

Utility Customer Information Systems (CIS) 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 Systems (CIS) in Global, including the following market information:

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

Global top five companies in 2021 (%)

The global Utility Customer Information Systems (CIS) 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 Systems (CIS) include Open International Systems, Oracle, SAP, NorthStar, Fluentgrid Limited, efluid SAS, Ferranti Computer Systems, Gruppo Engineering and Indra, 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 Systems (CIS) 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 Systems (CIS) Market, by Type, 2017-2022, 2023-2028 (\$ millions)

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

Cloud-Based

On-Premises

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

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

Large Enterprises (1000+ Users)

Medium-Sized Enterprise (499-1000 Users)

Small Enterprises (1-499 Users)

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

Global Utility Customer Information Systems (CIS) 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 Systems (CIS) revenues in global market, 2017-2022 (estimated), (\$ millions)

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

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

Open International Systems

Oracle

SAP

NorthStar

Fluentgrid Limited

efluid SAS

Ferranti Computer Systems

Gruppo Engineering

Indra

Itineris

Vertex

Advanced Utility Systems

Hansen Technologies

Cayenta

Gentrack

Asseco Group

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