

Experience is Everything



VertexOne guides utilities in a digital transformation with meter-to-cash software-as-a-service solutions that drive customer engagement and operational efficiencies.



HOW WE DO IT

We provide our solutions through a unique and refined delivery model for water, gas, electric, wastewater, municipal and investor-owned utilities across North America.

LOWER RISK

Mature delivery processes with prescriptive approach



ALIGNED OBJECTIVES

High-quality implementation ensures a sustainable solution

BREADTH OF EXPERIENCE

30 years spent serving the unique needs of utilities



PROVEN PERFORMANCE

SLAs consistently met and utility goals exceeded

FINANCIAL CERTAINTY

Fixed-price solutions for a predictable cost of ownership



FUTURE PROOF

Continual innovation and investment in technology



SUCCESS STORIES

With over 17 million end-customers under management from over 200 utility partners, VertexOne consistently meets key organizational goals.

RELIABLE DEPLOYMENT

“VertexOne really listened to our needs, provided amazing design support and were very flexible when we wanted to add functionality.”

Sarah Skaggs, EPCOR

REDUCE OPERATIONAL COSTS

“I was just amazed by how much administrative staff time was reduced compared to the past using this notification method!”

Julia Escamilla, Rincon del Diablo Municipal Water District

INCREASE CUSTOMER SATISFACTION

“VertexOne has changed how we build relationships with our customers.”

Fiona Sanchez, Irvine Ranch Water District

We deliver **99.9%** SLA DELIVERY **3X** PROGRAM PARTICIPATION **2X** CUSTOMER SATISFACTION

COMPREHENSIVE SOLUTIONS AND SERVICES

VertexOne has something for every utility: from world-class customer information systems to proven digital customer engagement, integration services, white-glove implementation services and everything in between. Let VertexOne be **your** utility's guide.

CUSTOMER INFORMATION SYSTEMS

VertexOne CIS Enterprise™
VertexOne CIS Essentials™
VertexOne Retail Advantage™
VertexOne Finance & Asset™

UTILITY MANAGEMENT

VertexOne Field Work™
VertexOne MeterSmart™
VertexOne Bill Print + Payment™

DIGITAL CUSTOMER ENGAGEMENT

VertexOne Customer Advantage™
VertexOne Communication Advantage™
VertexOne Document Advantage™
WaterSmart | GasSmart | ElectricSmart

ENHANCED SERVICES

VertexOne FastStart™
VertexOne Integration-as-a-Service™
VertexOne Insight™
Cloud | Grow | Secure | Run

200+
UTILITIES SERVED
GAS, ELECTRIC, WATER, SEWER

17+ MILLION
END-USE CUSTOMERS

200+
SUCCESSFUL
IMPLEMENTATIONS

AWARDS



30 YEARS SERVING UTILITIES

50+ CIS IMPLEMENTATIONS

275 PRESCRIPTIVE BUSINESS PROCESSES

20+ YEARS SAAS EXPERIENCE

PART OF \$500M DFW CAPITAL FUND

17 YEAR AVG CUSTOMER TERM