineering, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Utility Customer Information System companies, and industry experts on this industry, involving the revenue, demand, product type, recent developments and plans, industry trends, drivers, challenges, obstacles, and potential risks.

Total Market by Segment:

Global Utility Customer Information System Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Utility Customer Information System Market Segment Percentages, by Type, 2021 (%)

Cloud-Based

On-Premises

Global Utility Customer Information System Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Utility Customer Information System Market Segment Percentages, by Application, 2021 (%)

Natural Gas Companies

Electricity Companies

Telephone Companies

Water Companies

Others

Global Utility Customer Information System Market, By Region and Country, 2017-2022,
2023-2028 (\$ Millions)

Global Utility Customer Information System Market Segment Percentages, By Region
and Country, 2021 (%)

North America

US

Canada

Mexico

Europe

Germany

France

U.K.

Italy

Russia

Nordic Countries

Benelux

Rest of Europe

Asia

China

Japan

South Korea

Southeast Asia

India

Rest of Asia

South America

Brazil

Argentina

Rest of South America

Middle East & Africa

Turkey

Israel

Saudi Arabia

UAE

Rest of Middle East & Africa

Competitor Analysis

The report also provides analysis of leading market participants including:

Key companies Utility Customer Information System revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Utility Customer Information System revenues share in global market, 2021 (%)

Further, the report presents profiles of competitors in the market, key players include:

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

Contents

1 INTRODUCTION TO RESEARCH & ANALYSIS REPORTS

- 1.1 Utility Customer Information System Market Definition
- 1.2 Market Segments
 - 1.2.1 Market by Type
 - 1.2.2 Market by Application
- 1.3 Global Utility Customer Information System Market Overview
- 1.4 Features & Benefits of This Report
- 1.5 Methodology & Sources of Information
 - 1.5.1 Research Methodology
 - 1.5.2 Research Process
 - 1.5.3 Base Year
 - 1.5.4 Report Assumptions & Caveats

2 GLOBAL UTILITY CUSTOMER INFORMATION SYSTEM OVERALL MARKET SIZE

- 2.1 Global Utility Customer Information System Market Size: 2021 VS 2028
- 2.2 Global Utility Customer Information System Market Size, Prospects & Forecasts: 2017-2028
- 2.3 Key Market Trends, Opportunity, Drivers and Restraints
 - 2.3.1 Market Opportunities & Trends
 - 2.3.2 Market Drivers
 - 2.3.3 Market Restraints

3 COMPANY LANDSCAPE

- 3.1 Top Utility Customer Information System Players in Global Market
- 3.2 Top Global Utility Customer Information System Companies Ranked by Revenue
- 3.3 Global Utility Customer Information System Revenue by Companies
- 3.4 Top 3 and Top 5 Utility Customer Information System Companies in Global Market, by Revenue in 2021
- 3.5 Global Companies Utility Customer Information System Product Type
- 3.6 Tier 1, Tier 2 and Tier 3 Utility Customer Information System Players in Global Market
 - 3.6.1 List of Global Tier 1 Utility Customer Information System Companies
 - 3.6.2 List of Global Tier 2 and Tier 3 Utility Customer Information System Companies

4 MARKET SIGHTS BY PRODUCT

4.1 Overview

4.1.1 by Type - Global Utility Customer Information System Market Size Markets, 2021 & 2028

