

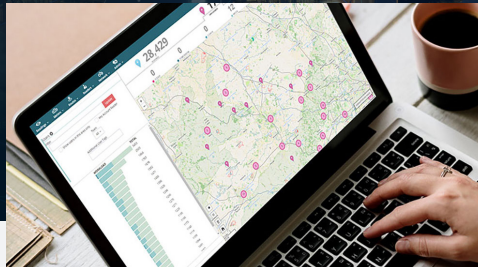
Streamlining Success

How Ensignt Plus Transformed Itron's Field Operations



Challenge

Itron aimed to enhance data accuracy, eliminate redundant entries, and expedite field data access to enable faster, more informed decision-making in its field operations.



Solution

Ensignt Plus integrated with Itron's IMR Radio and Temetra software, enabling real-time data synchronization, on-site device management, and reduced manual interventions.



Results

The integration boosted productivity, cut errors, and improved efficiency, allowing Itron to streamline operations, reduce costs, and enhance strategic focus.

For over a decade, Itron and Ensignt Plus have benefited from a partnership built on enhancing field service operations. Itron, a global technology company specializing in innovative resource management solutions for utilities and cities, recently sought a streamlined approach to managing electric, water, and gas smart meters, aiming to improve data inaccuracy and minimizing manual interventions for faster decision-making.

Ensignt Plus stepped in, utilizing its platform's seamless integration with Itron's IMR Radio— a communication technology designed to optimize field service operations— and Itron's Temetra software, a cloud-based solution for managing smart meter data across electric, water, and gas services. Through this integration, field technicians gained the ability to program and manage devices on-site, synchronize data in real time, and access immediate system updates, significantly minimizing manual interventions and operational costs.

The integration brought further advantages, enabling unified multi-utility support that consolidated electric,

water, and gas meters within one platform. This feature allowed Itron to improve the accuracy of data collection, streamline remote monitoring, and implement scalable meter deployment without the need for constant on-site visits.

Ensignt Plus's flexibility and dedication to Itron's unique needs offered the client a secure and adaptable platform that could grow alongside their business. As a result, Itron saw a substantial increase in productivity, reduced errors and return trips, as well as improved operational efficiency, allowing decisions to be made faster than ever before.

The measurable outcomes of this integration are a testament to Ensignt Plus's commitment to empowering its clients with real-time insights, automation, and expert support. For Itron, this partnership has not only reduced costs and optimized field operations but also enabled their teams to shift focus toward strategic initiatives, boosting morale and productivity. With Ensignt Plus's tailored approach and dedicated service, Itron has transformed its field service operations.