

CUSTOMER SUCCESS | SERVICES

Adding value, delivering results



As a utility provider, you deliver the resources that sustain cities, businesses, nations—and lives. From planning and installation to operations and maintenance, your efficiency not only benefits the communities you serve but also keeps your own business thriving.

Sensus is here to partner with you, providing a reliable and secure network, deploying innovative devices and guaranteeing abundant data. And the top priority of our Customer Success experts is to ensure your long-term success.

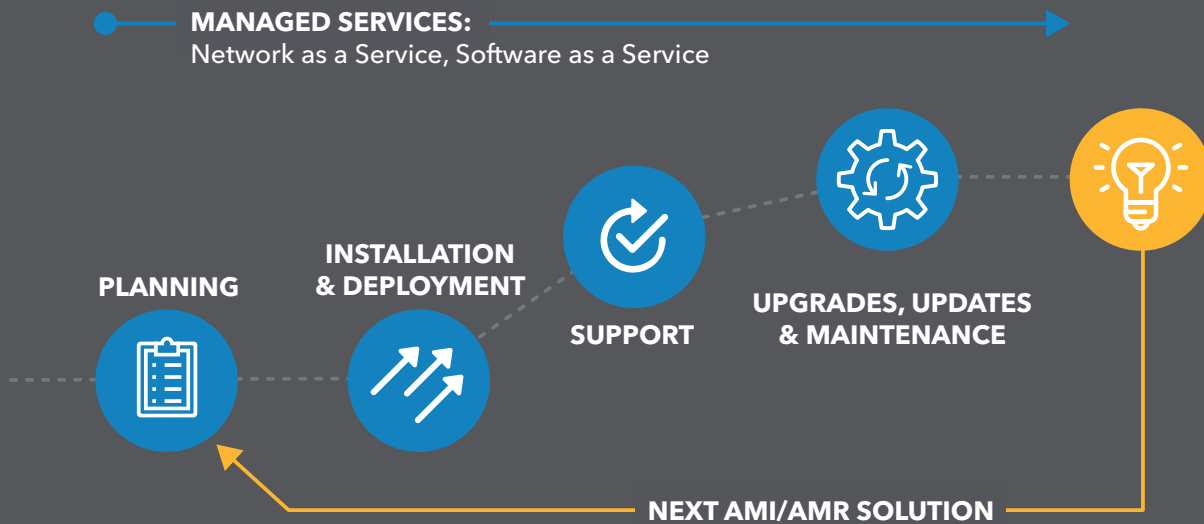
We're your trusted partner, with you every step of the way.

At its foundation, Customer Success helps you make the most of your infrastructure, supporting you across the useful lifecycle of your assets.

We understand the challenges you face in establishing or expanding your utility communications network and operations. Your goal is to maximize your ROI—and our goal is to help you make that happen. Our Customer Success team consists of a broad range of business and industry experts to deliver results that matter most.

- Reduce IT and operational costs.
- Increase operational efficiency and grow revenue.
- Strengthen security.
- Accelerate time to market with new technologies.
- Enhance customer experiences and satisfaction.
- Mitigate risk in areas such as disaster recovery and planning.
- Increase system availability, performance and capacity.

Customer Success through the utility operations lifecycle



Elements of success



PLANNING

- Business requirements analysis
- Customer success plan development
- Solution and business process design
- Change management
- System integration
- Order management



INSTALLATION AND DEPLOYMENT

- Business process development and implementation
- Security consulting
- Validation and testing
- Personalized project management (third-party vendor management, installation and deployment of base stations, end-point system performance optimization and more)



SUPPORT

- Custom software development
- Onsite and custom training
- Online training and self-guided video tutorials
- Customer service
- Technical support



UPDATES, UPGRADES AND MAINTENANCE

- Support for our industry-leading warranties
- World-class RMA operations
- Dedicated team for upgrade management
- Competitive SLAs for fast maintenance and repairs
- Multiple channels for proactive customer communication

A CLOSER LOOK: SYSTEM INTEGRATION

Your employees work smarter when they have the right tools and processes in place and the right information at their fingertips.

