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Global Utilities Customer Information Systems Market Drivers, Trends and Opportunities Forecast 2025

PUNE, MAHARASHTRA , INDIA, February 18, 2019 /EINPresswire.com/ -- Summary:
A new market study, titled "Discover Global Utilities Customer Information Systems Market Upcoming Trends, Growth Drivers and Challenges" has been featured on WiseGuyReports.
Introduction
Global Utilities Customer Information Systems Market
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.
In 2018, the global Utilities Customer Information Systems market size was xx million US$ and it is expected to reach xx million US$ by the end of 2025, with a CAGR of xx% during 2019-2025.
This report focuses on the global Utilities Customer Information Systems status, future forecast, growth opportunity, key market and key players. The study objectives are to present the Utilities Customer Information Systems development in United States, Europe and China.

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The key players covered in this study
Oracle
Efluid SAS
SAP
Itineris
Indra
Cayenta
Advanced Utility Systems
Gruppo Engineering
Fluentgrid Limited
Ferranti Computer
Systems
Gentrack
Open International
Systems
NorthStar
Vertex
Hansen Technologies

Market segment by Type, the product can be split into
Cloud-based

On-premises

Market segment by Application, split into
BFSI
Education
Government
Telecom & IT
Others

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Market segment by Regions/Countries, this report covers
United States
Europe
China
Japan
Southeast Asia
India
Central & South America

The study objectives of this report are:
To analyze global Utilities Customer Information Systems status, future forecast, growth opportunity, key market and key players.
To present the Utilities Customer Information Systems development in United States, Europe and China.
To strategically profile the key players and comprehensively analyze their development plan and strategies.
To define, describe and forecast the market by product type, market and key regions.

In this study, the years considered to estimate the market size of Utilities Customer Information Systems are as follows:
History Year: 2014-2018
Base Year: 2018
Estimated Year: 2019
Forecast Year 2019 to 2025
For the data information by region, company, type and application, 2018 is considered as the base year. Whenever data information was unavailable for the base year, the prior year has been considered

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