4.1.2 Cloud-Based

4.1.3 On-Premises

4.2 By Type - Global Utility Customer Information System Revenue & Forecasts

4.2.1 By Type - Global Utility Customer Information System Revenue, 2017-2022

4.2.2 By Type - Global Utility Customer Information System Revenue, 2023-2028

4.2.3 By Type - Global Utility Customer Information System Revenue Market Share, 2017-2028

5 SIGHTS BY APPLICATION

5.1 Overview

5.1.1 By Application - Global Utility Customer Information System Market Size, 2021 & 2028

5.1.2 Natural Gas Companies

5.1.3 Electricity Companies

5.1.4 Telephone Companies

5.1.5 Water Companies

5.1.6 Others

5.2 By Application - Global Utility Customer Information System Revenue & Forecasts

5.2.1 By Application - Global Utility Customer Information System Revenue, 2017-2022

5.2.2 By Application - Global Utility Customer Information System Revenue, 2023-2028

5.2.3 By Application - Global Utility Customer Information System Revenue Market Share, 2017-2028

6 SIGHTS BY REGION

6.1 By Region - Global Utility Customer Information System Market Size, 2021 & 2028

6.2 By Region - Global Utility Customer Information System Revenue & Forecasts

6.2.1 By Region - Global Utility Customer Information System Revenue, 2017-2022

6.2.2 By Region - Global Utility Customer Information System Revenue, 2023-2028

6.2.3 By Region - Global Utility Customer Information System Revenue Market Share, 2017-2028

6.3 North America

6.3.1 By Country - North America Utility Customer Information System Revenue, 2017-2028

6.3.2 US Utility Customer Information System Market Size, 2017-2028

6.3.3 Canada Utility Customer Information System Market Size, 2017-2028

6.3.4 Mexico Utility Customer Information System Market Size, 2017-2028

6.4 Europe

6.4.1 By Country - Europe Utility Customer Information System Revenue, 2017-2028

6.4.2 Germany Utility Customer Information System Market Size, 2017-2028

6.4.3 France Utility Customer Information System Market Size, 2017-2028

6.4.4 U.K. Utility Customer Information System Market Size, 2017-2028

6.4.5 Italy Utility Customer Information System Market Size, 2017-2028

6.4.6 Russia Utility Customer Information System Market Size, 2017-2028

6.4.7 Nordic Countries Utility Customer Information System Market Size, 2017-2028

6.4.8 Benelux Utility Customer Information System Market Size, 2017-2028

6.5 Asia

6.5.1 By Region - Asia Utility Customer Information System Revenue, 2017-2028

6.5.2 China Utility Customer Information System Market Size, 2017-2028

6.5.3 Japan Utility Customer Information System Market Size, 2017-2028

6.5.4 South Korea Utility Customer Information System Market Size, 2017-2028

6.5.5 Southeast Asia Utility Customer Information System Market Size, 2017-2028

6.5.6 India Utility Customer Information System Market Size, 2017-2028

6.6 South America

6.6.1 By Country - South America Utility Customer Information System Revenue, 2017-2028

6.6.2 Brazil Utility Customer Information System Market Size, 2017-2028

6.6.3 Argentina Utility Customer Information System Market Size, 2017-2028

6.7 Middle East & Africa

6.7.1 By Country - Middle East & Africa Utility Customer Information System Revenue, 2017-2028

6.7.2 Turkey Utility Customer Information System Market Size, 2017-2028

6.7.3 Israel Utility Customer Information System Market Size, 2017-2028

6.7.4 Saudi Arabia Utility Customer Information System Market Size, 2017-2028

6.7.5 UAE Utility Customer Information System Market Size, 2017-2028

7 PLAYERS PROFILES

7.1 Oracle

7.1.1 Oracle Corporate Summary

- 7.1.2 Oracle Business Overview
- 7.1.3 Oracle Utility Customer Information System Major Product Offerings
- 7.1.4 Oracle Utility Customer Information System Revenue in Global Market (2017-2022)
- 7.1.5 Oracle Key News
- 7.2 SAP
 - 7.2.1 SAP Corporate Summary
 - 7.2.2 SAP Business Overview
 - 7.2.3 SAP Utility Customer Information System Major Product Offerings
 - 7.2.4 SAP Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.2.5 SAP Key News
