



SEW-HANSEN PARTNERSHIP FACTSHEET

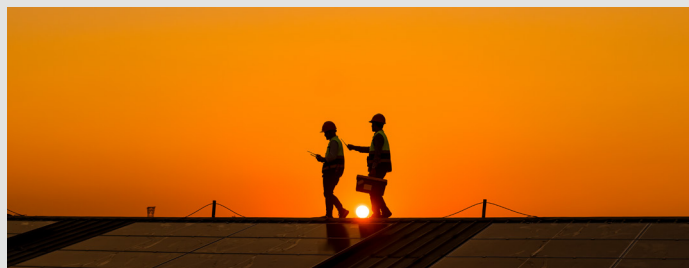
Partnership Overview

Hansen and SEW.AI (Smart Energy Water) have formed a strategic partnership to deliver best-in-class platforms and solutions for mid-size utilities across the Americas, combining Hansen's proven meter-to-cash expertise with SEW's award-winning global leadership in Vertical AI digital platforms.

- SEW.AI (Smart Energy Water): The world's leading provider of vertical AI platforms for the energy and water sector. SEW empowers utilities to build connected customer (CX), workforce (WX), and grid (GX) experiences, enabling digital transformation for 470+ utilities and 1.2B+ people worldwide.
- Hansen: A leading global provider of software and services to the energy, water & utilities and communications & media industries. Hansen serves organizations with customers located in over 80 countries. Hansen helps them to create, sell, and deliver new products and services, manage and analyze customer data, and control critical revenue management and customer support processes.

Combined Strengths

- Hansen: 1,600+ people across 26 offices, serving customers with operations in 80+ countries. Publicly traded (ASX:HSN), investing \$30M+ annually in R&D.
- SEW: Operating in 47+ countries, serving 1.2B+ people through 470+ utility providers. Recognized as an IDC MarketScape Leader, with 1,550+ employees worldwide. SEW brings SmartAI-driven platforms, deep industry expertise, and a relentless focus on connecting customers, workforce, and grid.



Why Partner?

Together, Hansen and SEW deliver a unified digital ecosystem designed to help energy and utilities:

- Address industry trends across meter-to-cash operations, billing and rate management, digital customer engagement, field workforce transformation, business operations, grid and asset management, and eMobility.
- Accelerate deployment with cost-effective, pre-built, integrated platforms that simplify purchasing and reduce implementation risk.
- Provide proven, modern platforms that combine Hansen's CIS leadership with SEW's SmartAI-driven digital experience platforms.
- Unlock Vertical AI Value: Pairing Hansen's CIS leadership with SEW's platforms ensures utilities move beyond generic solutions into purpose-built platforms for the energy and water sector.

Product & Services Highlights

Hansen Suite for Utilities:

- Hansen CIS: Full-featured, highly configurable meter-to-cash platform, supporting customer, account, and meter management; billing and rates; payments; credit/collections; and integration with 100+ APIs.
- Hansen MDM: Designed to manage utility billing and customer data across water, wastewater, electricity, and gas services. It integrates seamlessly with SEW Smart CX enabling real-time data exchange and customer empowerment features. Utilities can provide end customers with intuitive access to interval meter data, enhancing transparency, engagement, and self-service capabilities.
- Unified Ecosystem: Together, Hansen and SEW connect CIS, AMI meters, outage management, ePayments, GIS, virtual contact centers, and workforce platforms into a seamless digital utility ecosystem.

SEW SmartAI Platforms:

- SmartCX (Customer Experience): Transforms how customers interact with their utility through AI-powered self-service, payments and billing, personalized insights, proactive outage and usage management, and omnichannel engagement across web, native mobile and chatbots.
- SmartWX (Workforce Experience): Elevates field and back-office operations with AI-driven scheduling and dispatch, mobile work order management, asset management, safety and compliance tracking, and connected workforce collaboration.
- Other platform favorites like SmartBX (Business Experience): Streamlines utility business operations to improve efficiency and transparency; SmartIX (Intelligence Experience): Unlocks the power of data and AI to drive real-time analytics, predictive maintenance- turning data into actionable insights for reliable and resilient operations; SmartGX (Grid Experience): Empowers utilities with DER and EV integration, outage management, grid visibility, and resilience planning to accelerate the energy transition.

Unified Ecosystem:

- Together, Hansen and SEW connect CIS, AMI meters, outage management, ePayments, GIS, virtual contact centers, and workforce platforms into a seamless digital utility ecosystem.

Partnership Vision

By uniting Hansen's stability and operational depth with SEW's innovation and engagement platforms, we enable utilities to:

- Modernize without disruption – protecting existing investments while unlocking new capabilities.
- Empower customers and employees alike – reducing friction, improving satisfaction, and driving workforce resilience.
- Accelerate the clean energy transition – supporting decarbonization, electrification, and equitable access to reliable service.