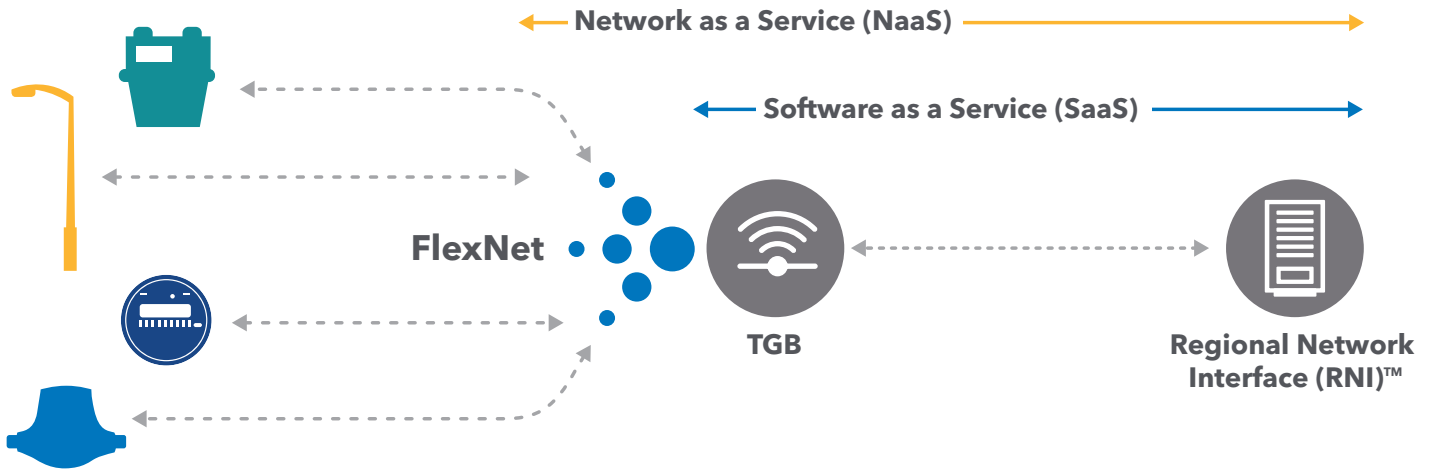
Our experienced software professionals can integrate your Sensus solution with a wide range of enterprise business systems. From billing systems and SCADA to work order management systems and GIS, we can create an integration solution for all your systems to seamlessly work together.

A CLOSER LOOK: SOFTWARE DEVELOPMENT

Sensus Analytics provides a customizable suite of applications to reveal actionable insights to help you improve everything from operations to customer service. But every utility is faced with unique business and operational complexities. To overcome these challenges, custom software applications may be required. With our years of experience in software development and domain expertise, we can deliver custom applications to solve your biggest challenges.

Managed Services: Stay covered for life.

For utilities seeking a secure AMI solution, Sensus offers end-to-end managed services that provide predictable costs and enhanced operations. Other AMI providers require a heavy capital expenditure (CapEx) investment and deliver unreliable performance. But with our FlexNet® communication network and NaaS and SaaS, we not only guarantee performance but also ensure your peace of mind. Let us do the heavy lifting for you.



Services accountability matrix

(Customer owned and operated)

| | NaaS | SaaS | Licensed |
|---|-----------------------|----------------|----------------|
| Financial planning | Predictable OpEx only | OpEx and CapEx | OpEx and CapEx |
| End point ownership, maintenance, updates | ★ | ★ | ★ |
| End point software and firmware updates | ≡ | ★ | ★ |
| Base station ownership, maintenance and updates | ≡ | ★ | ★ |
| FlexNet network management, monitoring, optimization and security | ≡ | ★ | ★ |
| Head end (RNI) software licensing, ownership, monitoring, maintenance, patches, upgrades and security | ≡ | ≡ | ★ |
| RNI upgrades and third-party software licenses | ≡ | ≡ | ★ |

★ Customer ≡ Sensus



Technical Support: One-call problem resolution

Our technical services engineers are experts in Sensus water, gas, electric and light products, as well as AMR and AMI technologies. We support all Sensus hardware, communications and software products. Advanced hardware and software support is available by phone 24/7. And we offer flexible support models, including an annual support package or pay-per-call services.

- Direct call for expedited answers—no bouncing from rep to rep or waiting on a callback
- Live chat online
- Extensive, free online knowledge base

Our team makes all the difference.

The Sensus Customer Success team goes beyond the industry norm to provide unmatched service. Beyond extensive industry experience and dedication, exceptional product knowledge and a laser focus on results, our team knows our customers. We partner with each customer to determine the optimal solution. Then, it's our job to make that solution a reality.

Sensus expertise by the numbers