- 7.3 NorthStar
 - 7.3.1 NorthStar Corporate Summary
 - 7.3.2 NorthStar Business Overview
 - 7.3.3 NorthStar Utility Customer Information System Major Product Offerings
 - 7.3.4 NorthStar Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.3.5 NorthStar Key News
- 7.4 Gentrack
 - 7.4.1 Gentrack Corporate Summary
 - 7.4.2 Gentrack Business Overview
 - 7.4.3 Gentrack Utility Customer Information System Major Product Offerings
 - 7.4.4 Gentrack Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.4.5 Gentrack Key News
- 7.5 Open International Systems
 - 7.5.1 Open International Systems Corporate Summary
 - 7.5.2 Open International Systems Business Overview
 - 7.5.3 Open International Systems Utility Customer Information System Major Product Offerings
 - 7.5.4 Open International Systems Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.5.5 Open International Systems Key News
- 7.6 Fluentgrid Limited
 - 7.6.1 Fluentgrid Limited Corporate Summary
 - 7.6.2 Fluentgrid Limited Business Overview
 - 7.6.3 Fluentgrid Limited Utility Customer Information System Major Product Offerings
 - 7.6.4 Fluentgrid Limited Utility Customer Information System Revenue in Global Market (2017-2022)

- 7.6.5 Fluentgrid Limited Key News
- 7.7 efluid SAS
 - 7.7.1 efluid SAS Corporate Summary
 - 7.7.2 efluid SAS Business Overview
 - 7.7.3 efluid SAS Utility Customer Information System Major Product Offerings
 - 7.7.4 efluid SAS Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.7.5 efluid SAS Key News
- 7.8 Ferranti Computer Systems
 - 7.8.1 Ferranti Computer Systems Corporate Summary
 - 7.8.2 Ferranti Computer Systems Business Overview
 - 7.8.3 Ferranti Computer Systems Utility Customer Information System Major Product Offerings
 - 7.8.4 Ferranti Computer Systems Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.8.5 Ferranti Computer Systems Key News
- 7.9 Gruppo Engineering
 - 7.9.1 Gruppo Engineering Corporate Summary
 - 7.9.2 Gruppo Engineering Business Overview
 - 7.9.3 Gruppo Engineering Utility Customer Information System Major Product Offerings
 - 7.9.4 Gruppo Engineering Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.9.5 Gruppo Engineering Key News
- 7.10 Indra
 - 7.10.1 Indra Corporate Summary
 - 7.10.2 Indra Business Overview
 - 7.10.3 Indra Utility Customer Information System Major Product Offerings
 - 7.10.4 Indra Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.10.5 Indra Key News
- 7.11 Itineris
 - 7.11.1 Itineris Corporate Summary
 - 7.11.2 Itineris Business Overview
 - 7.11.3 Itineris Utility Customer Information System Major Product Offerings
 - 7.11.4 Itineris Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.11.5 Itineris Key News
- 7.12 Vertex

- 7.12.1 Vertex Corporate Summary
- 7.12.2 Vertex Business Overview
- 7.12.3 Vertex Utility Customer Information System Major Product Offerings
- 7.12.4 Vertex Utility Customer Information System Revenue in Global Market (2017-2022)
- 7.12.5 Vertex Key News
- 7.13 Advanced Utility Systems
 - 7.13.1 Advanced Utility Systems Corporate Summary
 - 7.13.2 Advanced Utility Systems Business Overview
 - 7.13.3 Advanced Utility Systems Utility Customer Information System Major Product Offerings
 - 7.13.4 Advanced Utility Systems Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.13.5 Advanced Utility Systems Key News
- 7.14 Hansen Technologies
 - 7.14.1 Hansen Technologies Corporate Summary
 - 7.14.2 Hansen Technologies Business Overview
 - 7.14.3 Hansen Technologies Utility Customer Information System Major Product Offerings
 - 7.14.4 Hansen Technologies Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.14.5 Hansen Technologies Key News
- 7.15 Cayenta
 - 7.15.1 Cayenta Corporate Summary
 - 7.15.2 Cayenta Business Overview
 - 7.15.3 Cayenta Utility Customer Information System Major Product Offerings
 - 7.15.4 Cayenta Utility Customer Information System Revenue in Global Market (2017-2022)
 - 7.15.5 Cayenta Key News

