



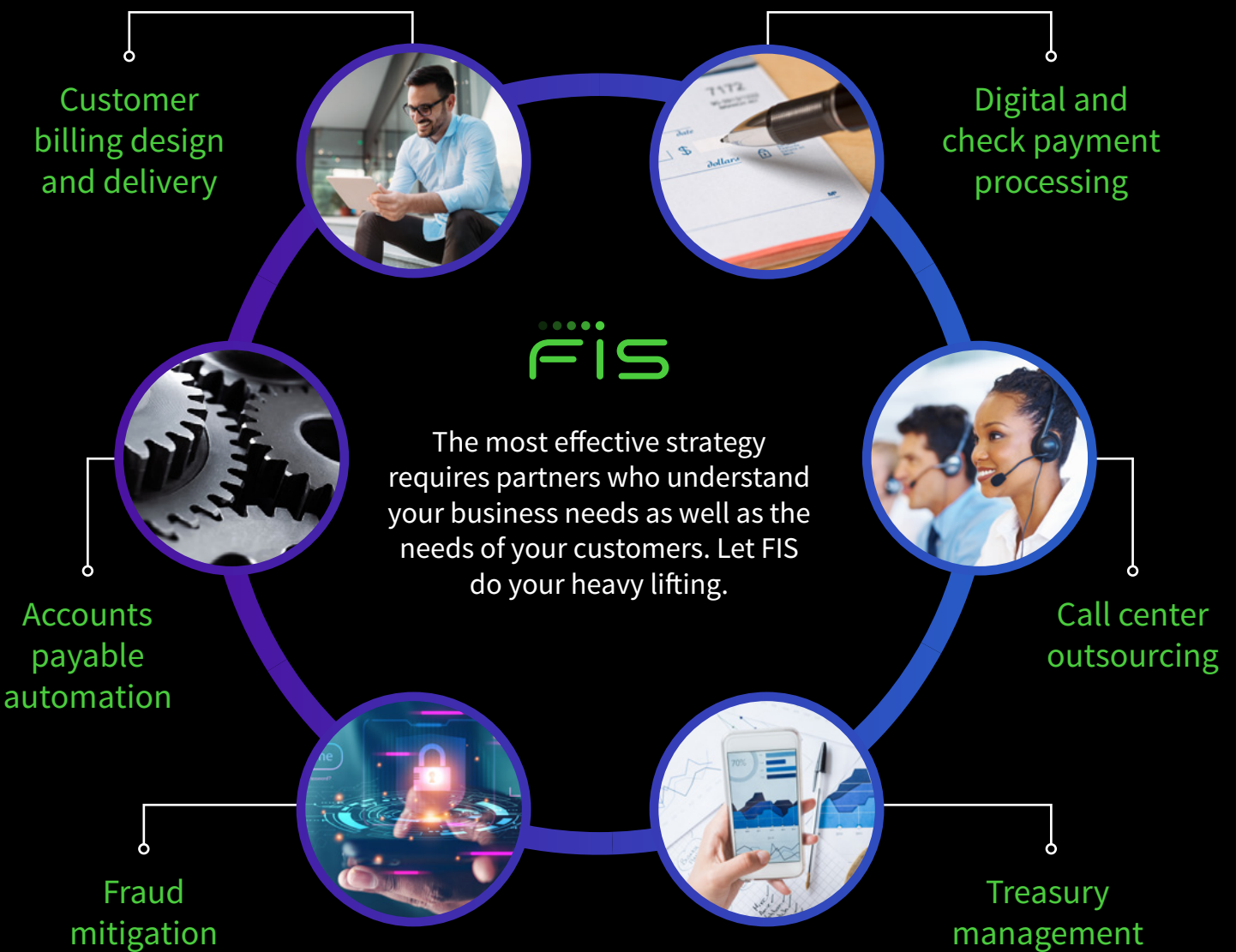
THE RISE OF THE SMART DIGITAL ENGAGEMENT PLATFORM

67% of customers who are happy with their utility firm say they will purchase additional optional programs, while only **18%** of frustrated customers will purchase.*

The past three years have been challenging for energy and utility providers. The COVID-19 pandemic, economic challenges, cyberattacks, inflationary impacts to consumer debt and an increase in extreme weather events have negatively affected both infrastructure and customer satisfaction levels. J.D. Power reports that overall satisfaction with electric utilities fell 17 points in 2021. Digital transformation, well underway before the pandemic, has now moved into a new phase. It's time to get smart.

The FIS® Digital Engagement & Payments ecosystem helps utilities digitize across the customer journey, as well as back-office functions like AP, AR, treasury management and fraud mitigation. Leveraging FIS' resources as the world's largest fintech, our data analytics platform delivers personalization and intelligence to maximize customer satisfaction and efficiency. Plus, we can help you identify areas where our data could strengthen your processes and predict impending financial difficulties, forecast downward economic trends and improve collections.

The most effective strategy integrates smart, digital technologies that streamline business processes, maximize cost efficiencies, improve CSAT and provide real-time insights across every corporate finance function.



48%

of utility companies believe the digitization of the business environment will have the biggest impact on the industry growth rates over the next 5 years.**

MAKE A BIG IMPACT TO YOUR BUSINESS THROUGH DIGITAL MODERNIZATION.

ASK FIS HOW

*Forrester, 2022
**PYMNTS.com, 2022