



SMART CUSTOMER MOBILE

Industry's #1 Digital Customer Experience (CX) Platform

**Engage.
Empower.
Educate.**



Delivering the Best Customer Experiences (CX) for Global Electric,
Water, City Gas Providers, Smart Cities & Communities, Municipalities,
Govt. & Regulators

The Undisputed Leader in Digital Customer Experience

As providers strive to empower billions of people to manage their energy-water needs better, optimize consumption behaviour to drive efficiency, connect customers with the field workforce, remove organizational and informational silos, accelerate e-mobility and smart home services, and embrace technological advancements to drive the growth of smart citizens, smart governments, and smart utilities- Here comes the industry's trusted and best solution- **Smart Customer Mobile (SCM®)**

Smart Customer Mobile (SCM®) is the #1 Digital Customer Experience Platform for energy, water & gas providers, worldwide that harnesses the power of digital to better address customer needs and build future-ready businesses. SCM® helps providers deliver:

- **Single integrated multi-channel digital platform** for customer self-service, enabling online account management, billing and payments, start and stop services, conservation programs, and smart home capabilities
- **24*7 digital connectivity and multi-channel communication** for alerts and notifications
- **Superior customer experience** across multiple touchpoints
- **AI and ML-driven** customer behavioral analytics

We are helping global providers adopt intelligent strategies to gain customers' trust through personalized CX experiences, superior self-service solutions, improved processes, enhanced customer services, and intelligent workforce management.

Let's build an intelligent ecosystem that drives sustainability and empowers people to save energy & water.



The SCM[®] Advantage



Energy Efficiency
and DR Mgmt.



Water Conservation
& Drought Mgmt.



Billing and
Payments



Outages and
Storm Center



Multichannel
Notifications



Live Chats and
Chatbots



E Mobility/ EV
Management



Smart Home
Management



Usage and
Comparison



Customer Journey
& Analytics



Marketplace &
Rebate Mgmt.



Community /
Rooftop Solar



DER Mgmt.
and VPP



Service Request
& Tracking



Smart CRM &
CMS



Meter Reading
Capability



Home Energy
Reports



Energy
Disaggregation



Tech-En-
Route



Smart
CMS

Winning the Top Spot!

#1 Business CX App on App Store
and Google Play



5 Star

Native Mobile
App



Millions

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Rated #1

Customer Experience
App for Businesses



90%+

Customer
Adoption



70%+

Increase in
Customer Ratings



About Smart Energy Water

Smart Energy Water, with its innovative and industry-leading cloud platforms, delivers the best Digital Customer Experiences (CX) and Workforce Experiences (WX), powered by AI, ML, and IoT Analytics to the global energy, water, and gas providers. At SEW, the vision is to Engage, Empower, and Educate billions of people to save energy and water. We partner with businesses to deliver platforms that are easy-to-use, integrate seamlessly, and help build a strong technology foundation that allows them to become future-ready.

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