8 CONCLUSION

9 APPENDIX

- 9.1 Note
- 9.2 Examples of Clients
- 9.3 Disclaimer

List Of Tables

LIST OF TABLES

Table 1. Utility Customer Information System Market Opportunities & Trends in Global Market

Table 2. Utility Customer Information System Market Drivers in Global Market

Table 3. Utility Customer Information System Market Restraints in Global Market

Table 4. Key Players of Utility Customer Information System in Global Market

Table 5. Top Utility Customer Information System Players in Global Market, Ranking by Revenue (2021)

Table 6. Global Utility Customer Information System Revenue by Companies, (US\$, Mn), 2017-2022

Table 7. Global Utility Customer Information System Revenue Share by Companies, 2017-2022

Table 8. Global Companies Utility Customer Information System Product Type

Table 9. List of Global Tier 1 Utility Customer Information System Companies, Revenue (US\$, Mn) in 2021 and Market Share

Table 10. List of Global Tier 2 and Tier 3 Utility Customer Information System Companies, Revenue (US\$, Mn) in 2021 and Market Share

Table 11. By Type – Global Utility Customer Information System Revenue, (US\$, Mn), 2021 & 2028

Table 12. By Type - Utility Customer Information System Revenue in Global (US\$, Mn), 2017-2022

Table 13. By Type - Utility Customer Information System Revenue in Global (US\$, Mn), 2023-2028

Table 14. By Application – Global Utility Customer Information System Revenue, (US\$, Mn), 2021 & 2028

Table 15. By Application - Utility Customer Information System Revenue in Global (US\$, Mn), 2017-2022

Table 16. By Application - Utility Customer Information System Revenue in Global (US\$, Mn), 2023-2028

Table 17. By Region – Global Utility Customer Information System Revenue, (US\$, Mn), 2021 & 2028

Table 18. By Region - Global Utility Customer Information System Revenue (US\$, Mn), 2017-2022

Table 19. By Region - Global Utility Customer Information System Revenue (US\$, Mn), 2023-2028

Table 20. By Country - North America Utility Customer Information System Revenue,

(US\$, Mn), 2017-2022

Table 21. By Country - North America Utility Customer Information System Revenue, (US\$, Mn), 2023-2028

Table 22. By Country - Europe Utility Customer Information System Revenue, (US\$, Mn), 2017-2022

Table 23. By Country - Europe Utility Customer Information System Revenue, (US\$, Mn), 2023-2028

Table 24. By Region - Asia Utility Customer Information System Revenue, (US\$, Mn), 2017-2022

Table 25. By Region - Asia Utility Customer Information System Revenue, (US\$, Mn), 2023-2028

Table 26. By Country - South America Utility Customer Information System Revenue, (US\$, Mn), 2017-2022

Table 27. By Country - South America Utility Customer Information System Revenue, (US\$, Mn), 2023-2028

Table 28. By Country - Middle East & Africa Utility Customer Information System Revenue, (US\$, Mn), 2017-2022

Table 29. By Country - Middle East & Africa Utility Customer Information System Revenue, (US\$, Mn), 2023-2028

Table 30. Oracle Corporate Summary

Table 31. Oracle Utility Customer Information System Product Offerings

Table 32. Oracle Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 33. SAP Corporate Summary

Table 34. SAP Utility Customer Information System Product Offerings

Table 35. SAP Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 36. NorthStar Corporate Summary

Table 37. NorthStar Utility Customer Information System Product Offerings

Table 38. NorthStar Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 39. Gentrack Corporate Summary

Table 40. Gentrack Utility Customer Information System Product Offerings

Table 41. Gentrack Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 42. Open International Systems Corporate Summary

Table 43. Open International Systems Utility Customer Information System Product Offerings

Table 44. Open International Systems Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 45. Fluentgrid Limited Corporate Summary

Table 46. Fluentgrid Limited Utility Customer Information System Product Offerings

Table 47. Fluentgrid Limited Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 48. efluid SAS Corporate Summary

Table 49. efluid SAS Utility Customer Information System Product Offerings

Table 50. efluid SAS Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 51. Ferranti Computer Systems Corporate Summary

Table 52. Ferranti Computer Systems Utility Customer Information System Product Offerings

Table 53. Ferranti Computer Systems Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 54. Gruppo Engineering Corporate Summary

Table 55. Gruppo Engineering Utility Customer Information System Product Offerings

Table 56. Gruppo Engineering Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 57. Indra Corporate Summary

Table 58. Indra Utility Customer Information System Product Offerings

Table 59. Indra Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 60. Itineris Corporate Summary

Table 61. Itineris Utility Customer Information System Product Offerings

Table 62. Itineris Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 63. Vertex Corporate Summary

Table 64. Vertex Utility Customer Information System Product Offerings

Table 65. Vertex Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 66. Advanced Utility Systems Corporate Summary

Table 67. Advanced Utility Systems Utility Customer Information System Product Offerings

Table 68. Advanced Utility Systems Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 69. Hansen Technologies Corporate Summary

Table 70. Hansen Technologies Utility Customer Information System Product Offerings

Table 71. Hansen Technologies Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

Table 72. Cayenta Corporate Summary

Table 73. Cayenta Utility Customer Information System Product Offerings

Table 74. Cayenta Utility Customer Information System Revenue (US\$, Mn), (2017-2022)

List Of Figures

LIST OF FIGURES

- Figure 1. Utility Customer Information System Segment by Type in 2021
- Figure 2. Utility Customer Information System Segment by Application in 2021
- Figure 3. Global Utility Customer Information System Market Overview: 2021
- Figure 4. Key Caveats
- Figure 5. Global Utility Customer Information System Market Size: 2021 VS 2028 (US\$, Mn)
- Figure 6. Global Utility Customer Information System Revenue, 2017-2028 (US\$, Mn)
- Figure 7. The Top 3 and 5 Players Market Share by Utility Customer Information System Revenue in 2021
- Figure 8. By Type - Global Utility Customer Information System Revenue Market Share, 2017-2028
- Figure 9. By Application - Global Utility Customer Information System Revenue Market Share, 2017-2028
- Figure 10. By Region - Global Utility Customer Information System Revenue Market Share, 2017-2028
- Figure 11. By Country - North America Utility Customer Information System Revenue Market Share, 2017-2028
- Figure 12. US Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 13. Canada Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 14. Mexico Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 15. By Country - Europe Utility Customer Information System Revenue Market Share, 2017-2028
- Figure 16. Germany Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 17. France Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 18. U.K. Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 19. Italy Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 20. Russia Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 21. Nordic Countries Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 22. Benelux Utility Customer Information System Revenue, (US\$, Mn), 2017-2028
- Figure 23. By Region - Asia Utility Customer Information System Revenue Market Share, 2017-2028

Figure 24. China Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 25. Japan Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 26. South Korea Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 27. Southeast Asia Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 28. India Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 29. By Country - South America Utility Customer Information System Revenue Market Share, 2017-2028

Figure 30. Brazil Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 31. Argentina Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 32. By Country - Middle East & Africa Utility Customer Information System Revenue Market Share, 2017-2028

Figure 33. Turkey Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 34. Israel Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 35. Saudi Arabia Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 36. UAE Utility Customer Information System Revenue, (US\$, Mn), 2017-2028

Figure 37. Oracle Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 38. SAP Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 39. NorthStar Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 40. Gentrack Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 41. Open International Systems Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 42. Fluentgrid Limited Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 43. efluid SAS Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 44. Ferranti Computer Systems Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 45. Gruppo Engineering Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 46. Indra Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 47. Itineris Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 48. Vertex Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 49. Advanced Utility Systems Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 50. Hansen Technologies Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 51. Cayenta Utility Customer Information System Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

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